

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Nov, 9:05:08 PM

#83756 Test Account

Email: test@test.com ☎ +917878787878

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 10 Secs

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

Chat Duration : 1 Min 19 Secs

Test Account	Hello, I am your Acebuddy	18 Nov, 9:05:09 PM
Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!	9:05:10 PM
	Whom Would You Like to Connect With?	9:05:10 PM
Test Account	Technical Support (QB & App Hosting)	9:05:20 PM
Acebuddy	Welcome to Ace Support.	9:05:20 PM
	Please chose an option :	9:05:20 PM
Test Account	I'd like to report an Issue	9:05:33 PM
Acebuddy	Please select an option!	9:05:33 PM
Test Account	Other Issue	9:05:37 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:05:37 PM
Test Account	test	9:05:40 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:05:41 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:05:41 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	9:05:50 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	9:06:01 PM

Test Account	I was expecting a senior resource.	9:06:25 PM
	<i>test has ended this chat session</i>	9:06:28 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 12 Nov, 6:41:15 PM

#83548 David Jimenez

Email: david@rcstructures.com 3477939306

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: ROSLYN

State: New York

Country: UNITED STATES

Chat Transcript Chat Duration : 32 Mins 1 Sec

David Jimenez	Hello, I am your Acebuddy	12 Nov, 6:41:16 PM
Acebuddy	Hello David Jimenez, I'm your Ace Buddy. I'll be happy to assist you!	6:41:18 PM
	Whom Would You Like to Connect With?	6:41:18 PM
David Jimenez	Technical Support (QB & App Hosting)	6:41:28 PM
Acebuddy	Welcome to Ace Support.	6:41:28 PM
	Please chose an option :	6:41:28 PM
David Jimenez	I'd like to raise a Request	6:41:34 PM
Acebuddy	Please select your request type.	6:41:35 PM
David Jimenez	Other Request	6:42:22 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	6:42:22 PM

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

6:42:22 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.

7:13:18 PM

Ended due to chat idle timeout

7:13:18 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Nov, 8:21:46 PM

#83516 shari

Email: shari@jkservicesinc.com ☎ 18054079440

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 54 Secs

City: CABO SAN LUCAS

State: Baja California Sur

Country: MEXICO

Chat Transcript

Chat Duration : 55 Mins 52 Secs

shari	Hello, I am your Acebuddy	11 Nov, 8:21:46 PM
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!	8:21:47 PM
	Whom Would You Like to Connect With?	8:21:47 PM
shari	Technical Support (QB & App Hosting)	8:21:51 PM
Acebuddy	Welcome to Ace Support.	8:21:51 PM
	Please chose an option :	8:21:51 PM
shari	I'd like to report an Issue	8:21:56 PM
Acebuddy	Please select an option!	8:21:56 PM

shari	QuickBooks Issue	8:22:01 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:22:01 PM
shari	QuickBooks Login Issue	8:22:07 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	8:22:07 PM
	Was that helpful?	8:22:07 PM
shari	No	8:22:20 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:22:20 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:22:20 PM
	<i>Karan Bhattacharya accepted the chat transfer request.</i>	8:22:53 PM
Karan Bhattacharya	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.	8:23:14 PM
shari	When I (sbray) user connect to Beacon on the Enterprise server it is connecting to the Z drive file. Then the webconnector to tsheets work. The other users access from D drive and web connector is broke	8:23:16 PM
	but it is the same file	8:23:27 PM
Karan Bhattacharya	What is the error coming?	8:25:17 PM
shari	error connecting and then application abort	8:26:39 PM
Karan Bhattacharya	Which application is aborting?	8:28:13 PM
shari	the web connector	8:28:22 PM
Karan Bhattacharya	ok,please confirm me your myrealdata id?	8:29:22 PM
shari	sbray	8:30:15 PM
Karan Bhattacharya	ok	8:30:26 PM
	let me check few details at backend,allow me few minutes.	8:31:22 PM
shari	ok	8:32:55 PM
Karan Bhattacharya	Which server are you utilising where you are getting this error?	8:35:17 PM
shari	jks enterprise	8:35:43 PM
Karan Bhattacharya	ok	8:35:58 PM
	I have sent you a request for remote session	8:40:19 PM
shari	sorry please connect to user joel	8:40:20 PM
	joel and aadmin have the issue	8:40:31 PM
Karan Bhattacharya	ok	8:40:36 PM
shari	Im connected as joel now	8:40:57 PM
Karan Bhattacharya		8:41:11 PM

	I have sent it	
shari	accepted	8:41:23 PM
Karan Bhattacharya	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:17:39 PM
	<i>Ended due to chat idle timeout</i>	9:17:39 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 14 Nov, 9:45:42 PM

#83657 Kevinder

Email: k.singh@innercircle.cpa

Department: Support(QB & App Hosting)

Operator: Luv

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 51 Secs

City: DOHLA

State: Punjab

Country: INDIA

Chat Transcript Chat Duration : 20 Mins 12 Secs

Kevinder	Hello, I am your Acebuddy	14 Nov, 9:45:42 PM
Acebuddy	Hello Kevinder, I'm your Ace Buddy. I'll be happy to assist you!	9:45:43 PM
	Whom Would You Like to Connect With?	9:45:43 PM
Kevinder	Technical Support (QB & App Hosting)	9:45:51 PM
Acebuddy	Welcome to Ace Support.	9:45:51 PM
	Please chose an option :	9:45:51 PM
Kevinder	I'd like to report an Issue	9:45:58 PM

Acebuddy	Please select an option!	9:45:58 PM
Kevinder	Other Issue	9:46:02 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:46:02 PM
Kevinder	I am encountering the error please renew your license each time I attempt to open the QB file.	9:46:44 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:46:44 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:46:44 PM
	<i>Luv accepted the chat transfer request.</i>	9:46:57 PM
Luv	Thank you for contacting Ace Cloud Hosting. My name is Luv. I will be assisting you today.	9:47:06 PM
	Kindly allow me two minutes to check the same.	9:47:27 PM
Kevinder	Okay	9:47:36 PM
	Take your time	9:47:41 PM
Luv	meanwhile may I have your account and server name?	9:47:45 PM
Kevinder	Sure	9:47:55 PM
	ICA_Kevinder	9:50:07 PM
Luv	bare with me for a few minutes i am going to try and open QB on the server from my end.	9:50:25 PM
Kevinder	Okay	9:50:32 PM
Luv	which version of QB are you using?	9:51:55 PM
Kevinder	Quickbooks Premier Plus Edition 2024	9:52:48 PM
Luv	Okay, thanks checking it now	9:52:59 PM
Kevinder	Okay	9:53:08 PM
Luv	What company file are you trying to open, can you tell me that as well, thanks	9:53:30 PM
Kevinder	For Sunny hill Client.	9:54:04 PM
Luv	I am going to shadow your server session, one moment	9:54:28 PM
Kevinder	Okay	9:54:33 PM
Luv	did you get a prompt to accept?	9:56:11 PM
	Try to open the file now	9:57:18 PM
Kevinder	Yes	9:57:27 PM
Luv	one moment	9:58:05 PM
Kevinder	ok	9:58:48 PM
Luv	I see that there are currently 15 users logged into the server. Since only 5 users can access the company file at the same time, please ensure that no more than five people are using it concurrently. You may need to have one of the users log out or stop using the company file before trying again. That should resolve the issue.	10:01:32 PM

Kevinder	Okay	10:03:51 PM
Luv	Yeah, is there anything else i can help you with at the moment? (Edited)	10:04:14 PM
Kevinder	No Thank You!	10:04:48 PM
Luv	no problem, happy to help.	10:05:19 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:05:23 PM
Kevinder	Wishing you the Same.	10:05:39 PM
Luv	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	10:05:41 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!	10:05:45 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>Luv has ended this chat session</i>	10:05:54 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Nov, 2:46:05 AM

#83444 David Weinstein

Email: david@davidweinsteincpa.com 19149071180

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 22 Secs

City: HOMESTEAD

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins

David Weinstein	Hello, I am your Acebuddy	10 Nov, 2:46:06 AM
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!	2:46:07 AM
	Whom Would You Like to Connect With?	2:46:07 AM
David Weinstein	Technical Support (QB & App Hosting)	2:46:12 AM
Acebuddy	Welcome to Ace Support.	2:46:12 AM
	Please chose an option :	2:46:12 AM
David Weinstein	I'd like to report an Issue	2:46:24 AM
Acebuddy	Please select an option!	2:46:24 AM
David Weinstein	Other Issue	2:46:31 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:46:31 AM
David Weinstein	Can you reset the server?	2:46:48 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:46:48 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:46:48 AM
	<i>Shivam Singh accepted the chat transfer request.</i>	2:47:49 AM
	<i>Shivam Singh is transferring the chat to Ashutosh Mishra.</i>	2:47:59 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	2:48:07 AM
David Weinstein	hello	2:48:10 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	2:48:12 AM
David Weinstein	CCH Axcess Tax isn't working, I thought we'd try to reset the server?	2:48:31 AM
Ashutosh Mishra	Sure we will reboot the serevr.	2:48:44 AM
David Weinstein	thank you when should I log in?	2:49:01 AM
Ashutosh Mishra	Please login after five minutes.	2:49:20 AM
	I have started the reboot.	2:50:46 AM
	Is there anything else I may help you with ?	2:51:23 AM
David Weinstein	No I'll reboot	2:51:44 AM
Ashutosh Mishra	Reboot is complete.	2:52:19 AM
	Are we still connected here?	2:54:29 AM

Are we still connected here? 2:56:21 AM

Are we still connected here? 2:58:07 AM

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. 2:59:03 AM

Ashutosh Mishra has ended this chat session 2:59:06 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 14 Nov, 12:27:46 AM

#83630 kyuyeon

Email: tmcnaaccounting@taeyangusa.com ☎ 12486551405

Department: Support(QB & App Hosting)

Operator: Sourav Chhikara

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 34 Secs

City: DETROIT

State: Michigan

Country: UNITED STATES

Chat Transcript Chat Duration : 51 Mins 20 Secs

kyuyeon	Hello, I am your Acebuddy	14 Nov, 12:27:46 AM
Acebuddy	Hello Kyuyeon, I'm your Ace Buddy. I'll be happy to assist you!	12:27:47 AM
	Whom Would You Like to Connect With?	12:27:47 AM
kyuyeon	Technical Support (QB & App Hosting)	12:27:54 AM
Acebuddy	Welcome to Ace Support.	12:27:54 AM
	Please chose an option :	12:27:54 AM
kyuyeon	I'd like to raise a Request	12:28:06 AM

Acebuddy	Please select your request type.	12:28:06 AM
kyuyeon	Office 365 Addition	12:28:12 AM
Acebuddy	Please specify if you already have an Office365 subscription	12:28:12 AM
kyuyeon	I already have O365 license	12:28:17 AM
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windows Server Operating Systems :	12:28:17 AM
	<ul style="list-style-type: none"> • O365 E3 • O365 E5 • O365 Apps for Enterprise 	12:28:17 AM
	If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.	12:28:17 AM
	If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one mentioned above or you may purchase a compatible license from Ace.	12:28:17 AM
	Do you need any further assistance on the topic?	12:28:17 AM
kyuyeon	Yes	12:28:40 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:28:40 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:28:40 AM
	<i>Sourav Chhikara accepted the chat transfer request.</i>	12:28:45 AM
Sourav Chhikara	Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today.	12:29:04 AM
kyuyeon	Hello	12:29:20 AM
	I want to know how to connect my office to QB hostion	12:29:42 AM
Sourav Chhikara	Could you please confirm your server name?	12:30:51 AM
kyuyeon	Taeyang_Lee_Acct	12:31:26 AM
Sourav Chhikara	Thank you for the information, please allow me a moment to check.	12:31:59 AM
kyuyeon	ok	12:32:07 AM
Sourav Chhikara	Could you confirm which one of these license you have? O365 E3 <ul style="list-style-type: none"> • O365 E5 • O365 Apps for Enterprise 	12:33:05 AM
kyuyeon	How could I check that license information?	12:34:36 AM
Sourav Chhikara	Login to portal.office.com to check in the account section which license you have.	12:35:26 AM
	If you are having difficulty let me know I can confirm that for you by taking remote of your local PC.	12:37:12 AM
	Kyuyeon, could you confirm if you are able to get the license information?	12:39:07 AM
kyuyeon	no..I could n't find it	12:39:29 AM
Sourav Chhikara	May I take the remote access of your local computer?	12:39:40 AM

kyuyeon	yes	12:39:44 AM
Sourav Chhikara	Prior providing the access, I would suggest you to close any important documents at your end.	12:39:50 AM
	https://assist.acecloudhosting.com/join/7432620399	12:40:02 AM
	Kindly paste this link in the browser of local computer and join the session.	12:40:11 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:41:02 AM
	Could you confirm if your issue has been resolved?	1:18:02 AM
kyuyeon	Thanks all the things are resolved!	1:18:53 AM
Sourav Chhikara	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:18:58 AM
	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!	1:19:03 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Sourav Chhikara has ended this chat session</i>	1:19:06 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Nov, 1:02:43 AM

#83391 Kim Ferguson

Email: kerguson@westmount.com ☎ 18184587529

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: RESEDA

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 2 Secs

Kim Ferguson	Hello, I am your Acebuddy	7 Nov, 1:02:44 AM
Acebuddy	Hello Kim Ferguson, I'm your Ace Buddy. I'll be happy to assist you!	1:02:45 AM
	Whom Would You Like to Connect With?	1:02:45 AM
Kim Ferguson	Technical Support (QB & App Hosting)	1:02:57 AM
Acebuddy	Welcome to Ace Support.	1:02:57 AM
	Please chose an option :	1:02:57 AM
Kim Ferguson	I'd like to report an Issue	1:03:05 AM
Acebuddy	Please select an option!	1:03:05 AM
Kim Ferguson	QuickBooks Issue	1:03:19 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:03:19 AM
Kim Ferguson	Other QB related issue	1:03:26 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:03:27 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	1:46:46 AM
	<i>Ended due to chat idle timeout</i>	1:46:46 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Nov, 8:55:40 PM

#83825 CASSANDRA

Email: cassandra@cassandragalan.com 17149059342

Department: Support(QB & App Hosting)

Operator: Sourav Chhikara

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 30 Secs

City: SAN ANTONIO

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 17 Secs

CASSANDRA	Hello, I am your Acebuddy	19 Nov, 8:55:40 PM
Acebuddy	Hello Cassandra, I'm your Ace Buddy. I'll be happy to assist you!	8:55:41 PM
	Whom Would You Like to Connect With?	8:55:41 PM
CASSANDRA	Technical Support (QB & App Hosting)	8:55:47 PM
Acebuddy	Welcome to Ace Support.	8:55:47 PM
	Please chose an option :	8:55:47 PM
CASSANDRA	I'd like to report an Issue	8:55:52 PM
Acebuddy	Please select an option!	8:55:53 PM
CASSANDRA	Other Issue	8:55:56 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:55:56 PM
CASSANDRA	Unable to log into hosted server	8:56:05 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:56:05 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:56:05 PM
	<i>Sourav Chhikara accepted the chat transfer request.</i>	8:56:10 PM
Sourav Chhikara	Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today.	8:56:15 PM
CASSANDRA	Hi Chhikara. I am unable to log in.	8:56:25 PM
	<i>8:56:44 PMCASSANDRA is sharing a file with you</i>	8:56:44 PM
	<i>Screenshot 2025-11-19 092634.png - (Size:50.2 KB)</i>	
Sourav Chhikara	Sure, I can help with that. Let me look into it for you.	8:56:45 PM
CASSANDRA	Thank you	8:56:49 PM
Sourav Chhikara	May I take the remote access of your local computer?	8:57:31 PM
CASSANDRA	I dont think that is necessary. This has happened before and they were able to reset the account to let me log in.	8:57:48 PM
Sourav Chhikara	Sure, allow me a moment to check. Meanwhile could you confirm do you remember your password?	8:58:15 PM
CASSANDRA	yes, and it hasn't been changed.	8:58:27 PM

Sourav Chhikara	Alright I am pulling up details, please allow me a moment.	8:59:19 PM
CASSANDRA	thank you	8:59:25 PM
Sourav Chhikara	Cassandra I checked your account was locked due to multiple attempts. I have unlocked the account. Could you please restart the RDP icon and try again? (Edited)	9:00:48 PM
CASSANDRA	It is working now, thank you.	9:01:20 PM
Sourav Chhikara	Is there anything else I may help you with ?	9:01:28 PM
CASSANDRA	that was all	9:01:46 PM
Sourav Chhikara	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:01:51 PM
	Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	9:01:56 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>Sourav Chhikara has ended this chat session</i>	9:01:58 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Nov, 6:48:52 PM

