

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Feb, 2:23:26 AM

**#72901 Faisal Khan**  
**Email:** khan@fsc-consulting.com 📞 2103638468  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 56 Secs  
**City:** LAS VEGAS  
**State:** Nevada  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 40 Mins 54 Secs

Faisal Khan	Hello, I am your Acebuddy	21 Feb, 2:23:28 AM
Acebuddy	Hello Faisal Khan, I'm your Ace Buddy. I'll be happy to assist you!	2:23:29 AM
	Whom Would You Like to Connect With?	2:23:29 AM
Faisal Khan	Technical Support (QB & App Hosting)	2:23:42 AM
Acebuddy	Welcome to Ace Support.	2:23:42 AM
	Please chose an option :	2:23:42 AM
Faisal Khan	I'd like to report an Issue	2:23:48 AM
Acebuddy	Please select an option!	2:23:48 AM
Faisal Khan	QuickBooks Issue	2:23:51 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:23:51 AM
Faisal Khan	QuickBooks Login Issue	2:24:13 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	2:24:13 AM
	Was that helpful?	2:24:13 AM
Faisal Khan	No	2:24:18 AM
Acebuddy		

	No issues, please wait while I connect you to one our support engineers who'd assist you further.	2:24:18 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:24:18 AM
	<i>Sharath Kumar accepted the chat transfer request.</i>	2:24:56 AM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	2:25:04 AM
Faisal Khan	i am unable to open a 24 quickbooks file on this computer only. everyone else can open. i have the notice up if you need to remote in	2:25:47 AM
	it says it needs a file doctor and will not let me in the multiple times i have tried	2:26:17 AM
Sharath Kumar	Understood, Faisal could you let me know the location of this file	2:28:09 AM
Faisal Khan	quickbooks	2:28:19 AM
Sharath Kumar	I understand that you are opening this file from QuickBooks, but what is the location of this file on the server	2:29:17 AM
Faisal Khan	Q drive	2:30:56 AM
Sharath Kumar	I will need the complete file path to check if you have appropriate permissions to access the folder where this company file is kept	2:32:07 AM
Faisal Khan	ok i mean yall should be able to remote in and find it but ok	2:32:26 AM
	D	2:32:45 AM
	client data	2:32:49 AM
	E	2:32:55 AM
	Quickbooks	2:33:03 AM
	thats the path to the quiclbooks files	2:33:13 AM
Sharath Kumar	thank you, allow me 2 minutes to look into this	2:33:32 AM
Faisal Khan	you cant see the message it gives in the path to the file	2:33:35 AM
Sharath Kumar	could you also help me with the company file name	2:37:52 AM
Faisal Khan	lifestyle remodeling	2:38:07 AM
Sharath Kumar	still taking some time, allow me a few more minutes	2:42:30 AM
Faisal Khan	k	2:42:49 AM
Sharath Kumar	Faisal, could you please close the application and reopen the company file	2:48:51 AM
	apologies for taking so long but I was making some changes on the server	2:49:11 AM
	I think you should be able to access it now	2:49:23 AM
Faisal Khan	yes	2:49:24 AM
	no still says i need to download a file doctor	2:50:19 AM
Sharath Kumar	what about other company files under this folder - D:\Client data\E\Quickbooks were you able to access them?	2:51:22 AM

Faisal Khan	yes	2:52:11 AM
	its just this one	2:53:13 AM
Sharath Kumar	and are others able to access it?	2:54:43 AM
Faisal Khan	yes	2:54:48 AM
Sharath Kumar	that is strange	2:55:08 AM
Faisal Khan	yes	2:55:24 AM
Sharath Kumar	you are signing with this account right? - FaisalK_FSC	2:56:35 AM
Faisal Khan	yes	2:57:23 AM
Sharath Kumar	noted! I am not sure why this is happening but I can get it escalated to someone with more expertise to look into it	2:58:52 AM
	It is requested to allow us time till tomorrow morning to reach out to you with a resolution	2:59:27 AM
Faisal Khan	can yall restart the server?	2:59:32 AM
Sharath Kumar	I can but am unsure if that will resolve your concern	2:59:55 AM
Faisal Khan	alright then	3:00:11 AM
	thank you	3:00:15 AM
Sharath Kumar	so I will forward this to escalation team, and have them reach out to you with a resolution at the earliest	3:00:58 AM
	anything else that I may assist you with?	3:01:10 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.	3:04:14 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:04:19 AM
	<i>Sharath Kumar has ended this chat session</i>	3:04:23 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71832 JUSTIN B METCALF

Email: jmetcalf@riverviewtaxcpa.com

Department: Support(QB & App Hosting)

3 Feb, 7:33:14 PM

**Operator:**  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 47 Secs  
**City:** RIVERVIEW  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 8 Secs

JUSTIN B METCALF	Hello, I am your Acebuddy	3 Feb, 7:33:16 PM
Acebuddy	Hello Justin B Metcalf, I'm your Ace Buddy. I'll be happy to assist you!	7:33:17 PM
	Whom Would You Like to Connect With?	7:33:17 PM
JUSTIN B METCALF	Technical Support (QB & App Hosting)	7:33:25 PM
Acebuddy	Welcome to Ace Support.	7:33:25 PM
	Please chose an option :	7:33:25 PM
JUSTIN B METCALF	I'd like to report an Issue	7:33:33 PM
Acebuddy	Please select an option!	7:33:33 PM
JUSTIN B METCALF	Other Issue	7:33:39 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:33:39 PM
JUSTIN B METCALF	multi factor authentication is not working	7:33:55 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:33:56 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:33:56 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:34:28 PM
	<i>Manish Singh is transferring the chat to Sharath Kumar.</i>	7:35:05 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	7:35:09 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	7:35:19 PM
	Hello Justin, Could you please help me with you company name and your email address where the MFA is directed to	7:35:55 PM
JUSTIN B METCALF	Metcalf Accounting Inc	7:36:15 PM
	jmetcalf@riverviewtaxcpa.com	7:36:20 PM
Sharath Kumar	thank you! Is this the first time you are prompted for MFA?	7:37:18 PM
JUSTIN B METCALF	Yes	7:37:36 PM

Sharath Kumar	got it. let me quickly check your account settings	7:38:13 PM
	Justin, I see that you not enrolled into MFA. This could be the reason why the Multi Factor Authentication is not working	7:42:12 PM
JUSTIN B METCALF	How do I enroll? I've downloaded google authenticator, but now I'm stuck	7:42:38 PM
Sharath Kumar	let me send you the instructions for Self care, once you enroll into that I am sure that you will be able to sign in via MFA	7:43:44 PM
	7:43:59 PMSharath Kumar is sharing a file with you <a href="#">SelfCare Portal User Guide (1) (1) 1.pdf</a> - ( Size:848.32 KB )	7:43:59 PM
	Please go through the document and let me know if you have any questions	7:44:23 PM
	Justin, are we still connected here?	7:48:53 PM
JUSTIN B METCALF	It works now. Thank you	7:49:41 PM
Sharath Kumar	glad to hear that	7:49:58 PM
	Anything else that I may assist you with, sir?	7:50:13 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	7:51:53 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:52:16 PM
	Sharath Kumar has ended this chat session	7:52:25 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71910 Audrey Mock

Email: [audreylmock@gmail.com](mailto:audreylmock@gmail.com)

Department: Support(QB & App Hosting)


4 Feb, 6:02:12 PM

**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 42 Secs  
**City:** NEW BERLIN  
**State:** Illinois  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 43 Secs

Audrey Mock	Hello, I am your Acebuddy	4 Feb, 6:02:14 PM
Acebuddy	Hello Audrey Mock, I'm your Ace Buddy. I'll be happy to assist you!	6:02:16 PM
	Whom Would You Like to Connect With?	6:02:16 PM
Audrey Mock	Technical Support (QB & App Hosting)	6:02:22 PM
Acebuddy	Welcome to Ace Support.	6:02:23 PM
	Please chose an option :	6:02:23 PM
Audrey Mock	I'd like to report an Issue	6:02:29 PM
Acebuddy	Please select an option!	6:02:30 PM
Audrey Mock	Password Reset	6:02:34 PM
Acebuddy	Please select an option below	6:02:34 PM
Audrey Mock	Already Enrolled to Selfcare Portal	6:02:40 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	6:02:40 PM
	Do you need any further assistance on the topic?	6:02:40 PM
Audrey Mock	Yes	6:02:58 PM
Acebuddy	Please wait while we connect you to our Support Representative	6:02:58 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:02:58 PM
	<i>Manish Singh accepted the chat transfer request.</i>	6:03:16 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	6:03:19 PM
Audrey Mock	My account has been restricted. I've been trying to sign in the last couple days. The account is Staff01@myrealddata.net.	6:04:30 PM
Manish Singh	I will surely help you with this issue.	6:04:50 PM
	Kindly try to access after 2 minutes.	6:05:23 PM
	Made some changes from the backend.	6:05:32 PM

Audrey Mock	Is my username Staff01@myrealdata.net or myrealdata\Staff01	6:06:40 PM
	Account is still restricted	6:09:24 PM
Manish Singh	May I take the remote access of your local computer?	6:09:32 PM
Audrey Mock	Sure	6:09:43 PM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/7292504505">https://assist.acecloudhosting.com/join/7292504505</a>	6:09:55 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	6:09:59 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:11:59 PM
	Is there anything else I may help you with ?	6:18:00 PM
Audrey Mock	That's all I need!	6:18:37 PM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	6:18:39 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:18:50 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	6:18:55 PM
	<i>Manish Singh has ended this chat session</i>	6:18:58 PM
		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73187 Nicole Gencorelli

Email: ngencorelli@jmtconsulting.com 📞 980-247-6888

Department: Support(QB & App Hosting)

26 Feb, 7:18:56 PM



**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Apple iPhone  
**Browser:** Apple Safari  
**Device:** Mobile  
**City:** WILSON  
**State:** South Carolina  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 51 Secs

Nicole Gencorelli	Hello, I am your Acebuddy	26 Feb, 7:18:58 PM
Acebuddy	Hello Nicole Gencorelli, I'm your Ace Buddy. I'll be happy to assist you!	7:18:59 PM
	Whom Would You Like to Connect With?	7:18:59 PM
Nicole Gencorelli	Technical Support (QB & App Hosting)	7:19:14 PM
Acebuddy	Welcome to Ace Support.	7:19:14 PM
	Please chose an option :	7:19:14 PM
Nicole Gencorelli	I'd like to raise a Request	7:19:20 PM
Acebuddy	Please select your request type.	7:19:20 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	7:55:50 PM
	Ended due to chat idle timeout	7:55:50 PM



Visitor Details

18 Feb, 12:15:07 AM

**#72677 ricky pais**  
**Email:** ricky@brannanhessel.cpa  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Yadav  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows



**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 41 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 58 Secs

ricky pais	Hello, I am your Acebuddy	18 Feb, 12:15:07 AM
Acebuddy	Hello Ricky, I'm your Ace Buddy. I'll be happy to assist you!	12:15:08 AM
	Whom Would You Like to Connect With?	12:15:08 AM
ricky pais	Technical Support (QB & App Hosting)	12:15:24 AM
Acebuddy	Welcome to Ace Support.	12:15:24 AM
	Please chose an option :	12:15:24 AM
ricky pais	I'd like to raise a Request	12:16:14 AM
Acebuddy	Please select your request type.	12:16:14 AM
ricky pais	Change in Users	12:16:22 AM
Acebuddy	Please select your desired option!	12:16:22 AM
ricky pais	Setback	12:16:30 AM
Acebuddy	Please select your request type.	12:16:31 AM
ricky pais	Other Request	12:16:33 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.	12:16:33 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:16:33 AM
ricky pais	Yes, I'm facing issues with my server	12:16:42 AM
Acebuddy	Please select an option!	12:16:42 AM
ricky pais	Other Issue	12:16:45 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:16:45 AM
ricky pais	my supervisor asked me to reach out and see how long it will be before the new use Jennifer Castleman will be able to begin logging into the server?	12:18:23 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:18:24 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:18:24 AM
	<i>Shubham Yadav accepted the chat transfer request.</i>	12:18:49 AM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	12:18:55 AM