#83460 Michelle Rowe

Email: accounting@encompass-usa.com ☎ 17342767986

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 56 Secs

Michelle Rowe	Hello, I am your Acebuddy	10 Nov, 6:48:53 PM
Acebuddy	Hello Michelle Rowe, I'm your Ace Buddy. I'll be happy to assist you!	6:48:54 PM
	Whom Would You Like to Connect With?	6:48:54 PM
Michelle Rowe	Technical Support (QB & App Hosting)	6:49:03 PM
Acebuddy	Welcome to Ace Support.	6:49:03 PM
	Please chose an option :	6:49:03 PM
Michelle Rowe	I'd like to raise a Request	6:49:10 PM
Acebuddy	Please select your request type.	6:49:10 PM
Michelle Rowe	Password Reset	6:49:26 PM
Acebuddy	Please select an option below	6:49:26 PM
Michelle Rowe	Not Enrolled to Selfcare Portal	6:49:33 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	6:49:33 PM
	Do you need any further assistance on the topic?	6:49:33 PM
Michelle Rowe	No	6:49:49 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	6:49:49 PM
	<i>Acebuddy has ended this chat session</i>	6:49:50 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Nov, 9:15:00 PM

#83706 Jeff Reed

Email: jreed@thesevagroup.com **Phone:** 3025458911

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 12 Secs

City: WASHINGTON

State: Pennsylvania

Country: UNITED STATES

Chat Duration : 5 Mins 16 Secs

Chat Transcript

Jeff Reed	Hello, I am your Acebuddy	17 Nov, 9:15:01 PM
Acebuddy	Hello Jeff Reed, I'm your Ace Buddy. I'll be happy to assist you!	9:15:02 PM
	Whom Would You Like to Connect With?	9:15:02 PM
Jeff Reed	Technical Support (QB & App Hosting)	9:15:08 PM
Acebuddy	Welcome to Ace Support.	9:15:08 PM
	Please chose an option :	9:15:08 PM
Jeff Reed	I'd like to report an Issue	9:15:15 PM
Acebuddy	Please select an option!	9:15:16 PM
Jeff Reed	Password Reset	9:15:19 PM
Acebuddy	Please select an option below	9:15:19 PM
Jeff Reed	Not Enrolled to Selfcare Portal	9:15:24 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	9:15:24 PM
	Do you need any further assistance on the topic?	9:15:24 PM
Jeff Reed	Yes	9:15:35 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:15:35 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:15:35 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:15:51 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:15:55 PM
	Hello Jeff	9:16:00 PM
Jeff Reed	hi	9:16:04 PM
	i am trying to reset a users password and there is no option to do that in the portal any longer	9:16:16 PM
	i can only turn on MFA, but that is not what i want to do	9:16:34 PM

Shashwat Verma	I will surely help you with this issue.	9:16:42 PM
Jeff Reed	thanks	9:16:46 PM
Shashwat Verma	Have swap the screen to right?	9:16:55 PM
Jeff Reed	not sure what that means	9:17:07 PM
Shashwat Verma	There will be drop down menu button for the same	9:17:18 PM
	May I take the remote access of your local computer?	9:17:26 PM
Jeff Reed	sure	9:17:30 PM
Shashwat Verma	Will show you the same	9:17:32 PM
Jeff Reed	ok	9:17:37 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	9:17:46 PM
	https://assist.acecloudhosting.com/join/7242642918	9:17:47 PM
	Kindly Click on the link and open the downloaded file.	9:17:50 PM
	As per the remote session, we have mock you the portal functioning.	9:20:08 PM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	9:20:11 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:20:13 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!	9:20:15 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/)	
	<i>Shashwat Verma has ended this chat session</i>	9:20:17 PM



Chat Transcript

Hello, I am your Acebuddy

#83883 Sabrina**Email:** orders@refinedkind.com**Department:** Support(QB & App Hosting)**Operator:** Shubham Maurya**Website:** https://www.acecloudhosting.com/support-chat-mail.php**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 1 Min 16 Secs**City:** WILMINGTON**State:** Delaware**Country:** UNITED STATES

Chat Duration : 34 Mins 12 Secs

Chat Transcript

Sabrina	Hello, I am your Acebuddy	20 Nov, 10:03:15 PM
Acebuddy	Hello Sabrina, I'm your Ace Buddy. I'll be happy to assist you!	10:03:16 PM
	Whom Would You Like to Connect With?	10:03:16 PM
Sabrina	Technical Support (QB & App Hosting)	10:03:25 PM
Acebuddy	Welcome to Ace Support.	10:03:25 PM
	Please chose an option :	10:03:25 PM
Sabrina	I'd like to report an Issue	10:03:37 PM
Acebuddy	Please select an option!	10:03:37 PM
Sabrina	Other Issue	10:03:44 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:03:44 PM
Sabrina	Server Statistics RAM is 95%	10:04:10 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:04:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:04:10 PM
	<i>10:04:25 PMSabrina is sharing a file with you image.png - (Size:34.2 KB)</i>	10:04:25 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	10:04:31 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	10:04:40 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:05:23 PM
Sabrina	Refinedkind	10:06:49 PM
	RK_Orders	10:06:54 PM
Shubham Maurya		

	Thank you for the information Sabrina, please allow few minutes to check the same.	10:08:48 PM
	<i>10:14:46 PM Shubham Maurya is sharing a file with you</i> <u>image.png</u> - (Size:317.51 KB)	10:14:46 PM
	<i>Thank you for your patience. Please refer to the screenshot above for an application-wise breakdown of RAM usage.</i>	
Sabrina	OK, what to do?	10:16:25 PM
Shubham Maurya	To prevent this, the best approach is to use a single application at a time. If that is not feasible, we can increase the server's RAM, please note that additional RAM is billed at \$20 per GB. Kindly let us know if you would like to proceed with adding more RAM.	10:17:02 PM
Sabrina	Everything at the top is used daily to operate the business.	10:18:38 PM
	This have been the same in the past years, what has changed?	10:19:02 PM
Shubham Maurya	The applications at the top are indeed used daily to run the business, and this has been the same in previous years. The current high RAM usage is mainly because several applications are running at the same time. While the usage itself hasn't changed, running multiple apps simultaneously can sometimes slow down the server.	10:21:28 PM
Sabrina	They have always run at the same time. What happens when it reaches 100%?/	10:22:56 PM
Shubham Maurya	High RAM usage can impact server performance, causing slowdowns, occasional lags, and in some cases, application crashes.	10:23:57 PM
	For 5 users, we recommend adding 5 GB of RAM. If you choose this option, we can offer a discounted rate of \$18 per GB, bringing the total cost to \$90 for the 5 GB upgrade.	10:24:25 PM
Sabrina	How come some applications are listed more than once? They are all closed at end of day and reopened the next day.	10:25:08 PM
Shubham Maurya	Applications that appear more than once either belong to different users or have multiple instances (such as open tabs), which is why they are showing as duplicate entries. (Edited)	10:26:42 PM
Sabrina	slack.exe for RK_Orders is listed twice and I only have one open	10:27:55 PM
	<i>10:30:11 PM Shubham Maurya is sharing a file with you</i> <u>image.png</u> - (Size:72.83 KB)	10:30:11 PM
	<i>There are multiple instances of Slack running, but the two shown in the previous screenshot are the ones I am referring to.</i>	
Shubham Maurya	A single application may run multiple instances in the background to process its data and perform necessary tasks.	10:31:19 PM
Sabrina	Ok, thank you for the clarification. I have passed this information to the president. as of now the RAM is down to 80%.	10:34:14 PM
Shubham Maurya	You are most welcome Sabrina ! Thank you for your understanding with us. We will keep this ticket open for few days if you want you can revert back to the same ticket number if required,	10:35:38 PM
	<i>Is there anything else I may help you with ?</i>	
Sabrina	That is all. Can this ticket be used to receive the discount?	10:36:10 PM
Shubham Maurya	Sure, I will update in notes about the discounted price so that you can proceed with that later.	10:36:53 PM
	No worries.	10:36:57 PM

Sabrina	Thank you.	10:37:02 PM
Shubham Maurya	Have a good one !	10:37:14 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	10:37:16 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!	10:37:18 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

Shubham Maurya has ended this chat session

10:37:27 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Nov, 12:12:58 AM

#83343 Michelle Clark

Email: michelle@booksdoneeasy.com ☎ 816-774-1750

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: ANNAPOLIS

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 48 Secs

Michelle Clark	Hello, I am your Acebuddy	6 Nov, 12:12:59 AM
Acebuddy	Hello Michelle Clark, I'm your Ace Buddy. I'll be happy to assist you!	12:12:59 AM
	Whom Would You Like to Connect With?	12:12:59 AM
Michelle Clark	Technical Support (QB & App Hosting)	12:13:09 AM
Acebuddy	Welcome to Ace Support.	12:13:09 AM
	Please chose an option :	12:13:09 AM
Michelle Clark	I'd like to raise a Request	12:13:20 AM
Acebuddy	Please select your request type.	12:13:20 AM
Michelle Clark	Other Request	12:13:26 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	12:13:26 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:13:26 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	12:47:47 AM
	<i>Ended due to chat idle timeout</i>	12:47:47 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Nov, 12:45:43 AM

#83718 Stacy Ciolfi

Email: wildfire1789@gmail.com 19702274435

Department: Support(QB & App Hosting)

Operator: Luv

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 5 Secs

City: ESTES PARK

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 13 Mins

Stacy Ciolli	Hello, I am your Acebuddy	18 Nov, 12:45:44 AM
Acebuddy	Hello Stacy Ciolli, I'm your Ace Buddy. I'll be happy to assist you!	12:45:45 AM
	Whom Would You Like to Connect With?	12:45:45 AM
Stacy Ciolli	Technical Support (QB & App Hosting)	12:45:47 AM
Acebuddy	Welcome to Ace Support.	12:45:47 AM
	Please chose an option :	12:45:47 AM
Stacy Ciolli	I'd like to report an Issue	12:45:56 AM
Acebuddy	Please select an option!	12:45:56 AM
Stacy Ciolli	QuickBooks Issue	12:45:59 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:45:59 AM
Stacy Ciolli	Other QB related issue	12:46:07 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:46:07 AM
Stacy Ciolli	ticket 802764 update and payroll fix not completed	12:46:47 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:46:47 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:46:47 AM
	<i>Luv accepted the chat transfer request.</i>	12:47:07 AM
Luv	Thank you for contacting Ace Cloud Hosting. My name is Luv. I will be assisting you today.	12:47:15 AM
	How are you?	12:47:18 AM
Stacy Ciolli	I'm am well	12:47:34 AM
Luv	Please allow me two minutes, I will check the ticket.	12:48:08 AM
Stacy Ciolli	sure thing	12:48:15 AM
Luv	I Checked the ticket, as per the notes they have updated the QB and payroll, is the issue still there, if yes could you please tell me what error you are getting?	12:49:50 AM
Stacy Ciolli	They didn't I still have the issue and show 2023	12:50:16 AM
	it tells me I need to activate payroll in North fork and I am running 2023 premier subcontractor edition not 2024	12:51:10 AM
Luv	Okay, kindly allow me two minutes to check	12:51:35 AM
Stacy Ciolli	ok	12:51:47 AM
Luv	Please stay connected I am checking a few details.	12:55:01 AM
Stacy Ciolli	did you need to log in to see my screen	12:59:46 AM

Luv	No currrently checking a few things on the server, please give me a few more minutes	1:00:28 AM
Stacy Ciolli	okay	1:00:34 AM
	im running to the bathroom. I be back in a few mins	1:04:05 AM
Luv	Okay take your time, I am working on it thank you for your patience.	1:04:22 AM
	Hello Stacy are you there?	1:08:14 AM
Stacy Ciolli	yes	1:08:47 AM
Luv	I am going to shadow your remote session from the server	1:09:18 AM
	please close anything confidential just keep QB running	1:09:31 AM
Stacy Ciolli	okay	1:10:01 AM
Luv	it should give you a prompt let me know when you are ready, I will request again	1:10:50 AM
Stacy Ciolli	I am nready	1:11:13 AM
Luv	Sent the request again for Shadow.	1:11:34 AM
Stacy Ciolli	I am not seeing the usual popup	1:12:16 AM
Luv	Yeah it keeps on saying refused the request, can you please share your email so i can send a zoho assist invite for remote session	1:13:05 AM
Stacy Ciolli	wildfire1789@gmail.com	1:13:25 AM
Luv	just sent an invite, please follow the instructions on it.	1:14:18 AM
	Can you please open the company file	1:15:20 AM
	please enter the password	1:16:56 AM
	It shows the service as Active, where do you get the error?	1:19:32 AM
	are you there?	1:20:53 AM
Stacy Ciolli	I am here	1:56:03 AM
Luv	I am going to Get this ticket escalated and they will reach out to you for the call with Intuit, I will be emailing you after the chat, please share your availability accordingly.	1:56:58 AM
	thank you for your patience, issue seems to be on intuit end, as the qb is not fetching the active license.	1:57:25 AM
Stacy Ciolli	I am available today until 4pm mountain time	1:57:36 AM
Luv	okay, I will put the availability in notes, is there anything else i can assist you with?	1:58:04 AM
Stacy Ciolli	no not at the moment	1:58:37 AM
Luv	Thank you for your patience, have a beautiful rest of your day.	1:58:53 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.	1:58:58 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

1:59:03 AM

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

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

Luv has ended this chat session

1:59:07 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Nov, 3:42:06 AM

#83729 Chase Scott

Email: chases@cfcpapc.com 2107485846

Department: Support(QB & App Hosting)

Operator: Luv

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 38 Secs

City: MCALLEN

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 43 Secs

Chase Scott	Hello, I am your Acebuddy	18 Nov, 3:42:06 AM
Acebuddy	Hello Chase Scott, I'm your Ace Buddy. I'll be happy to assist you!	3:42:07 AM
	Whom Would You Like to Connect With?	3:42:07 AM
Chase Scott	Technical Support (QB & App Hosting)	3:42:11 AM
Acebuddy	Welcome to Ace Support.	3:42:11 AM

	Please chose an option :	3:42:11 AM
Chase Scott	I'd like to report an Issue	3:42:20 AM
Acebuddy	Please select an option!	3:42:20 AM
Chase Scott	QuickBooks Issue	3:42:24 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:42:24 AM
Chase Scott	Other QB related issue	3:42:34 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:42:34 AM
Chase Scott	Quickbooks will not open	3:42:44 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:42:45 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:42:45 AM
	<i>Gaurava Tyagi declined the transfer request.</i>	3:43:05 AM
	<i>Luv accepted the chat transfer request.</i>	3:43:11 AM
Luv	Thank you for contacting Ace Cloud Hosting. My name is Luv. I will be assisting you today.	3:43:24 AM
	How are you?	3:43:39 AM
Chase Scott	Hello we are trying to open QBs on the server and it is stuck trying to open	3:44:01 AM
Luv	Okay I will surely help you with that, May I have your account and server name?	3:44:21 AM
Chase Scott	QBNXTPRE.myrealdata.net	3:44:48 AM
Luv	Okay, what version of QB are you using?	3:45:10 AM
Chase Scott	This is QB19	3:45:21 AM
	accountant	3:45:29 AM
Luv	Okay allow me 2 minutes I am logging into the server	3:45:49 AM
Chase Scott	username: ErikaG.Npre@myrealdata.net	3:46:26 AM
	if needed	3:46:28 AM
Luv	Alright, I am connected Bare with me	3:47:18 AM
Chase Scott	it has been stuck like this	3:47:19 AM
Luv	I understand, I am checking the issue, bare with me	3:49:18 AM
	I have to reboot the server	3:56:50 AM
Chase Scott	This user on this PC has a meeting in 3 minutes am I able to connect back with you from my desk?	3:56:57 AM
	meeting*	3:57:05 AM
Luv	I can ask for an update after the reboot on the ticket via email if that works?	3:57:47 AM
Chase Scott	ok chases@cfcpcapc.com	3:57:57 AM
Luv	Okay thank you for your patience, is there anything else i can help you with?	3:58:24 AM

Chase Scott	no thanks	3:58:30 AM
Luv	have a nice rest of your day.	3:58:42 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.	3:58:45 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!	3:58:49 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

Luv has ended this chat session

3:58:50 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Nov, 11:34:07 PM

#83564 Joe Nibali

Email: jnibali@ameripharma.us

Department: Support(QB & App Hosting)

Operator: Luv

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 59 Secs

City: ORANGE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 4 Secs

Joe Nibali	Hello, I am your Acebuddy	12 Nov, 11:34:08 PM
Acebuddy	Hello Joe Nibali, I'm your Ace Buddy. I'll be happy to assist you!	11:34:08 PM
	Whom Would You Like to Connect With?	11:34:08 PM
Joe Nibali	Technical Support (QB & App Hosting)	11:34:59 PM
Acebuddy	Welcome to Ace Support.	11:35:00 PM
	Please chose an option :	11:35:00 PM
Joe Nibali	Setback	11:35:06 PM
Acebuddy	Hello Joe Nibali, I'm your Ace Buddy. I'll be happy to assist you!	11:35:06 PM
	Whom Would You Like to Connect With?	11:35:06 PM
Joe Nibali	Managed IT	11:35:10 PM
Acebuddy	Please wait while we connect you to an available Representative.	11:35:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:35:10 PM
	<i>Pradeep Kumar accepted the chat transfer request.</i>	11:35:21 PM
	<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i>	11:35:35 PM
	<i>Luv accepted the chat transfer request.</i>	11:35:41 PM
Luv	Thank you for contacting Ace Cloud Hosting. My name is Luv. I will be assisting you today.	11:35:53 PM
Joe Nibali	Hi, my name is Joe Nibali. I am a IT Tech from Harpers Pharmacy CID75489	11:36:18 PM
	I wanted to ask about installing new software to our Ace Cloud server. Specifically regarding addons for our current QB setup	11:36:45 PM
Luv	I will surely help you with this issue. Kindly let me know the software name and specify the addons?	11:37:49 PM
	This message has been deleted	11:38:18 PM
Joe Nibali	We already have Quickbooks installed. We wanted to look into installing the "SaasAnt Transactions - Bulk import" addon to it as well	11:38:58 PM
Luv	Kindly allow me two minutes to check the same.	11:39:31 PM
Joe Nibali	I also wanted to get more information about this process. Is it possible for us to install addons and updates ourselves, or do we have to put in a request with you to do so	11:39:36 PM
Luv	Let me check the process and update you, allow me 2minutes	11:39:59 PM
	Is it possible for you to provide us with the setup file for this specific add on that you are requesting? We can assist with installing it on your server.	11:43:06 PM
Joe Nibali	So just to clarify we are not able to do these installs ourselves. We have to provide you the install file to have it installed to our server correct?	11:44:29 PM
Luv	Unfortunately, you won't be able to install it yourselves, as doing so is restricted and may affect other active users on the server or cause a system restart. Could you please provide us with the setup file for this add-on and specify the location of the installer? We will schedule the installation at an appropriate time. (Edited)	11:47:10 PM

Joe Nibali	Ok thank you. Let me get back to you as I first want to double check what we would like to install. I just wanted to get more information on how this setup process works. When I am ready with the install files I will reach back out	11:49:41 PM
Luv	Sure you can email us at any time happy to help, is there anything else I can assist you with?	11:50:16 PM
Joe Nibali	What is the best email to send this request too?	11:50:42 PM
Luv	support@acecloudhosting.com you can email us on this one, which will create a service request that we can follow up on.	11:51:53 PM
Joe Nibali	Ok thank you	11:52:02 PM
Luv	no problem, thank you for choosing Ace, have a wonderful day ahead.	11:52:31 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	11:52:38 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	
	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>Luv has ended this chat session</i>	11:53:12 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Nov, 12:55:14 AM

#83536 Kimberly Mallard

Email: kim@mallardcpa.com ☎ 2524122533

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 21 Secs

City: GREENVILLE

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins

Kimberly Mallard	Hello, I am your Acebuddy	12 Nov, 12:55:14 AM
Acebuddy	Hello Kimberly Mallard, I'm your Ace Buddy. I'll be happy to assist you!	12:55:15 AM
	Whom Would You Like to Connect With?	12:55:15 AM
Kimberly Mallard	Technical Support (QB & App Hosting)	12:55:18 AM
Acebuddy	Welcome to Ace Support.	12:55:18 AM
	Please chose an option :	12:55:18 AM
Kimberly Mallard	I'd like to report an Issue	12:55:22 AM
Acebuddy	Please select an option!	12:55:22 AM
Kimberly Mallard	Other Issue	12:55:27 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:55:27 AM
Kimberly Mallard	unable to connect to virtual server. Same issue I had less than an hour ago that you had fixed and is now not working again	12:56:09 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:56:10 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:56:10 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	12:56:35 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	12:56:40 AM
Kimberly Mallard	okay thank you	12:56:55 AM
Abhay Kumar Saraswat	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.	12:57:15 AM
Kimberly Mallard	so what do we need to do to fix it again	12:57:40 AM
Abhay Kumar Saraswat	I'll surely assist you in this.	12:58:25 AM
	Is this for account: Kim Mallard CPA PLLC ?	12:58:39 AM
Kimberly Mallard	yes	12:58:49 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	12:58:54 AM
	Could you please confirm what error you are encountering while connecting to the ACE server ?	1:00:05 AM

	<p>1:01:09 AM Kimberly Mallard is sharing a file with you image.png - (Size:24.04 KB)</p>	1:01:09 AM
	<p>Thank you for sharing the screenshot with us.</p>	1:01:45 AM
	<p>May I take the remote access of your local computer?</p>	1:01:49 AM
Kimberly Mallard	<p>okay. give me a second. the previous person did not have to do that. why do you?</p>	1:02:21 AM
Abhay Kumar Saraswat	<p>As I checked, your account has been locked due to multiple incorrect password attempts.</p>	1:03:23 AM
	<p>Let me unlock you.</p>	1:03:30 AM
	<p>Now, can you try again please?</p>	1:04:00 AM
Kimberly Mallard	<p>I'm surprised by your message. Yes, let me see if it works now.</p>	1:04:18 AM
Abhay Kumar Saraswat	<p>Sure.</p>	1:04:25 AM
Kimberly Mallard	<p>It's working now. but can I log out and try to log back in. I want to make sure it will work still after logging out. Has my password expired?</p>	1:05:38 AM
Abhay Kumar Saraswat	<p>Sure, you can try.</p>	1:06:28 AM
	<p>Could you please confirm when you changed your password last time?</p>	1:07:22 AM
Kimberly Mallard	<p>Okay. It's still working. I didn't change my password. It's been a while since I last have. I honestly don't remember</p>	1:07:38 AM
Abhay Kumar Saraswat	<p>I apologize for the confusion.</p>	
	<p>The reason I requested a remote session is to check your Remote Setup file and ensure everything is configured correctly. Although you mentioned that the issue was resolved earlier, you are still experiencing the same problem and are unable to log in to the ACE server.</p>	1:07:52 AM
	<p>No worries.</p>	1:08:07 AM
Kimberly Mallard	<p>Okay. We can do a remote</p>	1:08:12 AM
Abhay Kumar Saraswat	<p>Is there anything else I may help you with ?</p>	1:08:13 AM
	<p>Not at the moment, since you have successfully logged in to the server, as you confirmed.</p>	1:08:56 AM
Kimberly Mallard	<p>Okay thank you</p>	1:09:13 AM
Abhay Kumar Saraswat	<p>My pleasure to assist you.</p>	1:09:27 AM
	<p>Is there anything else I may help you with ?</p>	1:09:30 AM
Kimberly Mallard	<p>no, that's it. thank you</p>	1:09:59 AM
Abhay Kumar Saraswat	<p>I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.</p>	1:10:05 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p>	
	<p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am</p>	

working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.
Thanks!

1:10:10 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.

1:10:13 AM

Abhay Kumar Saraswat has ended this chat session

1:10:15 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Nov, 10:10:57 PM

#83884 queenie crisostomo

Email: crisostomoqueenie956@gmail.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 31 Secs

City: DASMARINAS

State: Cavite

Country: PHILIPPINES

Chat Transcript

Chat Duration : 22 Mins 38 Secs

queenie crisostomo	Hello, I am your Acebuddy	20 Nov, 10:10:58 PM
Acebuddy	Hello Queenie Crisostomo, I'm your Ace Buddy. I'll be happy to assist you!	10:10:58 PM
	Whom Would You Like to Connect With?	10:10:58 PM
queenie crisostomo	Technical Support (QB & App Hosting)	10:11:05 PM
Acebuddy	Welcome to Ace Support.	10:11:05 PM

	Please chose an option :	10:11:05 PM
queenie crisostomo	I'd like to raise a Request	10:11:15 PM
Acebuddy	Please select your request type.	10:11:15 PM
queenie crisostomo	Other Request	10:11:36 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	10:11:36 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:11:36 PM
queenie crisostomo	Yes, I'm facing issues with my server	10:11:45 PM
Acebuddy	Please select an option!	10:11:45 PM
queenie crisostomo	QuickBooks Issue	10:11:51 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:11:51 PM
queenie crisostomo	QuickBooks Login Issue	10:11:59 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	10:11:59 PM
	Was that helpful?	10:11:59 PM
queenie crisostomo	No	10:12:05 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	10:12:05 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:12:05 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	10:12:21 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:12:25 PM
	Hello	10:12:29 PM
queenie crisostomo	hi can you help me i need to access the other business of my client	10:12:52 PM
Shashwat Verma	Are you able to access the server?	10:13:06 PM
queenie crisostomo	yes im in	10:13:16 PM
	i just cant get in to other business of my client	10:13:41 PM
Shashwat Verma	I will surely help you with this issue.	10:14:47 PM
	May I take the remote access of your local computer?	10:14:50 PM
queenie crisostomo	yes	10:14:56 PM
Shashwat Verma	https://assist.acecloudhosting.com/join/1662140749	10:15:12 PM
	Kindly Click on the link and open the downloaded file.	10:15:16 PM
	As per the remote session, issue resolved by finding the Qb file	10:33:30 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:33:32 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!

10:33:34 PM

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

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

Shashwat Verma has ended this chat session

10:33:36 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Nov, 10:51:22 PM

#83711 Rick Fobear

Email: rick@beartechalloys.com **Phone:** 17145501700

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 55 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 24 Mins

Rick Fobear Hello, I am your Acebuddy 17 Nov, 10:51:23 PM

Acebuddy Hello Rick, I'm your Ace Buddy. I'll be happy to assist you! 10:51:23 PM

Whom Would You Like to Connect With? 10:51:23 PM

Rick Fobear Technical Support (QB & App Hosting) 10:51:30 PM

Acebuddy	Welcome to Ace Support.	10:51:30 PM
	Please chose an option :	10:51:30 PM
Rick Fobear	I'd like to report an Issue	10:51:48 PM
Acebuddy	Please select an option!	10:51:48 PM
Rick Fobear	Other Issue	10:51:55 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:51:55 PM
	<i>10:53:08 PM Rick Fobear is sharing a file with you image.png - (Size:17.0 KB)</i>	10:53:08 PM
	Please wait while we connect you to a Support Representative	10:53:09 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:53:09 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	10:53:27 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	10:53:33 PM
	Hello Rick	10:53:39 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:53:45 PM
Rick Fobear	Hello, it's BeartechAlloys.myrealdate.net	10:54:47 PM
Shubham Kataria	Thank you for the information. Please allow me two minutes to check the same.	10:55:08 PM
	I have checked your server and found D drive is totally exhausted that's why you're getting this error while accessing QB company file	10:57:05 PM
	<i>10:57:29 PM Rick Fobear is sharing a file with you image.png - (Size:67.36 KB)</i>	10:57:29 PM
	As per ticket #792822, we have already provided you with the pricing for upgrading the D drive space.	10:58:24 PM
Rick Fobear	Back on Nov 5th we were supposed to be upgraded to the Business Essential plan so we should have 160GB of space, why are we low? Why do I only show 50GB on this PC?	10:59:20 PM
	I have an email from Akash Seth confirming	11:00:10 PM
	on Nov 5th	11:00:19 PM
	<i>11:00:36 PM Rick Fobear is sharing a file with you image.png - (Size:34.17 KB)</i>	11:00:36 PM
Shubham Kataria	As I can see, we upgraded your server's RAM, not the storage space, to ensure you don't experience any slowness.	11:02:00 PM
	But currently your D drive is totally exhausted that's why the company file is not opening up	11:02:36 PM
	<i>11:03:08 PM Shubham Kataria is sharing a file with you image.png - (Size:2.64 KB)</i>	11:03:08 PM
	<i>There is only 8 kb of space left</i>	
Rick Fobear	You updated the ram to 36GB and I'm suppose to receive 10 GB of storage for each of my users so	11:03:18 PM

	160GB is what I should have	
	Here's an email from Akash from Nov 3rd explaining this	11:04:18 PM
	<i>11:04:34 PM Rick Fobear is sharing a file with you</i> <u>image.png</u> - (Size:51.16 KB)	11:04:34 PM
	Is Akash available? I have employees that cannot login right now and we are wasting time	11:05:51 PM
Shubham Kataria	I have checked the email and as of now adding 10 GB of space in D drive and also confirming with Akash and will inform you over email.	11:06:54 PM
Rick Fobear	I need them to be able to go to work	11:06:56 PM
Shubham Kataria	Sure, i have added the space	11:07:29 PM
	Kindly try to access QB company file now	11:07:41 PM
Rick Fobear	It's 10 GB per account and I pay for 16 accounts. 16 X 10 = 160GB	11:07:44 PM
Shubham Kataria	Yes, we will confirm with the team and inform you shortly. As of now you may start using QB	11:08:24 PM
	Temporarily space has been added in D drive.	11:08:39 PM
Rick Fobear	We were work on Friday, why did it change over the weekend?	11:09:36 PM
	<i>The visitor's name was changed from Rick to Rick Fobear.</i>	11:10:25 PM
Shubham Kataria	Nothing was changed from our end. When users work on their company file and save changes, the file becomes larger, which is why it consumed more space.	11:11:23 PM
Rick Fobear	Why wasn't the extra space added on Nov 5 when Akash confirmed?	11:12:10 PM
Shubham Kataria	And as I can see currently you have 120 GB space in C drive and 60 GB in D drive - in total 180 GB of space on the server.	11:12:13 PM
	Since we did not receive a request to increase the storage and you already have 180 GB of space on both drives that's why Akash offered you an additional 50 GB for \$25 per month.	11:13:57 PM
	<i>11:14:20 PM Rick Fobear is sharing a file with you</i> <u>image.png</u> - (Size:46.16 KB)	11:14:20 PM
	But no problem currently we have added space in D drive so that your work won't hamper	11:14:22 PM
Rick Fobear	Why is C using so much space? I see 109GB at 100% use	11:15:06 PM
Shubham Kataria	Let me check the C drive as well and delete if something available to delete	11:15:15 PM
	In the meantime you may use the QuickBooks now	11:15:47 PM
Rick Fobear	We currently only have 11 of 16 users logged in and it's running really slow?	11:17:48 PM
	is this normal?	11:18:15 PM
	<i>11:18:20 PM Rick Fobear is sharing a file with you</i> <u>image.png</u> - (Size:61.59 KB)	11:18:20 PM
Shubham Kataria	Kindly confirm if everyone facing slowness or only you're facing this	11:18:26 PM
Rick Fobear	at least two in my office	11:18:55 PM
Shubham Kataria	Alright, Please confirm are they both using same network?	11:19:31 PM

Rick Fobear	Now other users are saying they are having issues	11:20:10 PM
	<i>11:20:15 PM Rick Fobear is sharing a file with you image.png - (Size:50.5 KB)</i>	11:20:15 PM
Shubham Kataria	I will surely help you with this issue. Please allow me 3-4 minutes to check few configuration from backend.	11:20:57 PM
Rick Fobear	ok	11:22:01 PM
	<i>11:22:08 PM Rick Fobear is sharing a file with you image.png - (Size:60.21 KB)</i>	11:22:08 PM
	<i>11:23:37 PM Rick Fobear is sharing a file with you image.png - (Size:39.01 KB)</i>	11:23:37 PM
Shubham Kataria	Memory is fine. We are currently reviewing the server report to determine the time periods during which users are experiencing slowness.	11:24:33 PM
	Kindly confirm if this is the first time user are facing slowness on the server?	11:25:37 PM
	and also confirm if the slowness came while using QB only or coming in entire server	11:26:01 PM
Rick Fobear	Memory is fine because only 11 of 16 users are signed in	11:26:41 PM
	I've been talking to Ace for months concerning storage and slowness. The answer always seems to be spend more money	11:27:40 PM
Shubham Kataria	I deeply apologize for the inconvenience caused to you.	11:28:06 PM
Rick Fobear	Now user KathyF_BAI is frozen and can not login	11:28:14 PM
Shubham Kataria	Is she unable to login in QB?	11:28:46 PM
Rick Fobear	Windows locked up	11:30:35 PM
	<i>11:31:05 PM Shubham Kataria is sharing a file with you image.png - (Size:3.15 KB)</i>	11:31:05 PM
	<i>As I can see currently she is disconnected state</i>	
Shubham Kataria	Let me sign out her so that she can login again	11:31:30 PM
Rick Fobear	QB was frozen and I was able to use task manager and close the task. I just had her log out	11:31:52 PM
Shubham Kataria	Please ask her to login now	11:32:13 PM
Rick Fobear	and now she's going to log back in	11:32:24 PM
Shubham Kataria	After that we will connect over the remote to resolve the slowness issue.	11:32:31 PM
	Sure	11:32:38 PM
	Kindly confirm is she able to access server now.	11:36:35 PM
Rick Fobear	User Danielle was frozen and I just walked her through using task manager to shut down QB and reopen it	11:37:34 PM
	Yes, both Kathy and Danielle are back in	11:37:57 PM