	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:19:04 AM
ricky pais	My user name is RickyPai (ricky pais) server is HSProSeries.myrealdata.net	12:20:05 AM
	the user i am checking on is Jennifer Castleman	12:20:20 AM
Shubham Yadav	Ricky can you please confirm if the user has been made or not ?	12:22:10 AM
ricky pais	i was told by Ian Hessel that "it's in process" and my direct supervisor wanted to know how long it would be. she cannot do any work without remote server access.	12:23:26 AM
Shubham Yadav	Thank you for the information Ricky	12:24:06 AM
	We are in process with it. We will be providing the user details with in 20-30 minutes.	12:24:31 AM
	Is that Okay ?	12:24:36 AM
ricky pais	perfect, thank you. i will let her and my supervisor know.	12:24:55 AM
Shubham Yadav	Sure risky	12:25:21 AM
	Welcome	12:25:23 AM
	Is there anything else I may help you with ?	12:25:25 AM
ricky pais	no, thank you	12:25:48 AM
Shubham Yadav	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:25:59 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:26:01 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	12:26:03 AM
	<i>Shubham Yadav has ended this chat session</i>	12:26:06 AM



# Chat Transcript

Hello, I am your Acebuddy

#72715 n.ahmed

Email: n.ahmed@innercircle.cpa ☎ 9901023289

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 37 Secs

City: BANGALORE

State: Karnataka

Country: INDIA

n.ahmed	Hello, I am your Acebuddy	18 Feb, 3:36:26 PM
Acebuddy	Hello N.ahmed, I'm your Ace Buddy. I'll be happy to assist you!	3:36:27 PM
	Whom Would You Like to Connect With?	3:36:27 PM
n.ahmed	Technical Support (QB & App Hosting)	3:36:29 PM
Acebuddy	Welcome to Ace Support.	3:36:29 PM
	Please chose an option :	3:36:29 PM
n.ahmed	I'd like to report an Issue	3:36:36 PM
Acebuddy	Please select an option!	3:36:36 PM
n.ahmed	Other Issue	3:36:40 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:36:40 PM
n.ahmed	Ultra tax. Not working	3:36:49 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:36:51 PM
	Acebuddy (bot) forwarded the chat request	3:36:51 PM
	Manish Singh accepted the chat transfer request.	3:36:57 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	3:37:02 PM
n.ahmed	Hi Manish we spoke ystdy	3:37:08 PM
Manish Singh	Yes	3:37:14 PM
n.ahmed	Current ticket no is 5680	3:37:15 PM
	What is the solution now for those 3 id's in which ultra tax is not working	3:37:41 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Feb, 9:38:29 PM

#73134 help

Email: help@triadcybersolutions.com 📞 3362999989

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 1 Sec

City: ORANGEBURG

State: New York

Country: UNITED STATES


Chat Transcript

Chat Duration : 34 Mins 36 Secs

help	Hello, I am your Acebuddy	25 Feb, 9:38:30 PM
Acebuddy	Hello Help, I'm your Ace Buddy. I'll be happy to assist you!	9:38:31 PM
	Whom Would You Like to Connect With?	9:38:31 PM
help	Technical Support (QB & App Hosting)	9:38:46 PM
Acebuddy	Welcome to Ace Support.	9:38:46 PM
	Please chose an option :	9:38:46 PM
help	I'd like to report an Issue	9:39:14 PM
Acebuddy	Please select an option!	9:39:14 PM
help	Other Issue	9:39:19 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:39:19 PM
help	session unresponsive	9:39:39 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:39:40 PM
	Acebuddy (bot) forwarded the chat request	9:39:40 PM
	Manish Singh accepted the chat transfer request.	9:40:53 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:40:57 PM

help	Facing issues the session was unresponsive	9:41:43 PM
	can you please check logs	9:41:53 PM
Manish Singh	May I know your server name?	9:42:12 PM
help	if the server was rebooted	9:42:23 PM
	tcssecuredsvr.myrealdata.net	9:42:44 PM
	username Anne.g	9:42:54 PM
Manish Singh	Kindly allow me two minutes to check the same.	9:43:35 PM
	When was the last time you were able to access the server?	9:44:12 PM
help	can you please check logs around 12:10 am ESY	9:45:20 PM
	EST*	9:45:28 PM
Manish Singh	Server is accessible kindly try to access now.	9:45:34 PM
help	I know that	9:45:43 PM
	just ned to know the issue at that time	9:46:00 PM
	I want to confirm that was there any issue with the server or I was have internet issues so If you can tell me the server status on the specefied time	9:47:05 PM
Manish Singh	Alright, checking	9:47:43 PM
	<i>9:52:25 PMManish Singh is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:40.17 KB )</i>  <i>Today's logs.</i>	9:52:25 PM
	Kindly check	9:54:20 PM
help	I dont get this pic	9:54:43 PM
	please check on your own	9:54:55 PM
	that was there any issue with the server at 12:10am or not	9:55:24 PM
Manish Singh	No, there is no log from that time, Anne	9:57:16 PM
help	and one more thing did you accessed the server as It got disconnected	9:58:08 PM
	please send me logs for 12:10 am	9:58:26 PM
Manish Singh	For now, I have accessed it and disconnected your session.	9:59:18 PM
	For the logs we will send you via email regarding the session unresponsive error we will surely help you regarding the matter.	10:00:26 PM
help	can't you tell me now	10:02:02 PM
Manish Singh	We are checking for that the exact time and didn't find anything on server end.	10:03:24 PM
	It might be network fluctuation.	10:03:44 PM
	Did you get the reconnecting message?	10:04:04 PM

help	There was a problem connecting to the remote resource. Ask your network administrator for help.	10:05:02 PM
	this msg I got at that time	10:05:09 PM
Manish Singh	Can you show me the error?	10:05:19 PM
help	I sent	10:05:28 PM
Manish Singh	I haven't find any can you send the screenshot of the error?	10:07:57 PM
	And is this the first time you are facing this issue and is the issue faced by other users too?	10:08:11 PM
help	first time	10:09:38 PM
	dont have ss	10:09:42 PM
Manish Singh	Alright, I will raise task for SOC team if there was any issue related to session unresponsive error at the given time by you.	10:10:49 PM
	We will update you via email.	10:10:57 PM
	Anne	10:10:59 PM
help	help@triadcybersolutions.com	10:11:18 PM
Manish Singh	Yes, we have your email.	10:11:26 PM
	Is there anything else I may help you with ?	10:11:32 PM
help	thanks and make sure we dont face this issue again	10:12:16 PM
Manish Singh	yes, I will make sure of that	10:12:28 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:12:41 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	10:12:46 PM
	<i>Manish Singh has ended this chat session</i>	10:13:07 PM





# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Feb, 3:56:25 AM

#72040 Dylan

Email: dylan@sundackcpa.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop


Average Response Time: 4 Secs

City: FARMINGDALE

State: New York

Country: UNITED STATES

Chat Transcript		Chat Duration : 2 Mins 56 Secs
Dylan	Hello, I am your Acebuddy	6 Feb, 3:56:27 AM
Acebuddy	Hello Dylan, I'm your Ace Buddy. I'll be happy to assist you!	3:56:28 AM
	Whom Would You Like to Connect With?	3:56:28 AM
Dylan	Technical Support (QB & App Hosting)	3:56:37 AM
Acebuddy	Welcome to Ace Support.	3:56:37 AM
	Please chose an option :	3:56:37 AM
Dylan	I'd like to report an Issue	3:56:44 AM
Acebuddy	Please select an option!	3:56:44 AM
Dylan	Other Issue	3:56:49 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:56:49 AM
Dylan	Unable to login to Server due to Multi Factor Authentication but not able to enroll in Multi Factor Authentication	3:57:43 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:57:44 AM
Acebuddy (bot) forwarded the chat request		3:57:44 AM
Anurag Sharma accepted the chat transfer request.		3:58:01 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	3:58:05 AM

	Hello Dylan (Edited)	3:58:09 AM
Dylan	Hi Anurag I hope all is well	3:58:34 AM
	Dylan has ended this chat session	3:59:24 AM
<div></div>		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Feb, 6:13:38 AM

#72700 Gloria Medlin

**Email:** gloria@crabtreebookkeeping.com

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 29 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 36 Secs

Gloria Medlin	Hello, I am your Acebuddy	18 Feb, 6:13:40 AM
Acebuddy	Hello Gloria Medlin, I'm your Ace Buddy. I'll be happy to assist you!	6:13:41 AM
	Whom Would You Like to Connect With?	6:13:41 AM
Gloria Medlin	Technical Support (QB & App Hosting)	6:13:52 AM
Acebuddy	Welcome to Ace Support.	6:13:52 AM
	Please chose an option :	6:13:52 AM
Gloria Medlin	I'd like to report an Issue	6:14:00 AM
Acebuddy	Please select an option!	6:14:00 AM
Gloria Medlin	Other Issue	6:14:06 AM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:14:06 AM
Gloria Medlin	Microsoft Teams will not launch	6:14:28 AM
Acebuddy	Please wait while we connect you to a Support Representative	6:14:29 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:14:29 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	6:15:49 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	6:15:51 AM
	Hello Gloria	6:15:56 AM
Gloria Medlin	Hello	6:16:01 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	6:16:49 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:16:53 AM
Gloria Medlin	Please refresh my memory, where would I find the server name?	6:18:31 AM
Anurag Sharma	You can find that in your invoice.	6:18:47 AM
	Please confirm if your server name is crabtree.myrealdata.net	6:19:21 AM
Gloria Medlin	rdg.myrealdata.net, GloriaMedl	6:19:26 AM
Anurag Sharma	Thanks for the confirmation !	6:19:39 AM
	Kindly allow me two minutes to check the same.	6:19:45 AM
	Please confirm if I can proceed with the server reboot?	6:22:13 AM
Gloria Medlin	Does any else need to know about this? Like, other remote workers?	6:22:43 AM
	Or will this only affect me?	6:23:05 AM
Anurag Sharma	Are you the only one facing this issue?	6:23:39 AM
Gloria Medlin	Yes	6:23:52 AM
Anurag Sharma	Thank you for confirming.	6:24:35 AM
	I have logged you out from the server.	6:24:44 AM
	Please check now if the issue is now resolved.	6:25:36 AM
	Are we still connected here?	6:27:57 AM
	Are we still connected here?	6:29:26 AM
	Are we still connected here?	6:30:08 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.	6:30:11 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:30:14 AM
	<i>Anurag Sharma has ended this chat session</i>	6:30:16 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Feb, 11:12:12 PM

**#73266 Jan Hoetzel**  
**Email:** jan@sigacas.com 📞 16164600810  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Apple Safari  
**Device:** Desktop  
**Average Response Time:** 41 Secs  
**City:** GRAND RAPIDS  
**State:** Michigan  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 38 Secs

Jan Hoetzel	Hello, I am your Acebuddy	27 Feb, 11:12:14 PM
Acebuddy	Hello Jan Hoetzel, I'm your Ace Buddy. I'll be happy to assist you!	11:12:15 PM
	Whom Would You Like to Connect With?	11:12:15 PM
Jan Hoetzel	Technical Support (QB & App Hosting)	11:13:15 PM
Acebuddy	Welcome to Ace Support.	11:13:15 PM
	Please chose an option :	11:13:15 PM
Jan Hoetzel	I'd like to report an Issue	11:13:31 PM
Acebuddy	Please select an option!	11:13:31 PM
Jan Hoetzel	Password Reset	11:13:34 PM
Acebuddy	Please select an option below	11:13:35 PM
Jan Hoetzel	Not Enrolled to Selfcare Portal	11:13:48 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	11:13:48 PM

	Do you need any further assistance on the topic?	11:13:48 PM
Jan Hoetzel	Yes	11:13:55 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:13:55 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:13:55 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:14:16 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:14:20 PM
	Hello Jan	11:14:26 PM
Jan Hoetzel	The Ticket Number is: 648927	11:14:35 PM
	We need help with the password - to get on the ACE Server	11:14:51 PM
	need to reset	11:14:56 PM
Shashwat Verma	I will surely help you with this issue.	11:14:58 PM
Jan Hoetzel	We have MAr@33022 but we do not know if we have a login problem or a password problem.	11:15:26 PM
Shashwat Verma	Kindly allow me two minutes to check the same.	11:15:38 PM
Jan Hoetzel	Mar not MAr	11:15:40 PM
Shashwat Verma	Okay	11:15:49 PM
	Let me check	11:15:51 PM
Jan Hoetzel	Is theer a way to get to the last password?	11:16:08 PM
Shashwat Verma	As we have checked user Jan_SIGA, is in active state also not locked hence we recommend you to reset the password.	11:18:45 PM
	<p>To reset the password using Selfcare Portal, please follow the simple steps outlined below:</p> <ol style="list-style-type: none"><li>1. Visit <b>Selfcare Portal</b> <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> Click <b>"*Forgot your password*"</b>.</li><li>2. Enter your Server Username.</li><li>3. Enter the CAPTCHA verification and Click <b>Continue</b> .</li><li>4. In the window that opens, choose an authentication method from the list.</li><li>5. Enter your new password and click <b>Reset</b> to finish.</li></ol>	11:19:09 PM
	Here are the steps to reset the password, as Jan_SIGA is enrolled in selfcare.	11:19:52 PM
	Are we still connected here?	11:21:48 PM
	Are we still connected here?	11:23:12 PM
	Jan, Are we still connected here?	11:25:22 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	11:28:48 PM
	<i>Shashwat Verma has ended this chat session</i>	11:28:52 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Feb, 10:36:14 PM