Shubham Kataria	Alright	11:38:04 PM
	May I take the remote access of any user local computer who is facing slowness on the server?	11:38:32 PM
	<i>11:38:34 PM Rick Fobear is sharing a file with you</i> <u>image.png</u> - (Size:77.08 KB)	11:38:34 PM
	<i>11:38:39 PM Rick Fobear is sharing a file with you</i> <u>image.png</u> - (Size:34.44 KB)	11:38:39 PM
Rick Fobear	sure, you can look at mine	11:39:50 PM
Shubham Kataria	memory is fine. I have checked the utilization report as well but the users still facing the issue that's why We need to perform few troubleshooting on user's end. (Edited)	11:40:13 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	11:40:33 PM
	https://assist.acecloudhosting.com/join/4922746396	11:40:49 PM
	Kindly paste this link in the browser of local computer and join the session.	11:40:54 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:43:17 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.	18 Nov, 12:15:38 AM
	<i>Ended due to chat idle timeout</i>	12:15:38 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Nov, 1:37:22 AM

#83792 Michelle Olayvar

Email: michelle@abairbags.com ☎ 760-268-1000

Department: Support(QB & App Hosting)

Operator: Sourav Chhikara

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 26 Secs

City: BATTLE CREEK

State: Iowa

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 21 Secs

Michelle Olayvar	Hello, I am your Acebuddy	19 Nov, 1:37:22 AM
Acebuddy	Hello Michelle Olayvar, I'm your Ace Buddy. I'll be happy to assist you!	1:37:23 AM
	Whom Would You Like to Connect With?	1:37:23 AM
Michelle Olayvar	Technical Support (QB & App Hosting)	1:37:28 AM
Acebuddy	Welcome to Ace Support.	1:37:28 AM
	Please chose an option :	1:37:28 AM
Michelle Olayvar	I'd like to report an Issue	1:37:34 AM
Acebuddy	Please select an option!	1:37:34 AM
Michelle Olayvar	Other Issue	1:37:39 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:37:39 AM
Michelle Olayvar	User ID isn't working	1:37:53 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:37:54 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:37:54 AM
	<i>Sourav Chhikara accepted the chat transfer request.</i>	1:38:17 AM
Sourav Chhikara	Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today.	1:38:23 AM
Michelle Olayvar	Hello, thank you	1:38:34 AM
	Re:[## 802717 ##] USER: myrealdata\RamonaD	1:38:44 AM
	that user isn't working	1:38:48 AM
	can you please confirm that is still valid?	1:39:01 AM
Sourav Chhikara	Sure, I can help with that. Let me look into it for you.	1:39:14 AM
Michelle Olayvar	thank you	1:39:27 AM
	we reset her PW yesterday per ticket #802717	1:40:09 AM
Sourav Chhikara	Could you confirm if it was working in the first go? before resetting the password?	1:40:41 AM
Michelle Olayvar	Yes, it used to work but she didn't use it for a while	1:41:17 AM
Sourav Chhikara	No worries Michelle, please allow me 2 mins to check the details.	1:41:58 AM
Michelle Olayvar	Ok	1:42:27 AM
Sourav Chhikara	This is the user name right? Ramonad	1:43:06 AM
Michelle Olayvar		

1:43:58 AM

yes

1:44:29 AM

Sourav Chhikara

May I take the remote access of your local computer?

1:44:37 AM

Michelle Olayvar

yes, go ahead

1:44:48 AM

Sourav Chhikara

<https://assist.acecloudhosting.com/join/3992558411>

1:44:52 AM

Prior providing the access, I would suggest you to close any important documents at your end.

1:45:01 AM

Kindly paste this link in the browser of local computer and join the session.

1:45:37 AM

Michelle Olayvar

Ok, one sec

1:45:46 AM

Sourav Chhikara

I checked that the user was locked due to wrong passwords entered multiple times. I have unlocked the user.

1:45:59 AM

Michelle Olayvar

399-255-8411

1:46:07 AM

Sourav Chhikara

Do you have the credentials for the user?

1:46:16 AM

Michelle Olayvar

her PW, yes

1:46:51 AM

that worked!

1:47:05 AM

Sourav Chhikara

Is the user able to login now?

1:47:14 AM

Michelle Olayvar

Yes, ty!!

1:47:27 AM

Sourav Chhikara

Glad to know that, Is there anything else I may help you with ?

1:47:35 AM

Michelle Olayvar

No, ty for your help!

1:47:37 AM

Sourav Chhikara

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

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

1:47:42 AM

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

Thanks!

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

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

Sourav Chhikara has ended this chat session

1:47:44 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Nov, 10:06:36 AM

#83739 Bobby

Email: rsachdej@aimws.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 25 Secs

City: YIGO

State: Guam

Country: GUAM

Chat Transcript

Chat Duration : 35 Mins 58 Secs

Bobby	Hello, I am your Acebuddy	18 Nov, 10:06:36 AM
Acebuddy	Hello Bobby, I'm your Ace Buddy. I'll be happy to assist you!	10:06:37 AM
	Whom Would You Like to Connect With?	10:06:37 AM
Bobby	Technical Support (QB & App Hosting)	10:06:52 AM
Acebuddy	Welcome to Ace Support.	10:06:52 AM
	Please chose an option :	10:06:52 AM
Bobby	I'd like to report an Issue	10:07:06 AM
Acebuddy	Please select an option!	10:07:06 AM
Bobby	Other Issue	10:07:12 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:07:12 AM
Bobby	Ticket ID: 801546	10:07:54 AM
Acebuddy	Please wait while we connect you to a Support Representative	10:07:55 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:07:55 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	10:08:03 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	10:08:09 AM
Bobby	hello	10:08:26 AM
Anjainay Singh	Hello Bobby, how are you?	10:08:44 AM
Bobby	good let's get started. I was told to that you guys would need to dial into my computer and get the	10:09:33 AM

remote access working.

Greetings from Ace Cloud! Ticket ID: 801546 This is a follow-up email. To ensure we address the issue efficiently, we believe a live call would be the most effective approach. Kindly share the following details at your earliest convenience so we can coordinate accordingly: Your preferred date and time for the call The best contact number to reach you We look forward to resolving this promptly. Please let us know if you have any additional questions or concerns in the meantime. Please feel free to reach us if you need further assistance. You may contact us on our 24/7 helpline on 888-415-5240 (toll-free) or you may reach us on our instant chat support through Ace Cloud Hosting We would love to hear from you, please share your feedback at quality@acecloudhosting.com. Best regards, Arun Sharma

10:09:45 AM

Anjainay Singh	Thankyou for your information.	10:10:37 AM
	As our escalation engineer has requested for call back details so that he can reach you directly over a call to assist you over a remote session	10:12:41 AM
Bobby	+16716887827	10:13:14 AM
Anjainay Singh	May I take the remote access of your local computer?	10:13:39 AM
Bobby	yes	10:13:55 AM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	10:14:01 AM
Bobby	done	10:14:46 AM
Anjainay Singh	https://assist.acecloudhosting.com/join/2202152803	10:14:53 AM
	Please copy this URL at your local machine and download the remote file.	10:15:41 AM
	We are connected.	10:15:58 AM
	Please stay connected here as I am assisting you over a remote session.	10:18:15 AM
	Please enter your password.	10:21:46 AM
	Please stay connected.	10:30:06 AM
Bobby	Can you disconnect now?	10:40:50 AM
Anjainay Singh	Is there anything else I may help you with ?	10:41:18 AM
Bobby	That's it for now. Thanks.	10:41:33 AM
Anjainay Singh	Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji to share your positive feedback	10:42:22 AM
	I will also share the ticket id with you over the mail once this chat is disconnected.	10:42:28 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:42:32 AM
<i>Anjainay Singh has ended this chat session</i>		10:42:35 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Nov, 11:01:12 PM

#83285 Marshall Madamba

Email: mmadamba@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

City: LAKEWOOD

State: Washington

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 47 Secs

Marshall Madamba	Hello, I am your Acebuddy	4 Nov, 11:01:12 PM
Acebuddy	Hello Marshall Madamba, I'm your Ace Buddy. I'll be happy to assist you!	11:01:13 PM
	Whom Would You Like to Connect With?	11:01:13 PM
Marshall Madamba	Technical Support (QB & App Hosting)	11:01:22 PM
Acebuddy	Welcome to Ace Support.	11:01:22 PM
	Please chose an option :	11:01:22 PM
Marshall Madamba	I'd like to raise a Request	11:01:28 PM
Acebuddy	Please select your request type.	11:01:28 PM
Marshall Madamba	Other Request	11:01:40 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:01:40 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:01:40 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.	11:31:59 PM
	<i>Ended due to chat idle timeout</i>	11:31:59 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Nov, 3:45:17 AM

#83493 Dustin Luce

Email: info@varep.net 9514447358

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 49 Secs

City: CORONA

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 36 Secs

Dustin Luce	Hello, I am your Acebuddy	11 Nov, 3:45:18 AM
Acebuddy	Hello Dustin Luce, I'm your Ace Buddy. I'll be happy to assist you!	3:45:18 AM
	Whom Would You Like to Connect With?	3:45:18 AM
Dustin Luce	Technical Support (QB & App Hosting)	3:45:25 AM
Acebuddy	Welcome to Ace Support.	3:45:25 AM
	Please chose an option :	3:45:25 AM
Dustin Luce	I'd like to raise a Request	3:45:32 AM
Acebuddy	Please select your request type.	3:45:32 AM
Dustin Luce	Other Request	3:45:45 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	3:45:45 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:45:45 AM
Dustin Luce	Yes, I'm facing issues with my server	3:57:06 AM
Acebuddy	Please select an option!	3:57:06 AM

Dustin Luce	QuickBooks Issue	3:57:11 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:57:11 AM
Dustin Luce	Other QB related issue	3:57:17 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:57:17 AM
Dustin Luce	Setback	3:57:25 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:57:25 AM
Dustin Luce	QuickBooks is Frozen	3:57:33 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	3:57:33 AM
	Was that helpful?	3:57:33 AM
Dustin Luce	No	3:57:39 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	3:57:39 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:57:40 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	3:57:43 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	3:57:51 AM
	Hello Dustin	3:58:09 AM
Dustin Luce	Hi, I need Quickbooks support, but they need to access my cloud PC with intuit meeting	3:58:24 AM
	however it seems that I cant install that software, can you please install it so they can see whats wrong with my QB?	3:58:46 AM
Shubham Kataria	Kindly confirm if you would like us to install any software on the server	3:59:09 AM
Dustin Luce	yes, install: intuit meeting	3:59:20 AM
Shubham Kataria	I will be surely assisting you with this. Kindly send us an email on support@acecloudhosting.com	3:59:54 AM
Dustin Luce	I already did but with no response	4:00:08 AM
Shubham Kataria	Once we will get the email from you, we will install the app on the server	4:00:12 AM
	let me check, allow me a minute	4:00:21 AM
Dustin Luce	Ticket ID: 799883	4:00:29 AM
Shubham Kataria	Thank you for the information.	4:01:19 AM
	kindly confirm if you have already saved the set up file of the software	4:01:40 AM
Dustin Luce	let me confirm	4:02:14 AM
Shubham Kataria	Sure, take your time	4:04:17 AM
Dustin Luce	it seems that the tool is already part of Quickbooks but needs to be installed	4:05:05 AM
Shubham Kataria	Please allow me 2-3 minutes to check the same.	4:06:45 AM
Dustin Luce		

	they are sending me the link	4:07:04 AM
Shubham Kataria	No problem, we are installing the application	4:08:31 AM
Dustin Luce	cool	4:08:39 AM
	I appreciate it	4:08:41 AM
Shubham Kataria	Thank you, just allow me two more minutes to complete the task	4:09:15 AM
	Application has been installed now and shortcut also added on your desktop	4:10:03 AM
Dustin Luce	got it thank you so much	4:10:30 AM
Shubham Kataria	you're welcome	4:10:39 AM
	Is there anything else I may help you with ?	4:10:42 AM
Dustin Luce	thats all, thank you.	4:10:49 AM
	<i>Dustin Luce has ended this chat session</i>	4:10:54 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Nov, 3:35:59 PM

#83209 itsupport

Email: itsupport@advancefinserv.com 918887771848

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 24 Secs

City: DELHI

State: Delhi

Country: INDIA

Chat Transcript

Chat Duration : 43 Mins 47 Secs

itsupport Hello, I am your Acebuddy

3 Nov, 3:35:59 PM

Acebuddy	Hello Shashi, I'm your Ace Buddy. I'll be happy to assist you!	3:36:00 PM
	Whom Would You Like to Connect With?	3:36:00 PM
itsupport	Technical Support (QB & App Hosting)	3:36:07 PM
Acebuddy	Welcome to Ace Support.	3:36:07 PM
	Please chose an option :	3:36:07 PM
itsupport	I'd like to raise a Request	3:36:12 PM
Acebuddy	Please select your request type.	3:36:12 PM
itsupport	Application Version Upgrade	3:36:18 PM
Acebuddy	Please select the application you would like to upgrade :	3:36:18 PM
itsupport	ProSeries	3:36:26 PM
Acebuddy	Kindly download the ProSeries setup file from your application portal and save it on your server desktop.	3:36:26 PM
	Once done, Please email us at support@acecloudhosting.com, and we will provide you with an update via email.	3:36:26 PM
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.	3:36:26 PM
	Do you need any further assistance on the topic?	3:36:26 PM
itsupport	Yes	3:36:36 PM
Acebuddy	Please wait while we connect you to our Support Representative	3:36:36 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:36:36 PM
	<i>Ankit Kumar accepted the chat transfer request.</i>	3:36:50 PM
Ankit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Ankit Kumar. I will be assisting you today.	3:37:00 PM
	Hello Shashi, How are you doing today?	3:37:28 PM
itsupport	Hi Ankit fine	3:38:05 PM
	i have discussed with shubham maurya regarding software issue	3:38:32 PM
	He suggests you can purchase the QuickBooks Enterprise software.	3:39:21 PM
	I want to buy QuickBooks Enterprise for the single user today...	3:40:04 PM
Ankit Kumar	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:41:14 PM
itsupport	Can you connect me with Shubham Mauray? if possible	3:41:26 PM
	Advance Finserv	3:41:41 PM
Ankit Kumar	Thank you for the details.	3:41:54 PM
	If you wish, I can assist you further with this.	3:42:43 PM
	Kindly allow me 4-5 minutes to check the previous ticket and updates on the same.	3:43:23 PM

itsupport	Which document will you require during the new license for the QuickBooks Enterprise single user? Along with this, I want to renew our QuickBooks 2024 Pro Plus license. If you will give me any solution, please let me know its very very urgent for us ..	3:46:25 PM
Ankit Kumar	Thank you for your time and patience. I can see that you already have an ongoing ticket regarding the QuickBooks license issue. Additionally, for the new QuickBooks Enterprise purchase, I can share the pricing details via email. We will need approval from the account owner to proceed. I will also include the requirement details in the same email.	3:49:26 PM
itsupport	shobhit@advancefinserv.com, take this email in CC and to itsupport@advancefinserv.com	3:51:22 PM
Ankit Kumar	Purchasing the new license from Intuit may take approximately 2-3 business days to complete. Also, as I can see, you have a three-way call scheduled with Intuit today.	3:52:54 PM
itsupport	I want to purchase the quickbooks enterprise Silver Plan for the one user per month and i want to monthly billing thanks for the reminder	3:52:58 PM 3:53:22 PM 3:53:58 PM
Ankit Kumar	Sure, I can share the plan details for the monthly QuickBooks license with you after this chat.	3:54:26 PM
itsupport	Yes, please. Ankit, please let me know one thing: I have purchased the QuickBooks license from you, so I think you should upgrade the version from your side. why I go to Intuit Support. Please check and upgrade our QuickBooks 2024 Pro Plus version, then we will be able to use the software smoothly.	3:54:51 PM 3:58:38 PM
	Are you there???	3:59:23 PM
	Are you Connected????	3:59:51 PM
	please share now, so i get the approval from our owner..	4:00:34 PM
Ankit Kumar	Shashi, as I can see, you previously leased the QuickBooks 2023 application from ACE. If you're interested in leasing again from ACE, I can ask my concerned team to reach out to you regarding this.	4:01:46 PM
	However, the QuickBooks Pro 2024 option is not available. I can check with the team regarding the Enterprise version.	
	Please confirm if you would like to lease the license from ACE or purchase a new license directly from Intuit.	4:02:40 PM
itsupport	have you share the details ? quickbooks enterprise silver plan for the one user per month?	4:04:47 PM 4:05:30 PM
Ankit Kumar	Kindly allow me 4-5 minutes to check the same.	4:06:52 PM
itsupport	please take you time	4:07:27 PM
Ankit Kumar	Thank you for your patience. Shashi, I would like to inform you that if you wish to upgrade your license by leasing it from ACE, I will need to contact the concerned team. They will be available from 7 PM IST.	4:12:04 PM
	Alternatively, if you would like us to assist you with purchasing a new license directly from Intuit, I can	

	share the pricing details with you.	
itsupport	i just want to upgrade quickbooks 2024 pro plus	4:13:18 PM
	and now i want to purchase new license for the QuickBooks Enterprise Silver plan, single user per month	4:14:18 PM
Ankit Kumar	Thank you for the confirmation. For QuickBooks Pro 2024, we have a call scheduled for today, and we will be assisting you with the same.	4:16:09 PM
	For the new license, I will be sharing the details with you via email within the next 30-40 minutes.	
	Is there anything else I may help you with?	4:16:46 PM
itsupport	Sure thank you for your support	4:19:08 PM
Ankit Kumar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:19:25 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!	4:19:37 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

Ankit Kumar has ended this chat session

4:19:47 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Nov, 9:23:20 PM

#83614 Mary Clancy

Email: mary@r2rconsulting.net 3867880909

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 20 Secs

City: ORLANDO

State: Florida

Country: UNITED STATES

Chat Duration : 10 Mins 12 Secs

Chat Transcript

Mary Clancy	Hello, I am your Acebuddy	13 Nov, 9:23:20 PM
Acebuddy	Hello Mary Clancy, I'm your Ace Buddy. I'll be happy to assist you!	9:23:21 PM
	Whom Would You Like to Connect With?	9:23:21 PM
Mary Clancy	Technical Support (QB & App Hosting)	9:23:26 PM
Acebuddy	Welcome to Ace Support.	9:23:26 PM
	Please chose an option :	9:23:26 PM
Mary Clancy	I'd like to report an Issue	9:23:35 PM
Acebuddy	Please select an option!	9:23:35 PM
Mary Clancy	Other Issue	9:23:41 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:23:41 PM
Mary Clancy	I need to have my server rebooted because I updated my 2023 Lacerte software and it won't let me open 2023 until it's rebooted to complete the update. I need this done asap because I need to finish a 2023 return so I can work on his 2024 return.	9:25:08 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:25:08 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:25:08 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:25:23 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	9:25:31 PM
	I will surely help you with this issue.	9:25:37 PM
Mary Clancy	Hi Ashutosh. Thank you. Should I log off the server now so you can reboot it?	9:26:13 PM
Ashutosh Mishra	Hello Mary, yes please log off from the server.	9:26:53 PM
Mary Clancy	Ok, hold on please, I'm doing that now	9:27:19 PM
Ashutosh Mishra	Sure	9:27:30 PM
Mary Clancy	Ok, I logged off. Please reboot	9:28:10 PM
Ashutosh Mishra	I have rebooted the server and will confirm you once it is up and running.	9:28:22 PM
Mary Clancy	ok	9:30:26 PM
Ashutosh Mishra	Server is up and running now.	9:30:40 PM
Mary Clancy	Thank you so much	9:32:07 PM

Ashutosh Mishra	You are welcome, Mary, Is there anything else I may help you with ?	9:32:55 PM
Mary Clancy	No not today	9:33:09 PM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	9:33:21 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:33:27 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!	9:33:30 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/)	

Ashutosh Mishra has ended this chat session

9:33:33 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Nov, 10:02:00 PM

#83831 Catherine Kim

Email: ckim@cdt.org

Department: Support(QB & App Hosting)

Operator: Sourav Chhikara

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 18 Secs

City: CENTREVILLE

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 32 Secs

Catherine Kim	Hello, I am your Acebuddy	19 Nov, 10:02:01 PM
Acebuddy	Hello Catherine Kim, I'm your Ace Buddy. I'll be happy to assist you!	10:02:02 PM
	Whom Would You Like to Connect With?	10:02:02 PM
Catherine Kim	Technical Support (QB & App Hosting)	10:02:18 PM
Acebuddy	Welcome to Ace Support.	10:02:18 PM
	Please chose an option :	10:02:18 PM
Catherine Kim	I'd like to report an Issue	10:02:23 PM
Acebuddy	Please select an option!	10:02:23 PM
Catherine Kim	Other Issue	10:02:27 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:02:27 PM
Catherine Kim	Server Name: CDT.myreadata.net '	10:02:31 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:02:32 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:02:32 PM
	<i>Sourav Chhikara accepted the chat transfer request.</i>	10:02:36 PM
Sourav Chhikara	Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today.	10:02:43 PM
Catherine Kim	Hi, I'm not able to log into the server using my username and password	10:03:08 PM
	everything I type in my password I'm not able to log into my remote desktop	10:03:24 PM
Sourav Chhikara	I will be surely assisting you with this. Kindly help me with your user name?	10:03:43 PM
	Is it CatherineK@myrealdata.net?	10:03:58 PM
Catherine Kim	CatherineK	10:04:14 PM
Sourav Chhikara	Thank you for conforming let me look this for you.	10:05:09 PM
	Could you confirm if you know your correct password?	10:06:16 PM
	I checked the details and found your account was locked and I have unlocked it know.	10:06:39 PM
Catherine Kim	95f\$ViEmX3	10:06:52 PM
Sourav Chhikara	Please try to login again after restarting the app.	10:06:54 PM
Catherine Kim	No it does not connects	10:07:59 PM
	same problem as yesterday	10:08:04 PM
Sourav Chhikara	May I take the remote access of your local computer?	10:08:07 PM
Catherine Kim	yes	10:08:45 PM
Sourav Chhikara	Prior providing the access, I would suggest you to close any important documents at your end.	10:08:48 PM
	https://assist.aceclouddhosting.com/join/6782990958	10:09:09 PM

Kindly paste this link in the browser of local computer and join the session.

10:09:17 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.

10:11:00 PM

As discussed on remote support chat, this chat will be closed and I will be working with you on remote session and we will email you regarding the same.

10:26:20 PM

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

10:26:24 PM

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

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

Thanks!

10:26:31 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/>)

Sourav Chhikara has ended this chat session

10:26:33 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Nov, 2:46:58 AM

#83726 Catherine Kim

Email: ckim@cdt.org

Department: Support(QB & App Hosting)

Operator: Sourav Chhikara

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 43 Secs

City: CENTREVILLE

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 12 Secs

Catherine Kim	Hello, I am your Acebuddy	18 Nov, 2:46:58 AM
Acebuddy	Hello Ckim, I'm your Ace Buddy. I'll be happy to assist you!	2:46:58 AM
	Whom Would You Like to Connect With?	2:46:58 AM
Catherine Kim	Technical Support (QB & App Hosting)	2:47:05 AM
Acebuddy	Welcome to Ace Support.	2:47:05 AM
	Please chose an option :	2:47:05 AM
Catherine Kim	I'd like to report an Issue	2:47:38 AM
Acebuddy	Please select an option!	2:47:38 AM
Catherine Kim	Other Issue	2:47:43 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:47:43 AM
Catherine Kim	I'm unable to access the remote desktop, run reports, use Excel, or operate the system without significant latency.	2:48:30 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:48:31 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:48:31 AM
	<i>Sourav Chhikara accepted the chat transfer request.</i>	2:49:12 AM
Sourav Chhikara	Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today.	2:49:19 AM
Catherine Kim	Hello	2:49:43 AM
Sourav Chhikara	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:50:32 AM
Catherine Kim	Server Name: CDT.myreadata.net	2:50:53 AM
Sourav Chhikara	Could you please confirm your user name as well?	2:52:35 AM
Catherine Kim	Okay now I got into the remote server by trying again.	2:52:36 AM
	But I am unable to export reports	2:52:42 AM
Sourav Chhikara	May I take the remote access of your local computer?	2:53:29 AM
Catherine Kim	ok	2:53:37 AM
Sourav Chhikara	Prior providing the access, I would suggest you to close any important documents at your end.	2:53:50 AM
	https://assist.acecloudhosting.com/join/3282845300	2:53:56 AM
	Kindly paste this link in the browser of local computer and join the session.	2:54:00 AM
	Please let know if you face any difficulty while connecting to remote session	2:56:13 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	2:56:29 AM

Catherine Kim	I cannot send this report via excel	2:58:05 AM
Sourav Chhikara	Let me check.	2:58:24 AM
Catherine Kim	How do I email it out	3:02:45 AM
	and mien says product activation failed	3:03:08 AM
Sourav Chhikara	Yes, I am checking that from backend please allow me sometime.	3:03:55 AM
	Meanwhile could you confirm if the license for excel is leased from ace?	3:04:14 AM
Catherine Kim	Yes we pay extra each month. Does that reflect in your system?	3:05:44 AM
Sourav Chhikara	Yes, let's log off from server and login again to check.	3:06:23 AM
	Glad to know that your issue has been resolved.	3:20:55 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:21:02 AM
	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!	3:21:08 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>Sourav Chhikara has ended this chat session</i>	3:21:10 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Nov, 10:19:38 PM

#83383 jason

Email: jason@cortezbusinesssolutions.com ☎ 17605056897

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 23 Secs

City: SAN DIEGO

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 47 Mins 36 Secs

jason	Hello, I am your Acebuddy	6 Nov, 10:19:38 PM
Acebuddy	Hello Jason, I'm your Ace Buddy. I'll be happy to assist you!	10:19:39 PM
	Whom Would You Like to Connect With?	10:19:39 PM
jason	Technical Support (QB & App Hosting)	10:19:46 PM
Acebuddy	Welcome to Ace Support.	10:19:46 PM
	Please chose an option :	10:19:46 PM
jason	I'd like to report an Issue	10:20:19 PM
Acebuddy	Please select an option!	10:20:19 PM
jason	QuickBooks Issue	10:20:23 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:20:23 PM
jason	QuickBooks Login Issue	10:20:39 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	10:20:39 PM
	Was that helpful?	10:20:39 PM
jason	No	10:20:47 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	10:20:47 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:20:47 PM
	<i>Karan Bhattacharya accepted the chat transfer request.</i>	10:20:53 PM
Karan Bhattacharya	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.	10:21:10 PM
	Hello	10:21:29 PM
jason	Hi There! I am having issues opening quickbooks on the server. I have multiple users reporting the same error.	10:21:55 PM
	<i>10:22:13 PM jason is sharing a file with you</i>	10:22:13 PM
	<i>QB Error.png - (Size:35.4 KB)</i>	10:22:13 PM
	This is the error message I get when I try to open up QB. Even before trying to select a company file.	10:22:45 PM
Karan Bhattacharya	ok,let me check few details at backend,allow me few minutes.	10:23:14 PM

jason	okay great thank you.	10:23:25 PM
Karan Bhattacharya	working on it	10:29:23 PM
jason	I am also getting a different pop up if I clear this error and try to open a company file. I'm not sure if this is useful for you.	10:30:05 PM
	<i>10:30:14 PM jason is sharing a file with you</i> <u>QB Error 2.png</u> - (Size:15.6 KB)	10:30:14 PM
Karan Bhattacharya	Which qb version are you using?	10:30:48 PM
jason	right now, I am trying to access Accountant 24.0	10:32:06 PM
Karan Bhattacharya	Are you getting this issue over this version only?	10:32:32 PM
jason	let me check the other version. one moment.	10:33:04 PM
Karan Bhattacharya	ok	10:33:39 PM
jason	desktop plus 24.0 is the other version that is installed. and this is also giving me the same error	10:35:19 PM
Karan Bhattacharya	ok,I see different versions of quickbooks are there in the server.	10:37:28 PM
jason	what are you seeing?	10:38:06 PM
	was there any updates last night? because this was working for us yesterday.	10:38:54 PM
Karan Bhattacharya	No,I don't see any update on the server yesterday	10:40:43 PM
jason	okay. weird	10:41:15 PM
Karan Bhattacharya	ok,let me check few details at backend,allow me few minutes (Edited)	10:41:21 PM
jason	okay thank you	10:41:33 PM
Karan Bhattacharya	I see users are currently logged into the server,can I sign them out?	10:43:19 PM
jason	which users?	10:43:38 PM
	Samantha can be signed out.	10:43:48 PM
Karan Bhattacharya	samantha and rudy	10:44:02 PM
jason	okay, one moment. let me alert Rudy	10:44:27 PM
Karan Bhattacharya	ok	10:45:13 PM
jason	okay. go ahead and sign them all out.	10:45:59 PM
Karan Bhattacharya	ok	10:46:08 PM
	Are you getting the issue on enterprise quickbooks or premier version quickbooks 24?	10:49:40 PM
jason	I was getting them on both, but I know for certain the Enterprise was giving the error.	10:50:47 PM
Karan Bhattacharya	ok	10:50:52 PM
	Working on it at backend	10:51:11 PM
	allow me few minutes.	10:51:17 PM
jason	okay great, thank you.	10:51:27 PM

	let me know if you need any other information from me	10:59:05 PM
	<i>10:59:10 PM Karan Bhattacharya is sharing a file with you image.png - (Size:39.11 KB)</i>	10:59:10 PM
	<i>updating qb ,it will take a bit of time.</i>	
	okay. thanks.	10:59:33 PM
Karan Bhattacharya	Could you please confirm me the file name for which you were getting this error?	10:59:57 PM
jason	Any idea on the ETA for the update? I will alert the other users.	11:00:06 PM
	The pop up occurs on launch of QB, even before selecting a company file.	11:00:37 PM
Karan Bhattacharya	20-25 minutes	11:00:48 PM
	ok	11:00:53 PM
jason	okay great, thank you.	11:01:01 PM
Karan Bhattacharya	Shall I update you on email once the application updation completes as it will take time and then accordingly you can inform other users to login.	11:03:13 PM
jason	Yes please.	11:03:27 PM
Karan Bhattacharya	Thank you for your confirmation.Is there anything else I can assist you with?	11:04:02 PM
jason	just this today. If after the update, and users are still having the same problem, can I call into the support line and further troubleshoot?	11:04:53 PM
Karan Bhattacharya	sure,you can call as well as email us if issue persists.	11:06:04 PM
jason	okay. Thank you	11:06:17 PM
Karan Bhattacharya	I will update you on email.	11:06:33 PM
jason	I'll look out for it. Thank you!	11:06:47 PM
Karan Bhattacharya	Sure!	11:06:57 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!	11:07:08 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/)	
	<i>Karan Bhattacharya has ended this chat session</i>	11:07:15 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Nov, 10:01:08 PM

#83619 Robert Zeigen

Email: rzeigen@szcpa.tax ☎ 15613920620

Department: Support(QB & App Hosting)

Operator: Sourav Chhikara

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 14 Secs

City: BOCA RATON

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 27 Secs

Robert Zeigen	Hello, I am your Acebuddy	13 Nov, 10:01:08 PM
Acebuddy	Hello Robert Zeigen, I'm your Ace Buddy. I'll be happy to assist you!	10:01:09 PM
	Whom Would You Like to Connect With?	10:01:09 PM
Robert Zeigen	Technical Support (QB & App Hosting)	10:01:12 PM
Acebuddy	Welcome to Ace Support.	10:01:12 PM
	Please chose an option :	10:01:12 PM
Robert Zeigen	I'd like to report an Issue	10:01:16 PM
Acebuddy	Please select an option!	10:01:16 PM
Robert Zeigen	Other Issue	10:01:21 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:01:21 PM
Robert Zeigen	I need you to restart Canopy service	10:01:36 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:01:37 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:01:37 PM
	<i>Sourav Chhikara accepted the chat transfer request.</i>	10:01:47 PM