**#72170 Steve Zehala**  
**Email:** steve@zehala.com 📞 16145551212  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 41 Secs  
**City:** LANCASTER  
**State:** Ohio  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 48 Secs

Steve Zehala	Hello, I am your Acebuddy	7 Feb, 10:36:17 PM
Acebuddy	Hello Steve Zehala, I'm your Ace Buddy. I'll be happy to assist you!	10:36:18 PM
	Whom Would You Like to Connect With?	10:36:18 PM
Steve Zehala	Technical Support (QB & App Hosting)	10:36:20 PM
Acebuddy	Welcome to Ace Support.	10:36:20 PM
	Please chose an option :	10:36:20 PM
Steve Zehala	I'd like to raise a Request	10:36:27 PM
Acebuddy	Please select your request type.	10:36:27 PM
Steve Zehala	Other Request	10:36:30 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	10:36:30 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:36:30 PM
Steve Zehala	Yes, I'm facing issues with my server	10:36:40 PM
Acebuddy	Please select an option!	10:36:40 PM

Steve Zehala	Other Issue	10:36:44 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:36:44 PM
Steve Zehala	item not working need support person	10:37:04 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:37:05 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:37:05 PM
Steve Zehala	please see this video	10:37:34 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	10:37:35 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:37:40 PM
Steve Zehala	<a href="https://www.loom.com/share/c87743e1a35a48768e8ae37a0ec4ab13?sid=feba2c62-9b50-41c1-af0c-ad1cdeaac86b">https://www.loom.com/share/c87743e1a35a48768e8ae37a0ec4ab13?sid=feba2c62-9b50-41c1-af0c-ad1cdeaac86b</a>	10:37:43 PM
Shashwat Verma	Hello Steve	10:37:45 PM
Steve Zehala	it fully explains my issue you can create a ticket for this and get this resolved	10:37:48 PM
	can you see the link to the video?	10:37:56 PM
Shashwat Verma	Yes	10:38:01 PM
	Kindly allow me 2-3 mins	10:38:13 PM
Steve Zehala	ty	10:38:19 PM
	I was in kind of a hurry so my references were a bit off but does it make sense?	10:41:00 PM
Shashwat Verma	Yes, we are checking the link	10:42:01 PM
	Kindly allow me 5 more mins	10:42:16 PM
Steve Zehala	ok	10:42:49 PM
	you could see the video okay?	10:42:58 PM
Shashwat Verma	Yes	10:43:06 PM
	I will surely help you with this issue.	10:46:37 PM
	we have made some changes from backend, kindly try now to open the Qb file (Edited)	10:47:11 PM
Steve Zehala	working!	10:47:56 PM
Shashwat Verma	Perfect	10:48:03 PM
	Is there anything else I may help you with ?	10:48:05 PM
Steve Zehala	So will I be able to create other temporary drives other than just q drive this should work okay	10:48:35 PM
Shashwat Verma	Yes, QB file issue was due to services related issue of Qb, not because of that application.	10:49:33 PM
Steve Zehala	ok ty	10:49:47 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	10:49:56 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:50:00 PM



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

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

Thanks!


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

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

10:50:02 PM

*Shashwat Verma has ended this chat session*

10:50:05 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Feb, 12:18:59 AM

**#73068 Dinesh Dulal**

**Email:** [admin@ctaxllc.com](mailto:admin@ctaxllc.com) 📞 14438159975

**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:** ROUND ROCK

**State:** Texas

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 43 Mins 52 Secs

Dinesh Dulal	Hello, I am your Acebuddy	25 Feb, 12:19:00 AM
Acebuddy	Hello Admin, I'm your Ace Buddy. I'll be happy to assist you!	12:19:03 AM
	Whom Would You Like to Connect With?	12:19:03 AM
Dinesh Dulal	Technical Support (QB & App Hosting)	12:20:27 AM
Acebuddy		

	Welcome to Ace Support.	12:20:27 AM
	Please chose an option :	12:20:27 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.	1:02:54 AM
	Ended due to chat idle timeout	1:02:54 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details	7 Feb, 9:28:15 PM
<p><b>#72160 David Garza</b></p> <p><b>Email:</b> david@davidgarza.net 📞 15627167160</p> <p><b>Department:</b> Support(QB &amp; App Hosting)</p> <p><b>Operator:</b> Acebuddy</p> <p><b>Website:</b> https://www.acecloudhosting.com/support-chat.php</p> <p><b>Operating System:</b> Apple iPhone</p> <p><b>Browser:</b> Google Chrome</p> <p><b>Device:</b> Mobile</p> <p><b>City:</b> CERRITOS</p> <p><b>State:</b> California</p> <p><b>Country:</b> UNITED STATES</p>	

Chat Transcript

David Garza	Hello, I am your Acebuddy	7 Feb, 9:28:17 PM
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!	9:28:18 PM
	Whom Would You Like to Connect With?	9:28:18 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10:05:12 PM
	Ended due to chat idle timeout	10:05:12 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Feb, 8:08:58 PM

**#72810 Elisabeth Foust**  
**Email:** efoust1317@gmail.com 📞 12563660494  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Apple iPhone  
**Browser:** Apple Safari  
**Device:** Mobile  
**City:** HUNTSVILLE  
**State:** Alabama  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 59 Secs

Elisabeth Foust	Hello, I am your Acebuddy	19 Feb, 8:08:59 PM
Acebuddy	Hello Elisabeth Foust, I'm your Ace Buddy. I'll be happy to assist you!	8:09:01 PM
	Whom Would You Like to Connect With?	8:09:01 PM
Elisabeth Foust	Technical Support (QB & App Hosting)	8:09:15 PM
Acebuddy	Welcome to Ace Support.	8:09:15 PM
	Please chose an option :	8:09:15 PM
Elisabeth Foust	I'd like to report an Issue	8:09:25 PM
Acebuddy	Please select an option!	8:09:25 PM
Elisabeth Foust	Password Reset	8:09:30 PM
Acebuddy	Please select an option below	8:09:30 PM
Elisabeth Foust	Not Enrolled to Selfcare Portal	8:09:41 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.	8:09:41 PM
	Do you need any further assistance on the topic?	8:09:41 PM
Elisabeth Foust		

	No	8:10:00 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	8:10:00 PM
	<i>Acebuddy has ended this chat session</i>	8:10:00 PM
<div></div>		



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Feb, 8:23:28 PM


**#72871 ankit**  
**Email:** ankit@hkidata.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Android  
**Browser:** Google Chrome  
**Device:** Mobile  
**Average Response Time:** 1 Min 13 Secs  
**City:** VADODARA  
**State:** Gujarat  
**Country:** INDIA

Chat Transcript

Chat Duration : 30 Mins 32 Secs

ankit	Hello, I am your Acebuddy	20 Feb, 8:23:30 PM
Acebuddy	Hello Ankit, I'm your Ace Buddy. I'll be happy to assist you!	8:23:32 PM
	Whom Would You Like to Connect With?	8:23:32 PM
ankit	Technical Support (QB & App Hosting)	8:23:34 PM
Acebuddy	Welcome to Ace Support.	8:23:34 PM
	Please chose an option :	8:23:34 PM
ankit	I'd like to report an Issue	8:23:40 PM
Acebuddy	Please select an option!	8:23:40 PM
ankit	QuickBooks Issue	8:23:44 PM

Acebuddy	What type of QuickBooks Issue are you facing?	8:23:44 PM
ankit	QuickBooks is Frozen	8:23:47 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	8:23:48 PM
	Was that helpful?	8:23:48 PM
ankit	No	8:23:53 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:23:53 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:23:53 PM
ankit	Ok	8:24:00 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:24:11 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:24:14 PM
ankit	Hi	8:24:25 PM
Manish Singh	Hii Ankit	8:24:37 PM
ankit	Hi	8:24:41 PM
Manish Singh	I will surely help you with this issue.	8:24:44 PM
ankit	QB frozen	8:24:46 PM
Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?	8:24:53 PM
ankit	Yes	8:25:31 PM
	All user	8:25:36 PM
Manish Singh	May i know the QuickBooks version you are trying to access?	8:26:33 PM
ankit	W	8:27:12 PM
	Hw can i see	8:27:15 PM
Manish Singh	Kindly try to use QB Reset to resolve the issue. (Edited)	8:28:09 PM
	<i>8:32:13 PMManish Singh is sharing a file with you</i> <a href="#"><i>image.png</i></a> - ( <i>Size:1.3 KB</i> )	8:32:13 PM
	Kindly use this icon to resolve the issue.	8:32:24 PM
ankit	Hi	8:34:13 PM
	Version 22	8:34:13 PM
Manish Singh	May I take the remote access of your local computer?	8:35:15 PM
ankit	No permissions	8:35:23 PM
	Can u reboot?	8:36:13 PM
Manish Singh	Alright, Nilay is also on the chat, you will get the reboot message in few minutes.	8:38:39 PM
ankit	Ok	8:39:31 PM

	Let me inform	8:41:19 PM
Manish Singh	Rebooting the server in 2 minutes.	8:44:48 PM
ankit	Okk	8:45:00 PM
Manish Singh	Server rebooted successfully kindly try to access Server after 2 minutes.	8:46:54 PM
ankit	Oo	8:47:55 PM
Manish Singh	As this issue occurs more frequently now regarding the QuickBooks freezing issue, we are escalating this case our Escalation team will contact, Nilay regarding the matter.	8:48:47 PM
ankit	Ok	8:48:59 PM
Manish Singh	Kindly check now, if everything is working fine. (Edited)	8:49:21 PM
ankit	Wait	8:49:56 PM
Manish Singh	Is everything working fine now?	8:52:52 PM
ankit	Yes	8:53:13 PM
	Worki lng	8:53:17 PM
Manish Singh	Is there anything else I may help you with ?	8:53:25 PM
ankit	No thanks	8:53:46 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:53:57 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.	8:54:00 PM
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!	
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
<i>Manish Singh has ended this chat session</i>		8:54:02 PM
		

# Chat Transcript

Hello, I am your Acebuddy

12 Feb, 10:24:16 PM

Visitor Details

#72405 Rubens S Jacob

Email: seflglass@gmail.com 📞 13058233097

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 11 Secs

City: MIAMI

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 52 Mins 34 Secs

Rubens S Jacob	Hello, I am your Acebuddy	12 Feb, 10:24:17 PM
Acebuddy	Hello Seflglass, I'm your Ace Buddy. I'll be happy to assist you!	10:24:18 PM
	Whom Would You Like to Connect With?	10:24:18 PM
Rubens S Jacob	Technical Support (QB & App Hosting)	10:24:26 PM
Acebuddy	Welcome to Ace Support.	10:24:26 PM
	Please chose an option :	10:24:26 PM
Rubens S Jacob	I'd like to report an Issue	10:24:32 PM
Acebuddy	Please select an option!	10:24:32 PM
Rubens S Jacob	Other Issue	10:24:36 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:24:36 PM
Rubens S Jacob	Ticket number: 639526	10:24:43 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:24:43 PM
	Acebuddy (bot) forwarded the chat request	10:24:43 PM
	Sharath Kumar accepted the chat transfer request.	10:24:53 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	10:25:01 PM
	Hi Ruben, I had to disconnect as there was no response from you	10:25:48 PM
Rubens S Jacob	Hi	10:25:55 PM
	Sorry	10:25:58 PM
Sharath Kumar	not a problem, could you let me know since when you are experiencing this issue	10:26:33 PM
Rubens S Jacob	From the begining	10:26:53 PM