Sourav Chhikara	Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today.	10:01:53 PM
Robert Zeigen	I am troubleshooting my Canopy service with Camopy support regarding ticket # 779373	10:03:09 PM
	I need you to follow these instructions:	10:03:20 PM
	Please try restarting the 'Canopy Service' then see if you run into the same issue. To do this: 1. Select the search bar on the Windows task bar and search for the "Services" app 2. Once open select either "Open" or "Run as administrator" 3. Once open find the "Canopy Service" and click on it so it highlights in blue 4. Then select "Restart the service" or "Stop and Start the service"	10:03:35 PM
	I don't have the rights to do this	10:04:11 PM
Sourav Chhikara	Sure, I can help with that. Let me look into it for you.	10:04:16 PM
Robert Zeigen	When you do this does it apply to all users or just me?	10:05:19 PM
Sourav Chhikara	It will apply to all the users.	10:06:46 PM
Robert Zeigen	ok	10:06:53 PM
	Please let me know when you have finished this	10:07:56 PM
Sourav Chhikara	Sure Robert.	10:08:34 PM
	Please allow me few mins to update you I am working on it.	10:08:46 PM
	Robert I have restarted the Canopy service, could you please check and confirm?	10:11:57 PM
Robert Zeigen	Okayt, thanks	10:12:24 PM
Sourav Chhikara	Is it working now?	10:13:38 PM
Robert Zeigen	I don't know if that solved the issue. I tend to doubt it. I am going to try now	10:14:00 PM
	This is just a troubleshooting step they are having me do.	10:14:20 PM
Sourav Chhikara	I understand.	10:15:53 PM
	Let me know once you are able to access it.	10:16:08 PM
	Robert any update if you are getting any error or is it working now?	10:20:58 PM
	Are we still connected?	10:23:17 PM
	Are we still connected?	10:24:01 PM
	Are we still connected?	10:25:04 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.	10:26:04 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:26:17 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	10:26:34 PM
<i>Sourav Chhikara has ended this chat session</i>		10:26:36 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Nov, 2:12:49 PM

#83453 Hovhannes Rafayelyan

Email: hov@troyaccounting.com ☎ +12488727754

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 29 Secs

City: AMARILLO

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins

Hovhannes Rafayelyan	Hello, I am your Acebuddy	10 Nov, 2:12:50 PM
Acebuddy	Hello Hovhannes Rafayelyan, I'm your Ace Buddy. I'll be happy to assist you!	2:12:51 PM
	Whom Would You Like to Connect With?	2:12:51 PM
Hovhannes Rafayelyan	Technical Support (QB & App Hosting)	2:12:58 PM
Acebuddy	Welcome to Ace Support.	2:12:58 PM
	Please chose an option :	2:12:58 PM
Hovhannes Rafayelyan	I'd like to raise a Request	2:13:05 PM
Acebuddy	Please select your request type.	2:13:05 PM
Hovhannes Rafayelyan	Setup Ace Server	2:13:21 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	2:13:22 PM
Hovhannes Rafayelyan	Microsoft Windows	2:13:32 PM

Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	2:13:32 PM
	Do you need any further assistance on the topic?	2:13:32 PM
Hovhannes Rafayelyan	Yes	2:13:51 PM
Acebuddy	Please wait while we connect you to our Support Representative	2:13:51 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:13:51 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	2:14:02 PM
Hovhannes Rafayelyan	Hello, I have a new computer and need to install the app again to be able to join the servier. I tried based on the insuructions, but it gives me error. How can we set this up quickly? Thanks a lot.	2:14:03 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	2:14:10 PM
Hovhannes Rafayelyan	Thanks	2:14:29 PM
	I'm trying to download the RDP, but it goves me error when I enter the server name and username	2:15:16 PM
Anjainay Singh	I understand your concern and assure you the best possible resolution for it.	2:15:40 PM
	May I take the remote access of your local computer?	2:15:46 PM
Hovhannes Rafayelyan	yes	2:15:56 PM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	2:15:57 PM
Hovhannes Rafayelyan	all cisoed	2:16:08 PM
Anjainay Singh	https://assist.acecloudhosting.com/join/7522877286	2:16:27 PM
	Please copy this URL at your local machine browser and download the remote setup file.	2:16:53 PM
	Download the file and click on it and select accept and continue so that I can access your machine.	2:17:14 PM
Hovhannes Rafayelyan	almost done	2:18:47 PM
Anjainay Singh	We are connected.	2:19:36 PM
	Please stay connected.	2:33:13 PM
	<i>Hovhannes Rafayelyan has ended this chat session</i>	2:34:50 PM



Chat Transcript

Hello, I am your Acebuddy

19 Nov, 4:59:47 AM

Visitor Details

#83803 Jennifer Bahou

Email: jennifer.bahou@cabacpas.com ☎ 12405052065

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 43 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Duration : 15 Mins 30 Secs

Chat Transcript

Jennifer Bahou	Hello, I am your Acebuddy	19 Nov, 4:59:48 AM
Acebuddy	Hello Jennifer Bahou, I'm your Ace Buddy. I'll be happy to assist you!	4:59:49 AM
	Whom Would You Like to Connect With?	4:59:49 AM
Jennifer Bahou	Technical Support (QB & App Hosting)	4:59:55 AM
Acebuddy	Welcome to Ace Support.	4:59:55 AM
	Please chose an option :	4:59:55 AM
Jennifer Bahou	I'd like to report an Issue	5:00:11 AM
Acebuddy	Please select an option!	5:00:11 AM
Jennifer Bahou	Other Issue	5:00:15 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:00:15 AM
Jennifer Bahou	speak to a person	5:00:26 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:00:26 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:00:26 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	5:00:44 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	5:00:52 AM
	Hello Jennifer	5:01:04 AM
Jennifer Bahou	Hello Shubham	5:01:19 AM
	writing regard Re:[## 802040 ##] CABA CPAs - Ringcentral launching issue	5:01:27 AM
Shubham Kataria		

	Please allow me two minutes to check the ticket ID.	5:01:48 AM
Jennifer Bahou	Can you pass along to your hardware support team that Ring Central is still crashing even after your tech team has uninstalled and reinstall the application last week	5:02:17 AM
Shubham Kataria	Alright, please allow two minutes more to check the case.	5:02:44 AM
Jennifer Bahou	ok	5:02:57 AM
Shubham Kataria	Thank you for your patience.	5:04:10 AM
	I have followed up with the team member who was working on your case. Since we have already reinstalled the application and the issue still persists, would it be possible to schedule a three-way call with them tomorrow.	5:05:32 AM
Jennifer Bahou	Please schedule for Friday between anytime after 11am EST	5:06:33 AM
	I am not working tomorrow	5:06:49 AM
Shubham Kataria	No problem, We are scheduling the 3 way call on friday	5:07:40 AM
Jennifer Bahou	Can i my pass the first line of helpdesk support since we already tired uninstallation and reinstallation and that didnt work	5:07:43 AM
	I need next level support	5:08:01 AM
Shubham Kataria	Yes, it didn't work, which is why we are scheduling a call with the application support team, as they have the required expertise with their tool.	5:08:59 AM
Jennifer Bahou	ok	5:09:19 AM
	shall i await their call or can they create a meeting invite	5:09:37 AM
Shubham Kataria	We will call you at 11 am EST on friday and add the application support team over the call	5:10:14 AM
	Is that fine	5:11:44 AM
Jennifer Bahou	yes	5:11:50 AM
Shubham Kataria	Alright	5:12:04 AM
	And thank you for your understanding	5:12:12 AM
	Is there anything else I may help you with ?	5:12:16 AM
	Are we still connected here?	5:13:43 AM
	Are we still connected here?	5:14:25 AM
	As you're disconnected from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	5:15:15 AM
	<i>Shubham Kataria has ended this chat session</i>	5:15:18 AM



Chat Transcript

set up the remote server on my laptop

Visitor Details

4 Nov, 9:03:12 PM

#83278 melissa

Email: melissa@enfield-sod.com ☎ 8047694545

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 33 Secs

City: EAST RUTHERFORD

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 22 Secs

melissa	set up the remote server on my laptop	4 Nov, 9:03:13 PM
Dev Dubey	Thank you for contacting ACE. My name is Dev Dubey. I will be assisting you further.	9:03:30 PM
	<i>Dev Dubey is transferring the chat to Support(QB & App Hosting).</i>	9:04:02 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	9:04:18 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	9:04:22 PM
melissa	okay thank you	9:05:13 PM
	Enfield Sod.my real data .net	9:05:34 PM
	Melissa Pa	9:05:43 PM
Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.	9:06:55 PM
	Thanks for the patience, Please wait while we are sharing you new RDP file to login.	9:09:57 PM
	https://we.tl/t-cFF6fKlphj	9:11:36 PM
	You can download the file using above link.	
	Try to login using same old password.	9:11:50 PM
	You can also login to https://myportal.acecloudhosting.com	
	Login using username as CID61120 and go with forgot password option to reset Myportal password.	
		9:15:24 PM

	From there you can create new user, download RDP file or reset password for other users.	
melissa	the file will not download- it asks what app to put it on	9:16:13 PM
Shubham Maurya	May I take the remote access of your local computer?	9:16:26 PM
melissa	yes	9:16:34 PM
Shubham Maurya	https://assist.acecloudhosting.com/join/5932961110	9:16:51 PM
	Kindly paste this link in the browser of local computer and join the session.	9:17:13 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:17:54 PM
	Hope it's working good now Melissa?	9:26:46 PM
melissa	Yes, thank you!	9:26:58 PM
Shubham Maurya	You are most welcome !	9:27:08 PM
	Is there anything else I may help you with ?	9:27:10 PM
melissa	no thank you!	9:27:38 PM
Shubham Maurya	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	9:27:44 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!	9:27:48 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.	9:27:51 PM
	<i>Shubham Maurya has ended this chat session</i>	9:27:53 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83339 djackson

Email: djackson@2cmarine.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: BROWNSVILLE

State: Tennessee

Country: UNITED STATES

Chat Duration : 1 Min 53 Secs

Chat Transcript

djackson	Hello, I am your Acebuddy	5 Nov, 10:49:25 PM
Acebuddy	Hello Djackson, I'm your Ace Buddy. I'll be happy to assist you!	10:49:26 PM
	Whom Would You Like to Connect With?	10:49:26 PM
djackson	Technical Support (QB & App Hosting)	10:49:34 PM
Acebuddy	Welcome to Ace Support.	10:49:34 PM
	Please chose an option :	10:49:34 PM
djackson	I'd like to report an Issue	10:49:47 PM
Acebuddy	Please select an option!	10:49:47 PM
djackson	QuickBooks Issue	10:49:53 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:49:53 PM
djackson	QuickBooks Update	10:49:59 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	10:49:59 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	10:49:59 PM
	Do you need any further assistance on the topic?	10:49:59 PM
djackson	No	10:51:19 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	10:51:19 PM
	<i>Acebuddy has ended this chat session</i>	10:51:19 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Nov, 10:56:33 PM

#83416 chandra

Email: chandra@haamail.com ☎ 17753586649

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: RENO

State: Nevada

Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 18 Secs

chandra	Hello, I am your Acebuddy	7 Nov, 10:56:34 PM
Acebuddy	Hello Chandra, I'm your Ace Buddy. I'll be happy to assist you!	10:56:34 PM
	Whom Would You Like to Connect With?	10:56:35 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.	11:40:52 PM
	<i>Ended due to chat idle timeout</i>	11:40:52 PM



Chat Transcript

Hello, I am your Acebuddy

20 Nov, 5:02:52 AM

Visitor Details

#83859 Stacy Ciolli

Email: wildfire1789@gmail.com  19702274435

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 13 Secs

City: ESTES PARK

State: Colorado

Country: UNITED STATES

Chat Duration : 9 Mins 16 Secs

Chat Transcript

Stacy Ciolli	Hello, I am your Acebuddy	20 Nov, 5:02:53 AM
Acebuddy	Hello Stacy Ciolli, I'm your Ace Buddy. I'll be happy to assist you!	5:02:54 AM
	Whom Would You Like to Connect With?	5:02:54 AM
Stacy Ciolli	Technical Support (QB & App Hosting)	5:02:56 AM
Acebuddy	Welcome to Ace Support.	5:02:57 AM
	Please chose an option :	5:02:57 AM
Stacy Ciolli	I'd like to report an Issue	5:03:04 AM
Acebuddy	Please select an option!	5:03:04 AM
Stacy Ciolli	QuickBooks Issue	5:03:07 AM
Acebuddy	What type of QuickBooks Issue are you facing?	5:03:07 AM
Stacy Ciolli	Other QB related issue	5:03:13 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:03:13 AM
Stacy Ciolli	I have been working wioth support on a payroll update issue. I need to log off	5:03:42 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:03:43 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:03:43 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	5:04:19 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	5:04:29 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:04:33 AM
Stacy Ciolli	I was working with someone earlier with an issue and we had a 3 way call with quickbooks	5:05:22 AM
	I think they might still be logged into my server trying to wait on this update	5:06:02 AM

	but I need to disconnect from the server and complete some things and leave work for the day	5:06:35 AM
Yash Kalra	Okay stacy please allow me a moment so that I can connect with the representative and convey this thing to him.	5:08:17 AM
Stacy Cirolli	ok	5:08:29 AM
Yash Kalra	Stacy, I just had a word with him, and he told me that update will be connected during the night hours, and you can close the session (Edited)	5:11:21 AM
Stacy Cirolli	Okay.	5:11:43 AM
Yash Kalra	Is there anything else I may help you with ?	5:11:50 AM
Stacy Cirolli	No	5:11:58 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	5:12:00 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:12:06 AM
	<i>Yash Kalra has ended this chat session</i>	5:12:09 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Nov, 4:24:21 AM

#83256 Danielle Crowell

Email: billing@equityconnect.com 4803514556

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: 31 Secs

City: PHOENIX

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Duration : 27 Mins 36 Secs

Danielle Crowell	Hello, I am your Acebuddy	4 Nov, 4:24:22 AM
Acebuddy	Hello Danielle Crowell, I'm your Ace Buddy. I'll be happy to assist you!	4:24:23 AM
	Whom Would You Like to Connect With?	4:24:23 AM
Danielle Crowell	Technical Support (QB & App Hosting)	4:24:49 AM
Acebuddy	Welcome to Ace Support.	4:24:49 AM
	Please chose an option :	4:24:49 AM
Danielle Crowell	I'd like to report an Issue	4:24:58 AM
Acebuddy	Please select an option!	4:24:58 AM
Danielle Crowell	QuickBooks Issue	4:25:01 AM
Acebuddy	What type of QuickBooks Issue are you facing?	4:25:01 AM
Danielle Crowell	Other QB related issue	4:25:08 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:25:09 AM
Danielle Crowell	i cant download bank feeds in only one book	4:25:26 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:25:26 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:25:26 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	4:25:59 AM
	<i>Shubham Kataria is transferring the chat to Yash Kalra.</i>	4:26:05 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	4:26:12 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	4:26:16 AM
	<i>I will be surely assisting you with this. Kindly help me with your server name and user name?</i>	4:26:19 AM
Danielle Crowell	HCO LLC	4:26:35 AM
Yash Kalra	May I take the remote access of your local computer?	4:27:51 AM
Danielle Crowell	yes	4:27:56 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	4:28:07 AM
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/9312300429	4:28:16 AM
Danielle Crowell	is it working	4:29:50 AM
Yash Kalra	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	4:30:13 AM
	Danielle, as per our discussion, we suggested you reach out to intuit regarding the back feed issue.	4:50:52 AM
	If required, you can connect us on 3-way call and we will be there to help you.	4:51:42 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:51:53 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!