Sharath Kumar	I see	10:29:40 PM
	this is because you have Windows 7 which is no longer supported by us or Microsoft	10:30:27 PM
	You will have to switch to different OS. Either Windows 10 or higher or Mac computers will also work	10:31:15 PM
Rubens S Jacob	Ok thank you!!	10:31:57 PM
	Ok, I understand. We've had some issues, but after several attempts, we were able to get through. However, now, after you accessed my computer, I am no longer able to use it at all. Could you please restore it to the way it was before? Thank you	10:34:24 PM
Sharath Kumar	one moment Ruben, let me check with my colleague who was with you on remote previously	10:35:20 PM
Rubens S Jacob	Ok thank you!!	10:35:30 PM
Sharath Kumar	Hello Ruben, my colleague says no changes were made on your RDP file or to your computer	10:39:44 PM
	He simply checked and made sure that the settings were all appropriate	10:40:03 PM
Rubens S Jacob	He deleited and resintalled the RPD and now we are not able to login. It ask us for a password and we try with the password and there is an error and before you did sometinge, it never asked about a password	10:42:28 PM
	I need it the same that I had it please	10:42:44 PM
Sharath Kumar	understood	10:43:09 PM
	let me check what can be done	10:43:19 PM
	may I take a remote session now?	10:43:28 PM
	Are we still connected here?	10:47:02 PM
	Are we still connected here?	10:48:25 PM
Rubens S Jacob	yes	10:48:57 PM
	Yes	10:49:04 PM
	Please go ahead	10:49:07 PM
Sharath Kumar	thank you for the confirmation	10:49:17 PM
	let me send you the link to get us connected over remote	10:49:35 PM
	<a href="https://assist.acecloudhosting.com/join/2542323131">https://assist.acecloudhosting.com/join/2542323131</a>	10:49:39 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	10:49:44 PM
Rubens S Jacob	Ok than k you!!	10:49:48 PM
	Are you in??	10:54:12 PM
Sharath Kumar	<div>yes, lam</div>	10:57:20 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.	10:57:25 PM
Rubens S Jacob	We already did a reboot	11:06:29 PM

Sharath Kumar	Ruben, as discussed, please restart and let me know if the issue persists	11:07:14 PM
Rubens S Jacob	Ok thank you	11:07:56 PM
Sharath Kumar	and may I also ask when was the last time you were able to access the server after manually entering the password	11:09:18 PM
	Are we still connected here?	11:12:55 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	11:16:37 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:16:48 PM
	Sharath Kumar has ended this chat session	11:16:52 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Feb, 2:00:39 PM

#73001 Noah.f.noar

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

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 59 Secs

City: HARGEYSA

State: Woqooyi Galbeed

Country: SOMALIA

Chat Transcript

Chat Duration : 20 Mins 2 Secs

Noah.f.noar	Hello, I am your Acebuddy	22 Feb, 2:00:41 PM
Acebuddy	Hello Noah.f.noar, I'm your Ace Buddy. I'll be happy to assist you!	2:00:42 PM
	Whom Would You Like to Connect With?	2:00:42 PM
Noah.f.noar	Technical Support (QB & App Hosting)	2:01:20 PM

Acebuddy	Welcome to Ace Support.	2:01:20 PM
	Please chose an option :	2:01:20 PM
Noah.f.noar	Restart	2:01:31 PM
Acebuddy	Hello Noah.f.noar, I'm your Ace Buddy. I'll be happy to assist you!	2:01:31 PM
	Whom Would You Like to Connect With?	2:01:31 PM
Noah.f.noar	Technical Support (QB & App Hosting)	2:01:41 PM
Acebuddy	Welcome to Ace Support.	2:01:41 PM
	Please chose an option :	2:01:41 PM
Noah.f.noar	I'd like to report an Issue	2:01:53 PM
Acebuddy	Please select an option!	2:01:53 PM
Noah.f.noar	QuickBooks Issue	2:01:59 PM
Acebuddy	What type of QuickBooks Issue are you facing?	2:01:59 PM
Noah.f.noar	QuickBooks is Frozen	2:02:10 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	2:02:11 PM
	Was that helpful?	2:02:11 PM
Noah.f.noar	Restart	2:02:19 PM
Acebuddy	Hello Noah.f.noar, I'm your Ace Buddy. I'll be happy to assist you!	2:02:19 PM
	Whom Would You Like to Connect With?	2:02:19 PM
Noah.f.noar	Technical Support (QB & App Hosting)	2:02:25 PM
Acebuddy	Welcome to Ace Support.	2:02:25 PM
	Please chose an option :	2:02:25 PM
Noah.f.noar	I'd like to report an Issue	2:02:30 PM
Acebuddy	Please select an option!	2:02:30 PM
Noah.f.noar	QuickBooks Issue	2:02:36 PM
Acebuddy	What type of QuickBooks Issue are you facing?	2:02:36 PM
Noah.f.noar	Other QB related issue	2:02:42 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:02:42 PM
Noah.f.noar	hello	2:02:49 PM
Acebuddy	Please wait while we connect you to a Support Representative	2:02:50 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:02:50 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	2:03:55 PM
Anurag Sharma		

	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	2:03:58 PM
	Hello	2:04:00 PM
Noah.f.noar	yes sir	2:04:04 PM
	my quickbooks can't run	2:04:17 PM
	when i try to connect its disconne	2:04:36 PM
	please help this issue as emergency	2:05:24 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	2:05:34 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:05:39 PM
Noah.f.noar	Wabbi group	2:05:50 PM
	this issue has been disturb me several times	2:06:27 PM
Anurag Sharma	I am so sorry for the difficulty you are facing.	2:07:42 PM
Noah.f.noar	please help	2:07:52 PM
Anurag Sharma	I can really understand your concern and will surely try to resolve this issue.	2:08:11 PM
	Kindly allow me 2-3 minutes to check the same.	2:08:30 PM
Noah.f.noar	ok	2:08:39 PM
Anurag Sharma	Please try to access the server now.	2:10:31 PM
	And check if the issue is now resolved.	2:10:39 PM
Noah.f.noar	ok	2:10:54 PM
Anurag Sharma	Please confirm if the issue is now resolved.	2:12:56 PM
Noah.f.noar	ok connecting please wait 2-3 minutes	2:13:26 PM
Anurag Sharma	Sure, please take your time	2:13:33 PM
	Are we still connected here?	2:15:39 PM
	Are we still connected here?	2:16:56 PM
Noah.f.noar	yes thanks	2:17:09 PM
	thank you very march	2:17:15 PM
Anurag Sharma	Thanks for the confirmation !	2:17:21 PM
	Is there anything else I may help you with ?	2:17:28 PM
	Are we still connected here?	2:18:28 PM
	Are we still connected here?	2:19:10 PM
	Are we still connected here?	2:20:32 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.	2:20:36 PM

	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:20:39 PM
	Anurag Sharma has ended this chat session	2:20:43 PM
<div></div>		



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details	12 Feb, 8:33:46 PM
<div>#72386 JAE P CHANG</div> <div>Email: ammy@morethancpa.com</div> <div>Department: Support(QB &amp; App Hosting)</div> <div>Operator: Acebuddy</div> <div>Website: https://www.acecloudhosting.com/support-chat.php</div> <div>Operating System: Microsoft Windows</div> <div>Browser: Google Chrome</div> <div>Device: Desktop</div> <div>City: NAPERVILLE</div> <div>State: Illinois</div> <div>Country: UNITED STATES</div>	

Chat Transcript

Chat Duration : 37 Mins 11 Secs

JAE P CHANG	Hello, I am your Acebuddy	12 Feb, 8:33:48 PM
Acebuddy	Hello Ammy, I'm your Ace Buddy. I'll be happy to assist you!	8:33:50 PM
	Whom Would You Like to Connect With?	8:33:50 PM
JAE P CHANG	Technical Support (QB & App Hosting)	8:33:56 PM
Acebuddy	Welcome to Ace Support.	8:33:56 PM
	Please chose an option :	8:33:56 PM
JAE P CHANG	I'd like to report an Issue	8:34:09 PM
Acebuddy	Please select an option!	8:34:09 PM
JAE P CHANG	QuickBooks Issue	8:34:14 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:34:14 PM
JAE P CHANG		

	QuickBooks Login Issue	8:34:23 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	8:34:23 PM
	Was that helpful?	8:34:23 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:11:00 PM
	Ended due to chat idle timeout	9:11:00 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Feb, 10:55:36 PM

**#73009 David Weinstein**  
**Email:** david@davidweinsteincpa.com 📞 19149071180  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 38 Secs  
**City:** NEW YORK  
**State:** New York  
**Country:** UNITED STATES

Chat Transcript


Chat Duration : 16 Mins 47 Secs

David Weinstein	Hello, I am your Acebuddy	22 Feb, 10:55:37 PM
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!	10:55:39 PM
	Whom Would You Like to Connect With?	10:55:39 PM
David Weinstein	Technical Support (QB & App Hosting)	10:56:02 PM
Acebuddy	Welcome to Ace Support.	10:56:02 PM

	Please chose an option :	10:56:02 PM
David Weinstein	I'd like to report an Issue	10:56:20 PM
Acebuddy	Please select an option!	10:56:20 PM
David Weinstein	Other Issue	10:58:03 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:58:03 PM
David Weinstein	I want immediate administrative access given to Barry.W@myrealdata.net.rdp. Firstly, install CCH Axxess to the forementioned VPS using this information. Use this information to install the software: Your CCH AxxessTM user profile has been created. T	10:59:45 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:59:45 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:59:45 PM
David Weinstein	Your CCH AxxessTM user profile has been created. To log in, you must first install the workstation software. Click here to install the software. After you install the software and select to launch the program, enter the following information to log in: Your account information: Please retain this confidential information for your records. Account number: 150630 User ID: WilliamB Temporary password: v=ef8=9o+@CkH8	10:59:51 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:00:28 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:00:31 PM
	Hello David	11:00:36 PM
David Weinstein	ok	11:02:18 PM
	sorry I emailed and called it in	11:03:03 PM
Shashwat Verma	Okay, are you connected on call?	11:03:42 PM
	Are we still connected here?	11:06:15 PM
David Weinstein	I'm connected on a call	11:06:41 PM
Shashwat Verma	Sure	11:06:45 PM
David Weinstein	In the mentime can you send me the email request to give us the forementioned server remote access?	11:07:10 PM
	err administrative access	11:07:17 PM
Shashwat Verma	David, the person should you be assisted by one engineer at once as it make confusion in the task performed by another engineer	11:08:01 PM
	Hope you understand.	11:08:08 PM
	The assigned engineer on call will share you the remote session link, if needed.	11:08:43 PM
	Also he'll also look after your admin access request.	11:09:27 PM
	Shall we proceed with disconnecting this chat?	11:10:10 PM
David Weinstein	yes, I'd prefer getting the email about the administrative acess sooner than later	11:11:27 PM
Shashwat Verma	Yes, I have discussed the case with the engineer on call, he will soon update you about the same	11:12:16 PM



	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:12:19 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	11:12:21 PM

	<i>Shashwat Verma has ended this chat session</i>	11:12:25 PM
		

# Chat Transcript

Hello, I am your Acebuddy


Visitor Details	25 Feb, 11:35:49 PM
<p><b>#73146 help</b></p> <p><b>Email:</b> <a href="mailto:help@triadcybersolutions.com">help@triadcybersolutions.com</a> 📞 3362999989</p> <p><b>Department:</b> Support(QB &amp; App Hosting)</p> <p><b>Operator:</b></p> <p><b>Website:</b> <a href="https://www.acecloudhosting.com/support-chat.php">https://www.acecloudhosting.com/support-chat.php</a></p> <p><b>Operating System:</b> Microsoft Windows</p> <p><b>Browser:</b> Microsoft Edge</p> <p><b>Device:</b> Desktop</p> <p><b>Average Response Time:</b> 1 Min 47 Secs</p> <p><b>City:</b> ORANGEBURG</p> <p><b>State:</b> New York</p> <p><b>Country:</b> UNITED STATES</p>	

Chat Transcript

Chat Duration : 34 Mins 52 Secs

help	Hello, I am your Acebuddy	25 Feb, 11:35:50 PM
Acebuddy	Hello Help, I'm your Ace Buddy. I'll be happy to assist you!	11:35:50 PM

	Whom Would You Like to Connect With?	11:35:50 PM
help	Technical Support (QB & App Hosting)	11:35:58 PM
Acebuddy	Welcome to Ace Support.	11:35:58 PM
	Please chose an option :	11:35:58 PM
help	I'd like to report an Issue	11:36:04 PM
Acebuddy	Please select an option!	11:36:04 PM
help	Other Issue	11:36:07 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:36:08 PM
help	case no 647668	11:36:32 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:36:33 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:36:33 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	11:36:44 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	11:36:54 PM
help	any update?	11:37:02 PM
Sharath Kumar	Hi there, I have been working on it, we checked with the security team to see if there were any disconnections last night at the time you mentioned but couldn't find any	11:38:24 PM
	I am currently on the TPCCSVR server to check event logs	11:38:46 PM
help	what is server uptime?	11:40:22 PM
Sharath Kumar	7 hours and 31 minutes	11:41:30 PM
help	what is reboot schedule	11:43:02 PM
	as the uptime shows that server restaarted	11:43:46 PM
	why it restarted	11:44:12 PM
Sharath Kumar	happens every night 5 AM EST	11:44:25 PM
	I am filtering logs on the server to check for restarts and unexpected shutdowns	11:46:31 PM
help	we need to trace why her session was signed out this morning	11:46:40 PM
	please check all logs deeply	11:46:52 PM
Sharath Kumar	I can only find reports for server reboot at 5:30 AM today for both yesterday and today	11:51:22 PM
	There are no other instances of server reboot	11:51:43 PM
help	You can take sometime but we need to find why session got signed out or disconnected last night and this morning	11:55:13 PM
	I need a solid reason	11:55:33 PM
	as this happend twice	11:55:46 PM
Sharath Kumar	noted!	11:56:02 PM