4:51:56 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/>)

Yash Kalra has ended this chat session

4:51:59 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Nov, 1:04:17 AM

#83349 Debbie Tyree

Email: kemcowest@kemcowest.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 22 Secs

Debbie Tyree	Hello, I am your Acebuddy	6 Nov, 1:04:17 AM
Acebuddy	Hello Debbie Tyree, I'm your Ace Buddy. I'll be happy to assist you!	1:04:18 AM
	Whom Would You Like to Connect With?	1:04:18 AM
Debbie Tyree	Technical Support (QB & App Hosting)	1:04:23 AM
Acebuddy		

	Welcome to Ace Support.	1:04:23 AM
	Please chose an option :	1:04:23 AM
Debbie Tyree	I'd like to report an Issue	1:04:33 AM
Acebuddy	Please select an option!	1:04:33 AM
Debbie Tyree	Password Reset	1:04:37 AM
Acebuddy	Please select an option below	1:04:37 AM
Debbie Tyree	Already Enrolled to Selfcare Portal	1:04:43 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	1:04:43 AM
	Do you need any further assistance on the topic?	1:04:43 AM
Debbie Tyree	No	1:11:39 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	1:11:39 AM
	<i>Acebuddy has ended this chat session</i>	1:11:40 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Nov, 1:44:19 AM

#83794 Myunsun Sunny Kim

Email: sunnykim@kimengineering.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: LAUREL

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 19 Secs

19 Nov, 1:44:19

Myunsun Sunny Kim	Hello, I am your Acebuddy	AM
Acebuddy	Hello Myunsun Sunny Kim, I'm your Ace Buddy. I'll be happy to assist you!	1:44:20 AM
	Whom Would You Like to Connect With?	1:44:20 AM
Myunsun Sunny Kim	Technical Support (QB & App Hosting)	1:44:24 AM
Acebuddy	Welcome to Ace Support.	1:44:24 AM
	Please chose an option :	1:44:24 AM
Myunsun Sunny Kim	I'd like to raise a Request	1:44:34 AM
Acebuddy	Please select your request type.	1:44:34 AM
Myunsun Sunny Kim	Password Reset	1:44:40 AM
Acebuddy	Please select an option below	1:44:40 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	2:18:38 AM
	<i>Ended due to chat idle timeout</i>	2:18:38 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Nov, 3:27:06 AM

#83800 Jennifer Herd

Email: jennifer@backstoptax.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WOODBURN

State: Oregon

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Min 56 Secs

Jennifer Herd	Hello, I am your Acebuddy	19 Nov, 3:27:06 AM
Acebuddy	Hello Jennifer Herd, I'm your Ace Buddy. I'll be happy to assist you!	3:27:07 AM
	Whom Would You Like to Connect With?	3:27:07 AM
Jennifer Herd	Technical Support (QB & App Hosting)	3:27:14 AM
Acebuddy	Welcome to Ace Support.	3:27:15 AM
	Please chose an option :	3:27:15 AM
Jennifer Herd	I'd like to report an Issue	3:27:21 AM
Acebuddy	Please select an option!	3:27:21 AM
Jennifer Herd	Password Reset	3:27:25 AM
Acebuddy	Please select an option below	3:27:25 AM
Jennifer Herd	Not Enrolled to Selfcare Portal	3:27:33 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	3:27:33 AM
	Do you need any further assistance on the topic?	3:27:33 AM
Jennifer Herd	No	3:29:03 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	3:29:03 AM
<i>Acebuddy has ended this chat session</i>		3:29:03 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Nov, 7:21:51 AM

#83863 bobailey

Email: bobailey@baileytaxwv.com ☎ 3046191207

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 58 Secs

City: FT WAYNE

State: Indiana

Country: UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 44 Secs

bobailey	Hello, I am your Acebuddy	20 Nov, 7:21:51 AM
Acebuddy	Hello Bobailey, I'm your Ace Buddy. I'll be happy to assist you!	7:21:52 AM
	Whom Would You Like to Connect With?	7:21:52 AM
bobailey	Technical Support (QB & App Hosting)	7:21:57 AM
Acebuddy	Welcome to Ace Support.	7:21:57 AM
	Please chose an option :	7:21:57 AM
bobailey	I'd like to report an Issue	7:22:01 AM
Acebuddy	Please select an option!	7:22:01 AM
bobailey	Other Issue	7:22:06 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:22:06 AM
bobailey	I am unable to connect to my Ace Cloud as a new customer following the email instructions	7:22:29 AM
Acebuddy	Please wait while we connect you to a Support Representative	7:22:29 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:22:29 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	7:22:51 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	7:22:57 AM
bobailey	Thank you	7:23:36 AM
	I am trying to connect as a new customer and try my cloud out before our morning call to migrate my data and finalize...it keeps saying my credentials are incorrect	7:24:21 AM
Anjainay Singh	I understand your concern and assure you the best resolution possible.	7:26:09 AM
	Could you please confirm whether you are able to login into the server?	7:26:54 AM
bobailey	I get to the screen that says Tap to Connect with the circle button. When i click that, it says my credentials are incorrect	7:27:29 AM
	I tried to change them to what was provided in the email, but no success	7:27:41 AM
Anjainay Singh	No worries BoBailey I will assist you in setting up the ACE connect.	7:28:20 AM
	May I take the remote access of your local computer?	7:28:26 AM
bobailey	Sure	7:28:30 AM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	7:28:55 AM
	https://assist.acecloudhosting.com/join/8682981780	7:29:18 AM

Please copy this URL from here and paste it in your local browser. 7:29:36 AM

Please download the remote file from URL and click the remote file and select accept and continue. 7:30:13 AM

We are connected. 7:30:52 AM

As issue has been resolved over a remote session so we are disconnecting this chat. 7:47:18 AM

I will also share the ticket id with you over the mail once this chat is disconnected. 7:47:26 AM

Thank you for choosing ACE cloud Hosting, you have a wonderful day. 7:47:32 AM

Anjainay Singh has ended this chat session 7:47:36 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Nov, 7:23:28 PM

#83818 jessica squire

Email: jessica.squire@asgsolutions.us 3523034429

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 6 Secs

City: WILDWOOD

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 51 Secs

jessica squire	Hello, I am your Acebuddy	19 Nov, 7:23:29 PM
Acebuddy	Hello Jessica Squire, I'm your Ace Buddy. I'll be happy to assist you!	7:23:30 PM
	Whom Would You Like to Connect With?	7:23:30 PM
jessica squire	Technical Support (QB & App Hosting)	7:23:36 PM
Acebuddy	Welcome to Ace Support.	7:23:36 PM

	Please chose an option :	7:23:36 PM
jessica squire	I'd like to report an Issue	7:24:07 PM
Acebuddy	Please select an option!	7:24:08 PM
jessica squire	QuickBooks Issue	7:24:14 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:24:14 PM
jessica squire	Other QB related issue	7:24:20 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:24:20 PM
jessica squire	ticket number 796378	7:24:34 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:24:36 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:24:36 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	7:24:44 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	7:24:49 PM
jessica squire	I just wanted to send a quick update for the existing ticket. I'm not sure what has been done since the last correspondence, but we are still not able to email reports within QB	7:26:15 PM
Shubham Maurya	Thank you for the update, and we do apologize that you're still unable to email reports within QuickBooks. We understand how frustrating this can be, and appreciate your patience.	7:28:37 PM
	To help us look into this further and resolve the issue as quickly as possible, could you please share a callback number and a preferred time when we can reach you? This will allow us to troubleshoot the problem directly and provide faster assistance by our escalation team.	
jessica squire	Friday at 12:00pm EST	7:30:13 PM
	352-303-4429	7:30:20 PM
Shubham Maurya	Thank you for the details.	
	Friday at 12:00 PM EST works perfectly. We will give you a call at that time to continue troubleshooting.	7:32:01 PM
	If anything changes or you need to reschedule, please let us know by replying over mail to the same ticket number #796378	
	Just to confirm it's November 21	7:32:40 PM
	Are we still connected here?	7:37:09 PM
	Are we still connected here?	7:38:04 PM
	Are we still connected here?	7:39:12 PM
jessica squire	yes	7:39:12 PM
Shubham Maurya	Thanks for the confirmation, Just want to make sure that date is noted correctly November 21 for next callback from escalation team.	7:40:06 PM
jessica squire	yes	7:40:19 PM

Shubham Maurya	Alright, Is there anything else I may help you with ?	7:40:36 PM
jessica squire	no thats all	7:41:50 PM
Shubham Maurya	Thank you for your patience and understanding, Jessica. We will provide an update within the timeframe given. Have a great day!	7:43:03 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!	7:43:09 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>Shubham Maurya has ended this chat session</i>	7:43:21 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Nov, 2:17:43 AM

#83723 brittany

Email: brittany@bbennettcpa.com 18134525404

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 15 Secs

City: VALRICO

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 39 Secs

brittany	Hello, I am your Acebuddy	18 Nov, 2:17:44 AM
Acebuddy	Hello Brittany Bennett, I'm your Ace Buddy. I'll be happy to assist you!	2:17:44 AM
	Whom Would You Like to Connect With?	2:17:44 AM
brittany	Technical Support (QB & App Hosting)	2:17:48 AM
Acebuddy	Welcome to Ace Support.	2:17:48 AM
	Please chose an option :	2:17:48 AM
brittany	I'd like to report an Issue	2:17:52 AM
Acebuddy	Please select an option!	2:17:52 AM
brittany	Password Reset	2:17:57 AM
Acebuddy	Please select an option below	2:17:57 AM
brittany	Setback	2:18:02 AM
Acebuddy	Please select an option!	2:18:02 AM
brittany	Other Issue	2:18:06 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:18:06 AM
brittany	My password is not working I messaged with another rep about this last week	2:18:22 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:18:22 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:18:22 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	2:19:15 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	2:19:19 AM
	I deeply apologize for the inconvenience caused to you.	2:19:34 AM
	I will be surely assisting you with this.	2:19:41 AM
	Is this for account: Brittany Bennett CPA PA ?	2:20:15 AM
brittany	Yes	2:20:20 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	2:20:53 AM
	Just to confirm- Are you looking to reset your ACE server login password?	2:21:20 AM
brittany	I got it, when I enter my password it takes half a dozen times and then lets me in, it keeps happening	2:21:50 AM
Abhay Kumar Saraswat	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.	2:22:21 AM
	May I take the remote access of your local computer?	2:22:26 AM
brittany	Yes	2:22:34 AM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	2:22:41 AM

	https://assist.acecloudhosting.com/join/7062979613	2:22:46 AM
brittany	ok	2:22:48 AM
Abhay Kumar Saraswat	Kindly paste this link in the browser of local computer and join the session.	2:22:52 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	2:23:49 AM
	We are still connected with remote session.	2:43:57 AM
	Please stay with me there.	2:44:05 AM
	As you confirmed over the remote that the issue has been resolved, we are ending this chat.	2:58:21 AM
	Is there anything else I may help you with ?	2:58:28 AM
	Are we still connected here?	2:59:03 AM
	Are we still connected here?	3:00:10 AM
	This message has been deleted	3:00:59 AM
	Are we still connected here, Brittany?	3:01:32 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.	3:02:22 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	3:02:23 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Nov, 7:39:21 PM

#83270 beth

Email: beth@stillwaterfundservices.com ☎ 13122084104

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 39 Secs

City: BUFFALO GROVE

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 7 Secs

beth	Hello, I am your Acebuddy	4 Nov, 7:39:22 PM
Acebuddy	Hello Beth, I'm your Ace Buddy. I'll be happy to assist you!	7:39:23 PM
	Whom Would You Like to Connect With?	7:39:23 PM
beth	Technical Support (QB & App Hosting)	7:39:30 PM
Acebuddy	Welcome to Ace Support.	7:39:30 PM
	Please chose an option :	7:39:30 PM
beth	I'd like to report an Issue	7:39:41 PM
Acebuddy	Please select an option!	7:39:41 PM
beth	Other Issue	7:39:47 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:39:47 PM
beth	restart server, frozen	7:39:57 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:39:58 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:39:58 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	7:40:32 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	7:40:38 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:40:50 PM
beth	looking for it	7:41:10 PM
Shubham Maurya	Sure, please take your time.	7:41:45 PM
beth	Username :- myrealdata\NancyCorrie	7:43:35 PM
	this is the username that is frozen. we need to reset the server. i cannot do that.	7:43:52 PM
Shubham Maurya	Thanks for the information, let me check that for you. Please hold on while I disconnect your remote session from our end.	7:44:40 PM
beth	this might be the company id	7:44:45 PM
	CID72032	7:44:46 PM
Shubham Maurya	Yes, please check it now. Try to login back and let us know if it's working good.	7:46:02 PM
beth	yes working, ty	7:48:32 PM
Shubham Maurya	You most welcome !	7:48:48 PM

Thanks for your patience with us.

7:49:02 PM

Is there anything else I may help you with ?

7:49:04 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!

7:50:14 PM

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

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

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

7:50:18 PM

Shubham Maurya has ended this chat session

7:50:29 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Nov, 10:09:03 PM

#83523 hannah

Email: hannah@carderconcreteco.com 18177731527

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 6 Secs

City: GODLEY

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 46 Secs

hannah

Hello, I am your Acebuddy

11 Nov, 10:09:04 PM

Acebuddy	Hello Hannah, I'm your Ace Buddy. I'll be happy to assist you!	10:09:05 PM
	Whom Would You Like to Connect With?	10:09:05 PM
hannah	Technical Support (QB & App Hosting)	10:09:15 PM
Acebuddy	Welcome to Ace Support.	10:09:15 PM
	Please chose an option :	10:09:15 PM
hannah	I'd like to report an Issue	10:09:25 PM
Acebuddy	Please select an option!	10:09:25 PM
hannah	Other Issue	10:09:31 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:09:31 PM
hannah	I need to get help with integrating Avalara. I've been speaking with someone already about this. The reference # is ID 792965	10:10:42 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:10:43 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:10:43 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	10:11:00 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	10:11:08 PM
	This message has been deleted	10:11:14 PM
	I will be surely assisting you with this.	10:11:28 PM
	Let me check the given ticket number. (Edited)	10:11:36 PM
	Kindly allow me two minutes to check the same.	10:11:46 PM
hannah	ok	10:11:53 PM
Abhay Kumar Saraswat	Thank you for your patience.	10:15:10 PM
	Hannah, I've checked your given ticket number and it has been closed due to no response from your end.	10:15:41 PM
	Please tell me how can I assist you now?	10:16:00 PM
hannah	I need to arrange a Zoom call with someone on your end, and someone from Avalara so we can integrate AvaTax into Quickbooks Desktop.	10:17:18 PM
Abhay Kumar Saraswat	Sure, then you can arrange a meeting, set the time and share the zoom call link with us.	10:18:15 PM
	One of our engineers will definitely join you and other support person on call. (Edited)	10:18:33 PM
hannah	How do I let someone from Ace Cloud know about the call? Is there a number I can call directly?	10:19:30 PM
Abhay Kumar Saraswat	Yes.	10:19:38 PM
	Here is our number: 888-415-5240 (toll-free)	10:19:46 PM

	You can contact us on this number 24*7.	10:20:15 PM
hannah	Is there a reference number I need to provide?	10:20:39 PM
Abhay Kumar Saraswat	Whenever you send an email to support@acecloudhosting.com , a support ticket will be automatically generated. You'll receive a confirmation email containing the " ticket number " for your reference	10:23:32 PM
	You can share the same on call.	10:23:51 PM
hannah	Ok, thank you.	10:24:26 PM
Abhay Kumar Saraswat	So, whenever we receive the zoom link on email, one of us will assist you regarding integration process.	10:24:43 PM
	Is there anything else I may help you with ?	10:24:57 PM
hannah	That will be it. Thank you.	10:25:35 PM
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	10:25:41 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!	10:25:44 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.	10:25:49 PM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	10:25:51 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Nov, 3:29:42 AM

#83728 jjtrujillo

Email: jjtrujillo@cox.net ☎ 16029318689

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: NEW YORK

State: Texas

Country: UNITED STATES

Chat Duration : 34 Mins 50 Secs

Chat Transcript

jjtrujillo	Hello, I am your Acebuddy	18 Nov, 3:29:43 AM
Acebuddy	Hello Jjtrujillo, I'm your Ace Buddy. I'll be happy to assist you!	3:29:44 AM
	Whom Would You Like to Connect With?	3:29:44 AM
jjtrujillo	Technical Support (QB & App Hosting)	3:29:52 AM
Acebuddy	Welcome to Ace Support.	3:29:52 AM
	Please chose an option :	3:29:52 AM
jjtrujillo	I'd like to raise a Request	3:29:57 AM
Acebuddy	Please select your request type.	3:29:57 AM
jjtrujillo	Other Request	3:30:21 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	3:30:21 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:30:21 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	4:04:34 AM
	<i>Ended due to chat idle timeout</i>	4:04:34 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Nov, 10:17:00 PM

#83692 chris**Email:** chris@thesteelbreeze.com  12039945674**Department:** Support(QB & App Hosting)**Operator:** Shubham Kataria**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Mozilla Firefox**Device:** Desktop**Average Response Time:** 23 Secs**City:** NEWTOWN**State:** Connecticut**Country:** UNITED STATES