	I can see that the last sign in from last night was at 10:10 PM	11:57:06 PM
	then there is no record of user sign on till 9:30 AM EST	11:58:08 PM
help	Last night at 12:10 am user was working when this happend	11:58:47 PM
	she might be connected to server at 10:10pm	11:59:31 PM
	and was working till 12:10	11:59:42 PM
Sharath Kumar	Understood, that makes sense	11:59:45 PM
help	when this happend	11:59:49 PM
	and after 12:10 am she wasn't able to connect again to server after a few tries she left it and again tried to connect at 09:30 am	26 Feb, 12:01:24 AM
	as the sever was inaccessible after this issue happend at 12:10 am	12:02:00 AM
	so when she tried to connect this morning it connected	12:02:24 AM
	at 09:30 am	12:02:43 AM
	I hope I have breifed you all the scenario	12:03:00 AM
Sharath Kumar	Yes, that is descriptive. Thank you for that.	12:04:23 AM
	I will have this case escalated to the relevant team and work with them to figure out the cause of the issue	12:04:57 AM
	Is there anything else I may help you with ?	12:06:53 AM
help	got it thanks	12:07:27 AM
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!	12:08:28 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:08:32 AM
	<i>Sharath Kumar has ended this chat session</i>	12:10:42 AM
<div></div>		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Feb, 8:03:48 PM

**#72596 Greg Schantz**  
**Email:** greg.schantz@nutrallifebiosciences.com ☎ 15613028106  
**Department:** Support(QB & App Hosting)  
**Operator:** Yash Ahi  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 37 Secs  
**City:** ALPHARETTA  
**State:** Georgia  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 11 Secs

Greg Schantz	Hello, I am your Acebuddy	15 Feb, 8:03:49 PM
Acebuddy	Hello Greg.schantz, I'm your Ace Buddy. I'll be happy to assist you!	8:03:50 PM
	Whom Would You Like to Connect With?	8:03:50 PM
Greg Schantz	Technical Support (QB & App Hosting)	8:03:56 PM
Acebuddy	Welcome to Ace Support.	8:03:56 PM
	Please chose an option :	8:03:56 PM
Greg Schantz	I'd like to report an Issue	8:04:02 PM
Acebuddy	Please select an option!	8:04:02 PM
Greg Schantz	Other Issue	8:04:08 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:04:08 PM
Greg Schantz	System is very slow.	8:04:19 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:04:20 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:04:20 PM
	<i>Yash Ahi accepted the chat transfer request.</i>	8:05:02 PM
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.	8:05:13 PM

	Hi Greg. How are you doing today?	8:05:35 PM
Greg Schantz	fine	8:05:42 PM
Yash Ahi	I will surely help you with this issue.	8:06:04 PM
	Could you please help me with your server name or business name?	8:06:09 PM
Greg Schantz	Already entered it.	8:06:20 PM
	Nutralife Bioscience	8:06:26 PM
	Bioscience	8:06:33 PM
Yash Ahi	Thank you for the information and allow me 2 minutes to check the same.	8:07:30 PM
	Thank you for your patience Greg	8:10:48 PM
	May I take the remote access of your local computer?	8:10:55 PM
Greg Schantz	yes	8:11:01 PM
	Are we on a dedicated server or shared server?	8:11:22 PM
Yash Ahi	Dedicated server	8:11:45 PM
Greg Schantz	ok, good	8:11:51 PM
Yash Ahi	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/2292190305">https://assist.acecloudhosting.com/join/2292190305</a>	8:12:35 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:12:42 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:16:07 PM
	I have closed the remote session Greg.	8:37:32 PM
	Is there anything else I may help you with ?	8:37:36 PM
	Incase you face he slowness issue again, please do let us know.	8:37:59 PM
Greg Schantz	should be good. thanks	8:38:00 PM
Yash Ahi	Furthermore, we will also be sharing RAM plans, if you wish to go with an upgrade.	8:38:32 PM
	After this chat you will get the reference ticket ID.	8:39:01 PM
	I would greatly appreciate if you could share the feedback after this chat	8:39:11 PM
Greg Schantz	If you basic plan cannot run two programs I consider is an ACE issue, not RAM.	8:39:24 PM
Yash Ahi	No worries Greg, lets wait and see if you face slowness again on the server or not.	8:40:00 PM
Greg Schantz	ok	8:40:07 PM
Yash Ahi	We will try to provide you with the best solution possible	8:40:44 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:40:51 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this	

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

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

Thanks!


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

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

8:40:57 PM

*Yash Ahi has ended this chat session*

8:41:01 PM



# Chat Transcript

Hello, I am your Acebuddy

14 Feb, 1:49:57 AM

Visitor Details

**#72523 Ruben**

**Email:** ruben@raskull.com

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

**Operator:** Shashwat Verma

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 7 Secs

**City:** SEMINOLE

**State:** Texas

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 55 Secs

Ruben	Hello, I am your Acebuddy	14 Feb, 1:49:58 AM
Acebuddy	Hello Ruben, I'm your Ace Buddy. I'll be happy to assist you!	1:49:59 AM
	Whom Would You Like to Connect With?	1:49:59 AM
Ruben	Technical Support (QB & App Hosting)	1:50:25 AM
Acebuddy		





# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Feb, 12:56:45 AM

#72259 Justin Edgerly

Email: info@ftgleasing.com ☎ 6615702930

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 17 Secs

City: CASTAIC

State: California

Country: UNITED STATES


Chat Transcript

Chat Duration : 25 Mins 43 Secs

Justin Edgerly	Hello, I am your Acebuddy	11 Feb, 12:56:46 AM
Acebuddy	Hello Justin Edgerly, I'm your Ace Buddy. I'll be happy to assist you!	12:56:47 AM
	Whom Would You Like to Connect With?	12:56:47 AM
Justin Edgerly	Technical Support (QB & App Hosting)	12:59:32 AM
Acebuddy	Welcome to Ace Support.	12:59:32 AM
	Please chose an option :	12:59:32 AM
Justin Edgerly	I'd like to raise a Request	12:59:37 AM
Acebuddy	Please select your request type.	12:59:37 AM
Justin Edgerly	Change in Users	12:59:43 AM
Acebuddy	Please select your desired option!	12:59:43 AM
Justin Edgerly	User Addition	12:59:46 AM
Acebuddy	Kindly email us the full name of the User(s) who needs to be added at support@acecloudhosting.com from your registered email address and we'll update you once the request has been processed.	12:59:46 AM
	Do you need any further assistance on the topic?	12:59:46 AM
Justin Edgerly	Yes	12:59:57 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:59:57 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	12:59:57 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	1:00:22 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	1:00:25 AM
	Hello Justin	1:00:29 AM
Justin Edgerly	Hi, I have a ticket open, Ticket ID: 636194	1:00:40 AM
	Just adding a 4th user to my QB. I requested this 4 days ago and still dont have it.	1:00:59 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	1:01:08 AM
	Kindly allow me two minutes to check the same.	1:01:12 AM
Justin Edgerly	Thank you	1:01:16 AM
Anurag Sharma	Thank you for your patience.	1:04:05 AM
	Please allow me 2-3 minutes. I am working on your issue.	1:06:31 AM
	Justin, as I can check our team is currently working on your request. We do have all the details required for the user creation.	1:08:21 AM
	We are currently working on migrating you to a dedicated server from the shared server.	1:08:40 AM
	We have scheduled this migration during the night hours. Kindly allow us sometime so that we can revert back to you with the result.	1:09:23 AM
Justin Edgerly	I understand, but I need the user today. I have a deadline I must meet.	1:10:13 AM
Anurag Sharma	I deeply apologize for the inconvenience caused. I can really understand your urgency. Please allow me a minute so that I can check what I can do that for you.	1:11:36 AM
Justin Edgerly	Thank you	1:11:45 AM
Anurag Sharma	Please stay connected. I am still working on your request.	1:16:18 AM
Justin Edgerly	ok	1:16:25 AM
Anurag Sharma	Justin, Anshul will be calling you right away regarding the process.	1:18:18 AM
Justin Edgerly	ok. (818) 605-5964 is my cell	1:18:40 AM
Anurag Sharma	I have discussed with him. He is saying that he needs to get connected with you.	1:18:54 AM
	Thankyou so much for the information.	1:19:06 AM
	Have you received the phone call from Anshul?	1:21:43 AM
	Please confirm.	1:21:49 AM
Justin Edgerly	I have, thank you.	1:21:52 AM
Anurag Sharma	Thanks for the confirmation !	1:21:56 AM
	Is there anything else I may help you with ?	1:21:59 AM
Justin Edgerly	thats all, thank you.	1:22:09 AM
Anurag Sharma	Thanks for the confirmation !	1:22:19 AM

	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:22:23 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	1:22:27 AM

	<i>Anurag Sharma has ended this chat session</i>	1:22:30 AM
		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details	24 Feb, 10:48:11 PM
<p><b>#73063 332633</b></p> <p><b>Email:</b> <a href="mailto:seastars@davidweinsteincpa.com">seastars@davidweinsteincpa.com</a></p> <p><b>Department:</b> Support(QB &amp; App Hosting)</p> <p><b>Operator:</b></p> <p><b>Website:</b> <a href="https://www.acecloudhosting.com/support-chat.php">https://www.acecloudhosting.com/support-chat.php</a></p> <p><b>Operating System:</b> Microsoft Windows</p> <p><b>Browser:</b> Google Chrome</p> <p><b>Device:</b> Desktop</p> <p><b>Average Response Time:</b> 1 Min 31 Secs</p> <p><b>City:</b> GHAZIABAD</p> <p><b>State:</b> Uttar Pradesh</p> <p><b>Country:</b> INDIA</p>	

Chat Transcript

Chat Duration : 39 Mins 56 Secs

332633	Hello, I am your Acebuddy	24 Feb, 10:48:13 PM
Acebuddy	Hello Pragati Gupta, I'm your Ace Buddy. I'll be happy to assist you!	10:48:14 PM
	Whom Would You Like to Connect With?	10:48:14 PM

332633	Technical Support (QB & App Hosting)	10:48:23 PM
Acebuddy	Welcome to Ace Support.	10:48:23 PM
	Please chose an option :	10:48:23 PM
332633	I'd like to raise a Request	10:48:39 PM
Acebuddy	Please select your request type.	10:48:39 PM
332633	Password Reset	10:48:50 PM
Acebuddy	Please select an option below	10:48:50 PM
332633	Not Enrolled to Selfcare Portal	10:48:56 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	10:48:56 PM
	Do you need any further assistance on the topic?	10:48:56 PM
332633	Yes	10:49:05 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:49:05 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:49:05 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	10:49:54 PM
332633	I am facing logging issues while	10:50:05 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	10:50:07 PM
	Hello Pragati, could you please let me know the error message that you received	10:50:45 PM
332633	I am getting an error to contact ypur admin while logging into cch tax access	10:50:52 PM
	??	10:51:46 PM
Sharath Kumar	could you please provide a screenshot of the error message	10:52:33 PM
332633	yes	10:53:20 PM
	<i>10:54:36 PM332633 is sharing a file with you</i> <a href="#">1_image.png</a> - ( Size:164.01 KB )	10:54:36 PM
Sharath Kumar	Thank you.	10:56:36 PM
	Unfortunately, we do not have permissions regarding the user accounts for CCH Axxess. For this, please reach out to David (david@davidweinsteincpa.com) or contact CCH support team	10:58:23 PM
332633	OK	10:58:34 PM
Sharath Kumar	Is there anything else I may help you with ?	10:58:47 PM
332633	SO SORRY	10:59:45 PM
	Actually iwant to login into ace cloud hostinf	11:00:25 PM
	pls help me with that	11:00:34 PM
Sharath Kumar	Sure, I can definitely help you with that.	11:00:51 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Feb, 12:13:34 AM