Chat Duration : 8 Mins 10 Secs

Chat Transcript

chris	Hello, I am your Acebuddy	16 Nov, 10:17:00 PM
Acebuddy	Hello Chris, I'm your Ace Buddy. I'll be happy to assist you!	10:17:02 PM
	Whom Would You Like to Connect With?	10:17:02 PM
chris	Technical Support (QB & App Hosting)	10:17:07 PM
Acebuddy	Welcome to Ace Support.	10:17:07 PM
	Please chose an option :	10:17:07 PM
chris	I'd like to report an Issue	10:17:14 PM
Acebuddy	Please select an option!	10:17:14 PM
chris	Other Issue	10:17:19 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:17:19 PM
chris	i cannot connect to my server	10:17:31 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:17:32 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:17:32 PM
chris	finally, on the 20th try...	10:17:49 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	10:19:29 PM
	<i>Ashutosh Mishra is transferring the chat to Shubham Kataria.</i>	10:19:45 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	10:19:47 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	10:19:53 PM
	I deeply apologize for the inconvenience caused to you.	10:20:06 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:20:14 PM

Are we still connected here? 10:22:15 PM

Are we still connected here? 10:23:09 PM

Are we still connected here? 10:24:33 PM

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. 10:25:08 PM

Shubham Kataria has ended this chat session 10:25:11 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 11 Nov, 8:59:53 AM

#83500 Robert Bruce

Email: bobbrucecpa@gmail.com ☎ 19703024587

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 6 Secs

City: EATON

State: Colorado

Country: UNITED STATES

Chat Transcript Chat Duration : 49 Mins 1 Sec

Robert Bruce	Hello, I am your Acebuddy	11 Nov, 8:59:53 AM
Acebuddy	Hello Robert Bruce, I'm your Ace Buddy. I'll be happy to assist you!	8:59:55 AM
	Whom Would You Like to Connect With?	8:59:55 AM
Robert Bruce	Technical Support (QB & App Hosting)	9:00:09 AM
Acebuddy	Welcome to Ace Support.	9:00:09 AM
	Please chose an option :	9:00:09 AM

Robert Bruce	I'd like to report an Issue	9:00:18 AM
Acebuddy	Please select an option!	9:00:18 AM
Robert Bruce	Other Issue	9:00:26 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:00:26 AM
Robert Bruce	I lost my login Icon and can't login to my portal	9:01:07 AM
Acebuddy	Please wait while we connect you to a Support Representative	9:01:07 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:01:07 AM
	<i>Abhishek Rakwal declined the transfer request.</i>	9:01:24 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	9:01:31 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	9:01:36 AM
Robert Bruce	I lost my login icon and need help logging into my portal	9:02:45 AM
Anjainay Singh	I understand your concern and assure you the best possible resolution for it.	9:02:48 AM
	Could you please confirm whether you are able to login into the server?	9:03:11 AM
Robert Bruce	I am not able to login to my server, I need the login information	9:04:11 AM
Anjainay Singh	No worries Robert, I will assist you in resolving this.	9:04:18 AM
	May I take the remote access of your local computer?	9:04:31 AM
Robert Bruce	yes	9:04:40 AM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	9:04:47 AM
	https://assist.acecloudhosting.com/join/7492922008	9:05:02 AM
Robert Bruce	all closed	9:05:09 AM
Anjainay Singh	Please copy this URL in your local machine browser.	9:05:22 AM
	Download the remote file.	9:05:35 AM
	Click on downloaded file and select accept and continue.	9:05:47 AM
	Please stay connected.	9:12:14 AM
	Please stay connected.	9:18:07 AM
	Please stay connected.	9:37:32 AM
	As issue has been resolved so we are disconnecting the chat session.	9:48:42 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:48:53 AM
	<i>Anjainay Singh has ended this chat session</i>	9:48:55 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Nov, 3:12:42 PM

#83683 Jamie

Email: stinagoransson.alligo.com@gmail.com ☎ 16787674531

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Apple iPhone

Browser: Google Chrome

Device: Mobile

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 48 Secs

Jamie	Hello, I am your Acebuddy	15 Nov, 3:12:42 PM
Acebuddy	Hello Jamie, I'm your Ace Buddy. I'll be happy to assist you!	3:12:44 PM
	Whom Would You Like to Connect With?	3:12:44 PM
Jamie	Technical Support (QB & App Hosting)	3:12:56 PM
Acebuddy	Welcome to Ace Support.	3:12:56 PM
	Please chose an option :	3:12:56 PM
Jamie	I'd like to report an Issue	3:13:06 PM
Acebuddy	Please select an option!	3:13:06 PM
Jamie	Password Reset	3:13:10 PM
Acebuddy	Please select an option below	3:13:10 PM
Jamie	Not Enrolled to Selfcare Portal	3:13:20 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	3:13:20 PM
	Do you need any further assistance on the topic?	3:13:20 PM
Jamie	No	3:13:31 PM
Acebuddy		

Thank you for contacting Ace Support. Have a nice day!

3:13:31 PM

Acebuddy has ended this chat session

3:13:31 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Nov, 9:39:23 AM

#83431 Karan Malhotra

Email: contactus@agogfinancials.com ☎ 14124272114

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 12 Secs

City: VIENNA

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 4 Secs

Karan Malhotra	Hello, I am your Acebuddy	8 Nov, 9:39:23 AM
Acebuddy	Hello Karan Malhotra, I'm your Ace Buddy. I'll be happy to assist you!	9:39:25 AM
	Whom Would You Like to Connect With?	9:39:25 AM
Karan Malhotra	Technical Support (QB & App Hosting)	9:39:30 AM
Acebuddy	Welcome to Ace Support.	9:39:30 AM
	Please chose an option :	9:39:30 AM
Karan Malhotra	I'd like to report an Issue	9:39:37 AM
Acebuddy	Please select an option!	9:39:37 AM
Karan Malhotra	Other Issue	9:39:43 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:39:43 AM

Karan Malhotra	unable to log in to cloud server	9:40:00 AM
Acebuddy	Please wait while we connect you to a Support Representative	9:40:00 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:40:00 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	9:40:14 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	9:40:18 AM
	Hello Karan	9:40:21 AM
Karan Malhotra	I am unable to log into one of the servers	9:40:38 AM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	9:40:47 AM
	Are you encountering any errors when trying to access it?	9:40:54 AM
Karan Malhotra	it says logon attempt failed	9:41:32 AM
Sujeet Kumar Suman	Could you please share a screenshot of the prompt that appears when you click on it?	9:41:50 AM
	Are we still connected here?	9:43:30 AM
	<i>9:43:35 AM Karan Malhotra is sharing a file with you Screenshot 2025-11-07 231216.png - (Size:40.38 KB)</i>	9:43:35 AM
	<i>9:43:38 AM Karan Malhotra is sharing a file with you Screenshot 2025-11-07 231216.png - (Size:40.38 KB)</i>	9:43:38 AM
Karan Malhotra	yes, just sent you the screenshot	9:43:48 AM
Sujeet Kumar Suman	Thank you for the screenshot.	9:43:58 AM
	When was the last time you were able to access the server?	9:44:05 AM
Karan Malhotra	I havent logged in a while	9:44:14 AM
	so dont remember	9:44:19 AM
Sujeet Kumar Suman	No issue.	9:44:32 AM
	Are you the only one experiencing this issue, or are others affected as well?	9:44:39 AM
Karan Malhotra	I am the only one who uses this server	9:44:55 AM
	the other servers are working fine	9:45:02 AM
Sujeet Kumar Suman	Thanks for all of the information's.	9:45:07 AM
	May I take the remote access of your local computer?	9:45:14 AM
Karan Malhotra	sure	9:45:19 AM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	9:45:29 AM
	Kindly paste this link in the browser of local computer and join the session. https://assist.aceclouddhosting.com/join/5292814446	9:45:37 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	9:47:11 AM

give your confirmation on this chat.

Please stay connected; we are working on remote.

10:06:28 AM

The visitor's name and phone number were changed.

10:10:48 AM

Thank you for your patience.

10:15:42 AM

As per discussion over the remote session, The issue is resolved.

10:15:47 AM

Is there anything else I may help you with ?

10:15:52 AM

Karan Malhotra Thanks much!

10:15:56 AM

Sujeet Kumar Suman Most welcome.

10:16:03 AM

Thanks for the confirmation !

10:16:10 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.

10:16:15 AM

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

10:16:22 AM

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

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

Thanks!

10:16:26 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/>)

Sujeet Kumar Suman has ended this chat session

10:16:28 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Nov, 9:49:28 PM

#83616 Brian Kotzmoyer

Email: xionusa1976@gmail.com **Phone:** 5706402468

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 9 Secs

City: TAMAQUA

State: Pennsylvania

Country: UNITED STATES

Chat Duration : 1 Hour 30 Mins

Chat Transcript

Brian Kotzmoyer	Hello, I am your Acebuddy	13 Nov, 9:49:29 PM
Acebuddy	Hello Brian Kotzmoyer, I'm your Ace Buddy. I'll be happy to assist you!	9:49:29 PM
	Whom Would You Like to Connect With?	9:49:29 PM
Brian Kotzmoyer	Technical Support (QB & App Hosting)	9:49:53 PM
Acebuddy	Welcome to Ace Support.	9:49:53 PM
	Please chose an option :	9:49:53 PM
Brian Kotzmoyer	I'd like to report an Issue	9:50:24 PM
Acebuddy	Please select an option!	9:50:24 PM
Brian Kotzmoyer	QuickBooks Issue	9:53:45 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:53:45 PM
Brian Kotzmoyer	Other QB related issue	9:53:52 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:53:52 PM
Brian Kotzmoyer	Since the update this morning I can no longer email from quickbooks its requiring webmail authorization	9:54:49 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:54:50 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:54:50 PM
	<i>Karan Bhattacharya accepted the chat transfer request.</i>	9:54:54 PM
Karan Bhattacharya	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.	9:55:13 PM
Brian Kotzmoyer	We had you guys update QB this morning. Since the update we can no longer email from QB. It is requiring webmail authorization	9:56:10 PM
Karan Bhattacharya	ok,Was there any ticket number raised related to that incase so that I can check the details.	9:57:05 PM
Brian Kotzmoyer	let me look	9:57:26 PM
Karan Bhattacharya	ok	9:57:32 PM
Brian Kotzmoyer	83610	9:57:43 PM

Karan Bhattacharya	ok,let me check,allow me few minutes	9:58:04 PM
Brian Kotzmoyer	ok	9:58:15 PM
Karan Bhattacharya	Can you share the screenshot of error?	10:01:36 PM
	or the dialog box which is appearing	10:02:01 PM
	Are we still connected?	10:03:45 PM
	Are we still connected?	10:04:56 PM
Brian Kotzmoyer	hello	10:05:39 PM
	sorry let me get a screen shot for you	10:05:58 PM
Karan Bhattacharya	ok	10:06:53 PM
	Are we still connected?	10:10:56 PM
Brian Kotzmoyer	yes	10:11:05 PM
Karan Bhattacharya	While accessing which version are you getting the issue?	10:12:15 PM
	<i>10:13:23 PM Brian Kotzmoyer is sharing a file with you IMG_2911.jpeg - (Size:5.65 MB)</i>	10:13:23 PM
	what is your myrealdata id?	10:13:45 PM
Brian Kotzmoyer	i dont know what that is	10:14:20 PM
Karan Bhattacharya	With which id do you login to the server?	10:14:43 PM
Brian Kotzmoyer	admin	10:15:04 PM
Karan Bhattacharya	let me check	10:16:18 PM
Brian Kotzmoyer	ok	10:17:28 PM
Karan Bhattacharya	I can see donnadou,tinaola users on server.	10:20:41 PM
	Does any account of it belong to you?	10:21:01 PM
Brian Kotzmoyer	not of those accounts. I use admin when i need to use it	10:21:46 PM
	we only use one email to email our invoices out of QB	10:22:08 PM
Karan Bhattacharya	ok,allow me few minutes,let me check few more details	10:22:50 PM
Brian Kotzmoyer	ok	10:23:36 PM
Karan Bhattacharya	I will be sharing you a remote assist session now,before that please close all the confidential details or information on your local machine which is not related to the request	10:29:32 PM
Brian Kotzmoyer	ok	10:29:51 PM
Karan Bhattacharya	Please share your local machine email id	10:30:48 PM
	Is this the one xionusa1976@gmail.com	10:31:07 PM
Brian Kotzmoyer	where do i find that	10:31:08 PM

	in my email	10:31:22 PM
Karan Bhattacharya	is this your email id ?	10:31:47 PM
Brian Kotzmoyer	yes	10:31:53 PM
Karan Bhattacharya	ok	10:31:59 PM
Brian Kotzmoyer	should i check my email ?	10:33:28 PM
Karan Bhattacharya	yes,please check	10:33:40 PM
Brian Kotzmoyer	nothing there	10:34:01 PM
Karan Bhattacharya	Is this your email id bwkotzmoyer@gmail.com?	10:34:44 PM
Brian Kotzmoyer	that one as well	10:35:11 PM
Karan Bhattacharya	ok	10:35:27 PM
Brian Kotzmoyer	i use both of those	10:35:35 PM
Karan Bhattacharya	https://assist.acecloudhosting.com/join/1482537690	10:36:18 PM
	please access this link on your local machine	10:36:31 PM
	not on server	10:36:40 PM
Brian Kotzmoyer	ok	10:37:01 PM
Karan Bhattacharya	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.	11:20:20 PM
	<i>Ended due to chat idle timeout</i>	11:20:20 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Nov, 4:39:04 AM

#83429 AGUSTIN GARCIA

Email: agustin@agtaccounting.com ☎ 12068670623

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: 50 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 5 Secs

AGUSTIN GARCIA	Hello, I am your Acebuddy	8 Nov, 4:39:05 AM
Acebuddy	Hello Agustin Garcia, I'm your Ace Buddy. I'll be happy to assist you!	4:39:06 AM
	Whom Would You Like to Connect With?	4:39:06 AM
AGUSTIN GARCIA	Technical Support (QB & App Hosting)	4:39:10 AM
Acebuddy	Welcome to Ace Support.	4:39:10 AM
	Please chose an option :	4:39:10 AM
AGUSTIN GARCIA	I'd like to raise a Request	4:39:18 AM
Acebuddy	Please select your request type.	4:39:18 AM
AGUSTIN GARCIA	Application Version Upgrade	4:39:31 AM
Acebuddy	Please select the application you would like to upgrade :	4:39:31 AM
AGUSTIN GARCIA	Other Application	4:39:39 AM
Acebuddy	To begin the installation process, please download the setup file from your application portal and save it to your server desktop.	4:39:39 AM
	Following this, kindly inform us of the completion of this task by sending an email to support@acecloudhosting.com.	4:39:39 AM
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.	4:39:39 AM
	Do you need any further assistance on the topic?	4:39:39 AM
AGUSTIN GARCIA	Yes	4:40:16 AM
Acebuddy	Please wait while we connect you to our Support Representative	4:40:16 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:40:16 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	4:40:41 AM
	<i>Abhay Kumar Saraswat is transferring the chat to Yash Kalra.</i>	4:40:48 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	4:40:59 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	4:41:02 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:41:05 AM

AGUSTIN GARCIA	Hello, AG Tax and Accounting Services, Agustin Garcia	4:41:42 AM
Yash Kalra	Kindly allow me two minutes to check the same.	4:42:01 AM
	Augustin, please confirm the name of the application we need to upgrade.	4:44:50 AM
AGUSTIN GARCIA	Yes we need to download Lacerte 2025	4:45:21 AM
	This can be done during the weekend, but you need the download prep file as well as the download product	4:46:55 AM
Yash Kalra	Augustin, for installing any application we will be requiring the approval over mail form mail id agustin@agtaccounting.com along with the setup file , license details or serial key (if any) for installing the application	4:47:29 AM
	Augustin, will okay if I send you a mail for the installation and you can provide us the approval on that along with the setup file. (Edited)	4:48:24 AM
AGUSTIN GARCIA	Sure	4:48:58 AM
Yash Kalra	We will mail you once this chat ends. Is there anything else I may help you with ? (Edited)	4:49:04 AM
AGUSTIN GARCIA	Well, I already have lacerte 2024 in my system, I just need the 2025 version	4:49:52 AM
	Is is the same process?	4:50:02 AM
Yash Kalra	Yes, sir for installing any application we need an approval from the registered mail id. (Edited)	4:51:34 AM
AGUSTIN GARCIA	By mail?	4:51:51 AM
Yash Kalra	Sir for security reasons it necessary for us to get an approval over the mail.	4:52:56 AM
	As soon as this chat ends, I will be mailing for the approval, and you can approve us over that mail. (Edited)	4:53:30 AM
	Shall we proceed to end this chat now?	4:55:29 AM
	Are we still connected here?	4:56:17 AM
AGUSTIN GARCIA	Okay	4:56:50 AM
	It doesnt make sense to me but okay	4:56:57 AM
	thank you	4:56:59 AM
Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:57:06 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	4:57:08 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

Yash Kalra has ended this chat session

4:57:10 AM