**#72328 xianna zhong**  
**Email:** visionpointtax@gmail.com 📞 19173029317  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 2 Mins  
**City:** FREMONT  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 18 Secs

xianna zhong	Hello, I am your Acebuddy	12 Feb, 12:13:35 AM
Acebuddy	Hello Xianna Zhong, I'm your Ace Buddy. I'll be happy to assist you!	12:13:36 AM
	Whom Would You Like to Connect With?	12:13:36 AM
xianna zhong	Managed Security	12:14:02 AM
Acebuddy	Please wait while we connect you to an available Representative.	12:14:02 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:14:02 AM
	<i>Sushant accepted the chat transfer request.</i>	12:14:12 AM
xianna zhong	Hi Sushant	12:14:55 AM
Sushant	Thank you for choosing ACE cloud Hosting, my name is Sushant. I will be assisting you today. How may I help you	12:14:57 AM
xianna zhong	I has difficulties to set up authentication	12:15:06 AM
	I tried to follow the Selfcare portal instruction but it says my account is not exited.	12:15:40 AM
	Would you please help me out?	12:15:46 AM
	I just recently added authentication to my server.	12:16:03 AM
Sushant	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:16:10 AM
xianna zhong	I haven't logged into the server siince then.	12:16:14 AM



	visionpoint.myrealddata.net	12:16:35 AM
	XiannaZhong	12:16:43 AM
Sushant	I am transferring you to the concern team to resolve your query.	12:16:48 AM
xianna zhong	thanks	12:16:54 AM
	<i>Sushant is transferring the chat to Support(QB &amp; App Hosting).</i>	12:17:05 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	12:18:20 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	12:18:24 AM
	Hello	12:18:27 AM
xianna zhong	hi	12:19:30 AM
	I tried to follow the Selfcare portal instruction but it says my account is not exited.	12:19:38 AM
	I just recently added authentication to my server.	12:19:42 AM
	visionpoint.myrealddata.net	12:20:00 AM
	Username: XiannaZhong	12:20:09 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	12:23:13 AM
	Thankyou so much for the information.	12:23:24 AM
	Please allow me 5-6 minutes to check on the same.	12:23:37 AM
xianna zhong	thanks	12:27:56 AM
Anurag Sharma	Xianna, Thank you for your patience. (Edited)	12:32:24 AM
	May I take the remote access of your local computer?	12:32:29 AM
	Are we still connected here?	12:34:18 AM
	Are we still connected here?	12:35:25 AM
	Are we still connected here?	12:36:39 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	12:36:46 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:36:51 AM
	<i>Anurag Sharma has ended this chat session</i>	12:36:54 AM





Hello, I am your Acebuddy

Visitor Details

15 Feb, 8:07:54 PM

15 Feb, 8:07:54 PM

**#72597 David Weinstein**

**Email:** david@davidweinsteincpa.com ☎ 19149071180

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

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time: 20 Secs**

City: BOCA RATON

**State:** Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 32 Secs


Chat Duration : 10 Mins 32 Secs

David Weinstein	Hello, I am your Acebuddy	15 Feb, 8:07:55 PM
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!	8:07:57 PM
	Whom Would You Like to Connect With?	8:07:57 PM
David Weinstein	Technical Support (QB & App Hosting)	8:08:02 PM
Acebuddy	Welcome to Ace Support.	8:08:02 PM
	Please chose an option :	8:08:02 PM
David Weinstein	I'd like to raise a Request	8:08:08 PM
Acebuddy	Please select your request type.	8:08:08 PM
David Weinstein	Password Reset	8:08:12 PM
Acebuddy	Please select an option below	8:08:12 PM
David Weinstein	Already Enrolled to Selfcare Portal	8:08:20 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	8:08:20 PM
	Do you need any further assistance on the topic?	8:08:20 PM
David Weinstein	Yes	8:08:25 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:08:25 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:08:25 PM
	<i>Shubham Yadav accepted the chat transfer request.</i>	8:08:34 PM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	8:08:46 PM

David Weinstein	It won't reset my password says to contact support	8:08:57 PM
	<a href="https://myportal.acecloudhosting.com/accounts/users?userId=17104">https://myportal.acecloudhosting.com/accounts/users?userId=17104</a>	8:09:07 PM
Shubham Yadav	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:09:10 PM
David Weinstein	DavidWein	8:09:44 PM
	David Weinstein	8:09:49 PM
	David@davidweinsteincpa.com	8:09:54 PM
	I'm in the porttal	8:09:58 PM
Shubham Yadav	David can you please share a screen shot of the issue ?	8:10:23 PM
David Weinstein	hold on I'm trying again	8:10:48 PM
Shubham Yadav	Sure David	8:11:36 PM
David Weinstein	now it says successful	8:12:10 PM
Shubham Yadav	That's great david	8:12:29 PM
	Is there anything else I may help you with ?	8:12:40 PM
David Weinstein	I'm good thanks	8:12:48 PM
	Yes my other user needs admin access	8:12:57 PM
Shubham Yadav	Welcome david	8:12:59 PM
David Weinstein	Karen.S	8:13:00 PM
	please send an email to me	8:13:09 PM
Shubham Yadav	Please mail us for the same.	8:13:09 PM
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	8:13:13 PM
David Weinstein	Ok will do	8:13:24 PM
Shubham Yadav	Thank you	8:13:32 PM
	Is there anything else I may help you with ?	8:13:34 PM
	Are we still connected here?	8:15:15 PM
	Are we still connected here?	8:17:19 PM
	Are we still connected here?	8:18:26 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	8:18:26 PM

*Shubham Yadav has ended this chat session*

8:18:28 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

12 Feb, 10:08:40 PM

## #72401 Rubens S Jacob

**Email:** seflglass@gmail.com ☎ 13058233097

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time: 1 Min 8 Secs**

City: MIAMI

**State:** Florida

Country: UNITED STATES

## Chat Transcript

Chat Duration : 14 Mins 38 Secs

Rubens S Jacob	Hello, I am your Acebuddy	12 Feb, 10:08:41 PM
Acebuddy	Hello Seflglass, I'm your Ace Buddy. I'll be happy to assist you!	10:08:42 PM
	Whom Would You Like to Connect With?	10:08:42 PM
Rubens S Jacob	Technical Support (QB & App Hosting)	10:08:52 PM
Acebuddy	Welcome to Ace Support.	10:08:52 PM
	Please chose an option :	10:08:52 PM
Rubens S Jacob	I'd like to report an Issue	10:08:58 PM
Acebuddy	Please select an option!	10:08:58 PM
Rubens S Jacob	Other Issue	10:09:36 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:09:36 PM
Rubens S Jacob	I'm having issues with the cloud. Every time I try to log in via Remote Desktop, I get an error and have to keep trying multiple times before I can finally access	10:09:41 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:09:42 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:09:42 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	10:10:35 PM

Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	10:10:52 PM
Rubens S Jacob	Thank you	10:10:53 PM
	Hi	10:10:56 PM
	You tried to fix my problem but the problem still persist	10:12:08 PM
Sharath Kumar	hello could you please let me know the ticket number for reference	10:12:41 PM
Rubens S Jacob	Ticket number: 639526	10:13:08 PM
Sharath Kumar	thank you, one moment while I look into this	10:13:39 PM
Rubens S Jacob	Ok thank you	10:13:59 PM
Sharath Kumar	are you using Windows 11?	10:15:16 PM
Rubens S Jacob	Window 7	10:16:30 PM
Sharath Kumar	may I take remote of your computer and check why this is happening	10:18:19 PM
	Ruben are we still connected here?	10:21:12 PM
	Are we still connected here?	10:22:10 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.	10:23:03 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:23:11 PM
	<i>Sharath Kumar has ended this chat session</i>	10:23:19 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Feb, 9:10:30 PM

#72476 Daniel Barron

**Email:** dbarron@dmjtransportation.net ☎ 7246893271

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 52 Secs

**City:** MOUNT PLEASANT  
**State:** Pennsylvania  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 44 Secs

Daniel Barron	Hello, I am your Acebuddy	13 Feb, 9:10:31 PM
Acebuddy	Hello Dbarron, I'm your Ace Buddy. I'll be happy to assist you!	9:10:33 PM
	Whom Would You Like to Connect With?	9:10:33 PM
Daniel Barron	Technical Support (QB & App Hosting)	9:10:38 PM
Acebuddy	Welcome to Ace Support.	9:10:38 PM
	Please chose an option :	9:10:38 PM
Daniel Barron	I'd like to report an Issue	9:10:43 PM
Acebuddy	Please select an option!	9:10:44 PM
Daniel Barron	QuickBooks Issue	9:10:46 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:10:46 PM
Daniel Barron	Other QB related issue	9:10:52 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:10:52 PM
Daniel Barron	Not enough room on my server to create a company back up file. I need to send a copy to my accountant. They usually just use the we transfer function.	9:11:30 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:11:30 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:11:31 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:11:55 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:11:59 PM
Daniel Barron	Thanks	9:12:26 PM
Manish Singh	I will surely help you with this issue.	9:12:38 PM
Daniel Barron	ok	9:12:54 PM
Manish Singh	Kindly allow me two minutes to check the same.	9:13:02 PM
Daniel Barron	sure	9:13:07 PM
Manish Singh	As i can check you are on the shared server and there will 10 GB space allocated to single sure. (Edited)	9:14:53 PM
Daniel Barron	When I run the back up it says there is no space	9:15:54 PM
	Thats what they said last time	9:16:01 PM
	And it infact was not enough space	9:16:11 PM

	The only thing i store on the server is my QB file	9:16:48 PM
Manish Singh	Then we have to increase the space for you.	9:17:05 PM
Daniel Barron	They created space last time i had to do this.	9:17:41 PM
	Where did it go?	9:17:44 PM
Manish Singh	Checking please wait.	9:19:03 PM
Daniel Barron	ok	9:29:28 PM
Manish Singh	We need to troubleshoot the issue we need your contact number and preferred time to assist you.	9:33:07 PM
Daniel Barron	724-689-3271	9:33:25 PM
	now is good	9:33:29 PM
	Can't you take over the CPU?	9:33:43 PM
Manish Singh	Yes, i can	9:33:53 PM
	May I take the remote access of your local computer?	9:34:08 PM
Daniel Barron	Yes	9:34:19 PM
	I have the server open	9:34:38 PM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/1312237965">https://assist.acecloudhosting.com/join/1312237965</a>	9:35:00 PM
	Kindly join this session.	9:35:11 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:35:18 PM
	On your local system	9:35:24 PM
	Is there anything else I may help you with ?	9:43:42 PM
Daniel Barron	No thank you.	9:43:56 PM
	If this works i will be good	9:44:01 PM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	9:44:02 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:44:10 PM
Daniel Barron	dure	9:44:10 PM
Manish Singh	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	9:44:14 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Feb, 3:55:08 PM

**#73182 charles ezechukwu**  
**Email:** comsectralimited@yahoo.com 📞 2348033337705  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 54 Secs  
**City:** LAGOS  
**State:** Ogun  
**Country:** NIGERIA

Chat Transcript

Chat Duration : 39 Mins 32 Secs

charles ezechukwu	Hello, I am your Acebuddy	26 Feb, 3:55:10 PM
Acebuddy	Hello Charles Ezechukwu, I'm your Ace Buddy. I'll be happy to assist you!	3:55:13 PM
	Whom Would You Like to Connect With?	3:55:13 PM
charles ezechukwu	Technical Support (QB & App Hosting)	3:55:22 PM
Acebuddy	Welcome to Ace Support.	3:55:22 PM
	Please chose an option :	3:55:22 PM
charles ezechukwu	I'd like to report an Issue	3:55:31 PM
Acebuddy	Please select an option!	3:55:31 PM
charles ezechukwu	Password Reset	3:55:37 PM
Acebuddy	Please select an option below	3:55:37 PM
charles ezechukwu	Not Enrolled to Selfcare Portal	3:55:41 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.	3:55:42 PM
	Do you need any further assistance on the topic?	3:55:42 PM
charles ezechukwu	Restart	4:19:37 PM
Acebuddy	Hello Charles Ezechukwu, I'm your Ace Buddy. I'll be happy to assist you!	4:19:37 PM
	Whom Would You Like to Connect With?	4:19:37 PM
charles ezechukwu	Technical Support (QB & App Hosting)	4:19:43 PM
Acebuddy	Welcome to Ace Support.	4:19:43 PM
	Please chose an option :	4:19:43 PM
charles ezechukwu	I'd like to report an Issue	4:19:50 PM
Acebuddy	Please select an option!	4:19:50 PM
charles ezechukwu	Password Reset	4:19:55 PM
Acebuddy	Please select an option below	4:19:55 PM
charles ezechukwu	Not Enrolled to Selfcare Portal	4:20:01 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.	4:20:01 PM
	Do you need any further assistance on the topic?	4:20:01 PM
charles ezechukwu	Yes	4:20:10 PM
Acebuddy	Please wait while we connect you to our Support Representative	4:20:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:20:10 PM
	<i>Malkeet Nagpal declined the transfer request.</i>	4:20:14 PM
	<i>Manish Singh accepted the chat transfer request.</i>	4:20:23 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	4:20:29 PM
charles ezechukwu	manish how are you	4:21:09 PM
	I am the consultant to LAT CLEVESON LIMITED; your client using your cloud hosting service with 2 user license QuickBooks Enterprise Platinum edition. My name is charles ezechukwu of comsectra limited, lagos, nigeria. one of the users has a complain of not beinfg able to log into the Ace environment. His login details are as follows:- Username: MichaelA Email: michael.ad@lat-travels.com Please help to resolve this	4:21:26 PM
Manish Singh	Great, what about you, Charles?	4:21:37 PM
charles ezechukwu	Am doing great. Thank you	4:21:58 PM
Manish Singh	I will surely help you with this issue.	4:21:59 PM
	Kindly allow me two minutes to check the same.	4:22:07 PM
charles ezechukwu	I will be glad	4:22:11 PM

	okay. am waiting	4:22:23 PM
Manish Singh	As I can user account is not locked and is in active state.	4:24:45 PM
	<p>Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.</p> <p>Also, the registered email for your account with us is : comsectralimited@yahoo.com</p>	4:25:00 PM
	So, that we can reset the password and assist user is server accessibility issue.	4:25:26 PM
charles ezechukwu	I have already sent an email to support@acecloudhosting.com	4:25:50 PM
Manish Singh	Alright, let me reset the password for you.	4:26:11 PM
charles ezechukwu	please check now and revert	4:26:12 PM
	Am waiting	4:27:56 PM
Manish Singh	I have shared the password link over the email, Kindly check.	4:28:53 PM
	Are we still connected here?	4:31:18 PM
	Are we still connected here?	4:32:36 PM
charles ezechukwu	yes	4:32:56 PM
	i need to send it to my client to change it	4:33:15 PM
Manish Singh	Sure, you can if the issue persist you can reinitiate the chat with us, Charles.	4:33:44 PM
	Is there anything else I may help you with ?	4:33:49 PM
charles ezechukwu	ok	4:34:12 PM
	thanks	4:34:17 PM
Manish Singh	We are happy to assist you.	4:34:27 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:34:32 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	4:34:37 PM
	<i>Manish Singh has ended this chat session</i>	4:34:43 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Feb, 9:14:08 PM

**#72599 Ezra Dilger**  
**Email:** reception@rortax.com 📞 7633189052  
**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:** MINNEAPOLIS  
**State:** Minnesota  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 46 Mins 31 Secs

Ezra Dilger	Hello, I am your Acebuddy	15 Feb, 9:14:09 PM
Acebuddy	Hello Reception, I'm your Ace Buddy. I'll be happy to assist you!	9:14:10 PM
	Whom Would You Like to Connect With?	9:14:10 PM
Ezra Dilger	Technical Support (QB & App Hosting)	9:15:18 PM
Acebuddy	Welcome to Ace Support.	9:15:19 PM
	Please chose an option :	9:15:19 PM
Ezra Dilger	I'd like to report an Issue	9:15:35 PM
Acebuddy	Please select an option!	9:15:35 PM
Ezra Dilger	Other Issue	9:15:44 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:15:44 PM
Ezra Dilger	Restart	9:16:24 PM
Acebuddy	Hello Reception, I'm your Ace Buddy. I'll be happy to assist you!	9:16:24 PM
	Whom Would You Like to Connect With?	9:16:24 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10:00:41 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Feb, 10:49:06 PM

**#72497 Ken Mathews**  
**Email:** kmathews@patriotprocesseq.com 📞 12146799979  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 1 Min 3 Secs  
**City:** WHITE OAK  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 16 Secs

Ken Mathews	Hello, I am your Acebuddy	13 Feb, 10:49:07 PM
Acebuddy	Hello Kmathews, I'm your Ace Buddy. I'll be happy to assist you!	10:49:08 PM
	Whom Would You Like to Connect With?	10:49:08 PM
Ken Mathews	Technical Support (QB & App Hosting)	10:49:10 PM
Acebuddy	Welcome to Ace Support.	10:49:10 PM
	Please chose an option :	10:49:10 PM
Ken Mathews	I'd like to raise a Request	10:49:16 PM
Acebuddy	Please select your request type.	10:49:16 PM
Ken Mathews	Other Request	10:49:26 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	10:49:26 PM

	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:49:26 PM
Ken Mathews	Restart	10:50:03 PM
Acebuddy	Hello Kmathews, I'm your Ace Buddy. I'll be happy to assist you!	10:50:03 PM
	Whom Would You Like to Connect With?	10:50:03 PM
Ken Mathews	Technical Support (QB & App Hosting)	10:50:35 PM
Acebuddy	Welcome to Ace Support.	10:50:35 PM
	Please chose an option :	10:50:35 PM
Ken Mathews	I'd like to report an Issue	10:50:41 PM
Acebuddy	Please select an option!	10:50:41 PM
Ken Mathews	Other Issue	10:50:45 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:50:45 PM
Ken Mathews	ticket ID 640964	10:50:54 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:50:54 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:50:55 PM
	<i>Manish Singh accepted the chat transfer request.</i>	10:51:45 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	10:51:48 PM
Ken Mathews	Please reboot PatriotProcess.myrealdata.net	10:52:16 PM
Manish Singh	I will surely help you with this issue.	10:53:23 PM
	Server will reboot in 5 minutes.	10:56:26 PM
Ken Mathews	everyone is now out	10:57:56 PM
Manish Singh	Server rebooted kindly check after 2 minutes.	10:58:08 PM
	Are we still connected here?	11:03:03 PM
Ken Mathews	all good, thanks	11:03:15 PM
	can you check resource loads while you are here?	11:03:43 PM
Manish Singh	I have checked everything loading fine, Kmathews.	11:07:03 PM
	Is there anything else I may help you with ?	11:07:06 PM
Ken Mathews	no thanks	11:07:11 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:07:19 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!	11:07:23 PM

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

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

Manish Singh has ended this chat session

11:07:24 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

17 Feb, 5:08:37 PM

**#72648 n.ahmed**  
**Email:** n.ahmed@innercircle.cpa ☎ 9901023289  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Android  
**Browser:** Google Chrome  
**Device:** Mobile  
**Average Response Time:** 54 Secs  
**City:** BANGALORE  
**State:** Karnataka  
**Country:** INDIA

## Chat Transcript

Chat Duration : 26 Mins 53 Secs

n.ahmed	Hello, I am your Acebuddy	17 Feb, 5:08:39 PM
Acebuddy	Hello Nawaz Ahmed R, I'm your Ace Buddy. I'll be happy to assist you!	5:08:40 PM
	Whom Would You Like to Connect With?	5:08:40 PM
n.ahmed	Technical Support (QB & App Hosting)	5:08:43 PM
Acebuddy	Welcome to Ace Support.	5:08:43 PM
	Please chose an option :	5:08:43 PM
n.ahmed	I'd like to report an Issue	5:08:47 PM



Acebuddy	Please select an option!	5:08:47 PM
n.ahmed	Other Issue	5:08:53 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:08:53 PM
n.ahmed	Setback	5:09:00 PM
Acebuddy	Please select an option!	5:09:00 PM
n.ahmed	Other Issue	5:09:04 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:09:04 PM
n.ahmed	Ultra tax is not working	5:09:23 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:09:23 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:09:23 PM
	<i>Manish Singh accepted the chat transfer request.</i>	5:09:37 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	5:09:42 PM
	Is the issue still not resolved, Nawaz?	5:10:16 PM
n.ahmed	I spoke to you sometime back	5:10:21 PM
Manish Singh	We have repaired the application and emailed you regarding the matter.	5:10:36 PM
n.ahmed	We were promised call back in 10min but no action even after 1 hour	5:10:53 PM
Manish Singh	We have made the necessary changes as we have discussed waiting for your email.	5:11:31 PM
n.ahmed	Is it sorted can we login now?	5:11:38 PM
	Which email id did u send email to?	5:11:49 PM
Manish Singh	Try to login once and try to access Ultra Tax 2024.	5:11:53 PM
n.ahmed	Ok 1min	5:12:00 PM
	<i>5:12:21 PMManish Singh is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:60.65 KB )</i>	5:12:21 PM
	2min let me check	5:12:47 PM
Manish Singh	Yes, please take your time.	5:13:17 PM
n.ahmed	R u asking for access?	5:14:52 PM
Manish Singh	Yes	5:14:58 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	5:15:03 PM
n.ahmed	Can we login to ultra tax?	5:15:20 PM
Manish Singh	Yes	5:15:27 PM
n.ahmed	U can see same old issue	5:16:34 PM
	Why r u people not able to fix it. This is taking too much time.	5:18:02 PM



	?	5:20:17 PM
Manish Singh	I apologize for the delay in resolving this however I am now connected with my senior engineer, and they have made one another changes and need you to try again.	5:21:23 PM
n.ahmed	And how should I do that.	5:21:42 PM
Manish Singh	Please try now.	5:23:40 PM
	Are we still connected here?	5:33:26 PM
	Are we still connected here?	5:34:23 PM
	Are we still connected here?	5:35:26 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.	5:35:31 PM
	<i>Manish Singh has ended this chat session</i>	5:35:32 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Feb, 11:51:00 PM

#72500 Kerry Durkin

Email: kerrydurkincpa@lynndurkincpa.com ☎ 7813781845

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 4 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 5 Secs

Kerry Durkin

Hello, I am your Acebuddy

13 Feb, 11:51:01 PM

Acebuddy

	Hello Kerrydurkincpa, I'm your Ace Buddy. I'll be happy to assist you!	11:51:03 PM
	Whom Would You Like to Connect With?	11:51:03 PM
Kerry Durkin	Technical Support (QB & App Hosting)	11:51:13 PM
Acebuddy	Welcome to Ace Support.	11:51:13 PM
	Please chose an option :	11:51:13 PM
Kerry Durkin	I'd like to report an Issue	11:51:21 PM
Acebuddy	Please select an option!	11:51:21 PM
Kerry Durkin	Other Issue	11:51:25 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:51:25 PM
Kerry Durkin	slow and freezing ace	11:51:34 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:51:35 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:51:35 PM
Kerry Durkin	ticket number 639744	11:51:49 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	11:52:08 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	11:52:20 PM
Kerry Durkin	hi I was chatting about this earlier and more Ram was supposed to be added to our account	11:52:43 PM
	but we're still experiencing vrey slow and freezing connectivity issues	11:52:53 PM
	has the ram been added? i never heard further from anyone	11:53:01 PM
Sharath Kumar	Hi Kerry, I did add the RAM and sent you the email regarding the same	11:53:38 PM
	it was previously 34 GB and now I have added 8 GB more, so now the total RAM on the server is 42 GB	11:54:25 PM
Kerry Durkin	ok it didn't fix the issue	11:54:54 PM
	could it be that we need even more?	11:54:59 PM
	i'm still experiencing the same problem as is the rest of our team	11:55:07 PM
Sharath Kumar	sorry to hear that, and my apologies regarding the email. It did not go through earlier	11:56:24 PM
Kerry Durkin	which email?	11:57:27 PM
Sharath Kumar	regarding the RAM upgrade	11:57:38 PM
	I have just sent it again	11:58:30 PM
	I am checking with my colleague regarding an update on this - 639744	11:59:17 PM
Kerry Durkin	please	14 Feb, 12:05:06 AM
	it's very slow	12:05:08 AM
Sharath Kumar	working on it	12:05:17 AM
Kerry Durkin	thanks	12:05:21 AM

Sharath Kumar	Kerry, may I take remote of your local computer to check some settings	12:07:55 AM
Kerry Durkin	this was jsut done yesterday by ace	12:08:07 AM
Sharath Kumar	I understand that I have a couple more settings that need to be looked into	12:09:26 AM
Kerry Durkin	To be honest with you, our firm is growing increasingly frustrated with Ace. It's clearly not working for our business needs. I can't have our teams productivity ruined every day before of poor connection/delays and lags	12:09:27 AM
	and I can't spend hours messaging Ace support	12:09:29 AM
	this is very frustrating.	12:09:35 AM
	we are in our tax season which is the busiest time of year for our firm	12:09:48 AM
	can you please escalate this and let me know what the resolution is	12:10:22 AM
Sharath Kumar	I sincerely apologize for the inconvenience and frustration you have experienced with Ace. I understand how critical this period is for your firm and I have already discussed your issue with the escalation team	12:12:47 AM
	they will be reaching out to you with a resolution at the earliest	12:13:02 AM
Kerry Durkin	okay thanks	12:13:54 AM
Sharath Kumar	anything else that I may assist you with in the meantime?	12:13:56 AM
	Are we still connected here?	12:15:24 AM
Kerry Durkin	yes any update on the qb issue	12:15:31 AM
Sharath Kumar	that is also still under progress	12:16:07 AM
	I have asked the appropriate team member to work on it on priority and let u know once the task has been completed	12:21:27 AM
	Is there anything else I may help you with ?	12:21:31 AM
	Are we still connected here?	12:24:54 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	12:26:57 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:27:02 AM

*Sharath Kumar has ended this chat session*

12:27:07 AM





tshearer	Ok	9:08:00 PM
Manish Singh	I will surely help you with this issue.	9:08:55 PM
	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?	9:10:49 PM
tshearer	Yes. I'm not sure if anyone else is having this issue.	9:11:33 PM
Manish Singh	Kindly try to access now.	9:12:16 PM
tshearer	Ok. Trying now	9:12:44 PM
	I get the same issue	9:13:10 PM
Manish Singh	Can i see the Screenshot of the error. (Edited)	9:14:37 PM
tshearer	Ok.	9:15:06 PM
	<i>9:17:01 PMtshearer is sharing a file with you</i> <a href="#">Screenshot 2025-02-12 104621.png</a> - ( Size:89.77 KB )	9:17:01 PM
Manish Singh	Are you able to cancel this prompt?	9:21:14 PM
tshearer	I can hit cancel but the company file won't open	9:21:30 PM
Manish Singh	Ok	9:21:45 PM
	Need to reboot the server once.	9:26:43 PM
tshearer	ok	9:27:23 PM
Manish Singh	Rebooted the server kindly check now.	9:29:00 PM
tshearer	Ok. Will login in and try again.	9:30:09 PM
	That worked. I am able to login. Thanks!	9:31:36 PM
Manish Singh	Is there anything else I may help you with ?	9:31:41 PM
tshearer	No, that fixed my problem.	9:31:58 PM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	9:32:14 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:32:34 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	9:32:38 PM
	<i>Manish Singh has ended this chat session</i>	9:32:39 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Feb, 3:31:20 PM

#72714 harish test test

Email: harish.chauhan@myrealddata.in 📞 231421

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

Chat Duration : 39 Mins 14 Secs

harish test test	Hello, I am your Acebuddy	18 Feb, 3:31:21 PM
Acebuddy	Hello Harish.chauhan, I'm your Ace Buddy. I'll be happy to assist you!	3:31:23 PM
	Whom Would You Like to Connect With?	3:31:23 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	4:10:36 PM
	Ended due to chat idle timeout	4:10:36 PM



# Chat Transcript

Hello, I am your Acebuddy

#71833 Test Account

Email: test@test.com 📞 +917878787878

Department: Support(QB & App Hosting)

Operator: ACH Staging (Vishal)

Website: https://vishaldharan.me/chatbot/chatbot.html

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: NEW DELHI

State: Delhi

Country: INDIA

Test Account	Hello, I am your Acebuddy	3 Feb, 7:39:51 PM
ACH Staging (Vishal)	Hello Test Readonly, I'm your Ace Buddy. I'll be happy to assist you!	7:39:52 PM
	Whom Would You Like to Connect With?	7:39:52 PM
Test Account	Chamber of Secrets	7:39:53 PM
ACH Staging (Vishal)	Please describe your issue in a few words. (eg: QuickBooks Issue, Server not connecting, Password expired etc)	7:39:54 PM
Test Account	how can i update payroll in quickbooks	7:40:04 PM
ACH Staging (Vishal)	Here are some articles that can be of good help to you!	7:40:04 PM
	<i>Test Readonly has ended this chat session</i>	7:40:40 PM



Chat Transcript

Hello, I am your Acebuddy

#72541 ann lopez

Email: annlopez@cox.net 📞 480-239-3173

Department: Support(QB & App Hosting)




**Operator:** Shashwat Verma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 56 Secs  
**City:** CHANDLER  
**State:** Arizona  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 16 Mins

ann lopez	Hello, I am your Acebuddy	14 Feb, 5:15:26 AM
Acebuddy	Hello Annlopez, I'm your Ace Buddy. I'll be happy to assist you!	5:15:27 AM
	Whom Would You Like to Connect With?	5:15:27 AM
ann lopez	Technical Support (QB & App Hosting)	5:15:30 AM
Acebuddy	Welcome to Ace Support.	5:15:30 AM
	Please chose an option :	5:15:30 AM
ann lopez	I'd like to report an Issue	5:15:35 AM
Acebuddy	Please select an option!	5:15:35 AM
ann lopez	QuickBooks Issue	5:15:38 AM
Acebuddy	What type of QuickBooks Issue are you facing?	5:15:38 AM
ann lopez	Other QB related issue	5:15:44 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:15:44 AM
ann lopez	qb 2024 will not open on the server	5:15:55 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:15:55 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:15:55 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	5:16:26 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	5:16:32 AM
	Hello Annlopez	5:16:39 AM
ann lopez	Hello	5:16:43 AM
Shashwat Verma	Are you able to connect to server?	5:17:12 AM
ann lopez	yes. The issue is qb will not open	5:17:21 AM
Shashwat Verma	I will surely help you with this issue.	5:18:53 AM
	May I take the remote access of your local computer?	5:19:22 AM

ann lopez	yes	5:19:28 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	5:19:59 AM
	<a href="https://assist.acecloudhosting.com/join/4522640064">https://assist.acecloudhosting.com/join/4522640064</a>	5:20:07 AM
	Kindly Click on the link and open the downloaded file.	5:20:09 AM
ann lopez	I thought you only needed access to the server.	5:21:10 AM
Shashwat Verma	Sure, we can move forward in that way also, kindly allow me 2 mins	5:21:45 AM
ann lopez	Yes, I do not want to give access to my personal computer	5:22:00 AM
Shashwat Verma	No problem	5:22:18 AM
ann lopez	I just logged off my server as I received notice it was going to reboot.	5:23:55 AM
Shashwat Verma	Yes, we got an update from the team	5:24:10 AM
	Hence multiple user were facing same problem, they have rebooted the server.	5:24:40 AM
	Seems like it will resolve the issue, kindly login to server in next 3 mins	5:25:04 AM
ann lopez	ok	5:25:12 AM
	It still will not open.	5:28:30 AM
Shashwat Verma	Let me check	5:30:36 AM
ann lopez	It is opening now	5:30:47 AM
Shashwat Verma	Perfect	5:30:56 AM
	Is there anything else I may help you with ?	5:30:59 AM
ann lopez	no thank you	5:31:15 AM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	5:31:18 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:31:23 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.	5:31:25 AM
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!	
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Shashwat Verma has ended this chat session</i>	5:31:27 AM
<div></div>		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Feb, 10:11:43 PM

**#72572 Victoria sama**  
**Email:** vsama@comcast.net 📞 856397931  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 36 Secs  
**City:** LEWES  
**State:** Delaware  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 18 Secs

Victoria sama	Hello, I am your Acebuddy	14 Feb, 10:11:44 PM
Acebuddy	Hello Victoria Sama, I'm your Ace Buddy. I'll be happy to assist you!	10:11:45 PM
	Whom Would You Like to Connect With?	10:11:45 PM
Victoria sama	Technical Support (QB & App Hosting)	10:11:58 PM
Acebuddy	Welcome to Ace Support.	10:11:58 PM
	Please chose an option :	10:11:58 PM
Victoria sama	I'd like to raise a Request	10:12:04 PM
Acebuddy	Please select your request type.	10:12:04 PM
Victoria sama	Password Reset	10:12:08 PM
Acebuddy	Please select an option below	10:12:08 PM
Victoria sama	Not Enrolled to Selfcare Portal	10:12:12 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.	10:12:12 PM
	Do you need any further assistance on the topic?	10:12:12 PM
Victoria sama	Yes	10:12:22 PM


Acebuddy	Please wait while we connect you to our Support Representative	10:12:23 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:12:23 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	10:12:51 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:12:54 PM
	Hello Victoria	10:13:02 PM
Victoria sama	Hi shashwat. I have a ticket out there i cannot get resolved. 638946	10:13:30 PM
Shashwat Verma	I will surely help you with this issue.	10:13:40 PM
	Kindly allow me two minutes to check the same.	10:13:42 PM
Victoria sama	Yes. In the meantime, the issue is that you have the wrong email address for authorization. The email address you have is vsama@cleanthebooks.com. This address does not exist. The address should be vicki.sama@cleanthebooks.com	10:14:30 PM
Shashwat Verma	Okay, let me check the case, thanks for the clarification.	10:15:02 PM
Victoria sama	Thank you very much	10:15:11 PM
Shashwat Verma	Victoria, I checked the issue and our team already send this case to concern department for email change, they'll contact you on call to complete the authorization of the same, once the email get changed we can proceed further.	10:17:46 PM
Victoria sama	OK, that is great. When can I expect to be contacted?	10:18:12 PM
Shashwat Verma	You can share your preferred time for the call-back.	10:19:02 PM
Victoria sama	How about today at 5 PM EST?	10:19:26 PM
Shashwat Verma	Sure	10:19:48 PM
	Will schedule that.	10:20:05 PM
Victoria sama	thank you. I can be reached at +1 856.397.9031	10:20:15 PM
	I will be expecting a call. Thank you so much.	10:20:28 PM
Shashwat Verma	Noted, thanks	10:20:32 PM
	Is there anything else I may help you with ?	10:20:35 PM
	Are we still connected here?	10:21:37 PM
Victoria sama	no I am good. thank you	10:21:55 PM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:21:58 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal</p>	10:22:00 PM

(<https://selfcare.acecloudhosting.com>).

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

*Shashwat Verma has ended this chat session*

10:22:03 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Feb, 2:14:33 AM

#72899 Alejandro Guerra

Email: alex@sanjoseproduce.com 📞 16147729829

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 12 Secs

City: SPRING

State: New Hampshire

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 57 Secs

Alejandro Guerra	Hello, I am your Acebuddy	21 Feb, 2:14:35 AM
Acebuddy	Hello Alejandro Torresguerra, I'm your Ace Buddy. I'll be happy to assist you!	2:14:36 AM
	Whom Would You Like to Connect With?	2:14:36 AM
Alejandro Guerra	Technical Support (QB & App Hosting)	2:14:46 AM
Acebuddy	Welcome to Ace Support.	2:14:46 AM
	Please chose an option :	2:14:46 AM
Alejandro Guerra	I'd like to report an Issue	2:14:53 AM
Acebuddy	Please select an option!	2:14:53 AM
Alejandro Guerra	QuickBooks Issue	2:14:57 AM

Acebuddy	What type of QuickBooks Issue are you facing?	2:14:57 AM
Alejandro Guerra	Other QB related issue	2:15:06 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:15:06 AM
Alejandro Guerra	Cannot add an external account to Bank Feeds	2:15:21 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:15:22 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:15:22 AM
	<i>Sharath Kumar accepted the chat transfer request.</i>	2:15:48 AM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	2:16:05 AM
Alejandro Guerra	Hi Sharath	2:16:18 AM
	I reported an Issue with 642384 . And told me by email to conact you by chat	2:16:36 AM
Sharath Kumar	got it. allow me a moment to quickly check the ticket	2:17:06 AM
Alejandro Guerra	Sur	2:17:54 AM
	Sure	2:17:55 AM
Sharath Kumar	When was the last time you were successfully add a new back feed account?	2:20:52 AM
Alejandro Guerra	Around 1 year ago	2:21:15 AM
	Says that my default browser cannot support. But I cannot change the default browser, because I dont have that access	2:22:24 AM
Sharath Kumar	got it, let me quickly sign into the server and see why this is happening	2:23:24 AM
Alejandro Guerra	The default browser I have is Internet Explorer, and that is not supported by QB. So need to change to Google Chrome as default browser	2:23:25 AM
Sharath Kumar	understood!	2:24:03 AM
	still working on a couple more settings on the server, I will keep you posted	2:28:32 AM
	Thank you for waiting.	2:33:46 AM
	I wanted to confirm if you are using QB 2018 version	2:34:10 AM
Alejandro Guerra	Enterprise 2024	2:34:52 AM
	Qb Enterprise 2024 is the one I have	2:35:10 AM
Sharath Kumar	understood	2:35:17 AM
	Alex I am unable to make the appropriate changes to set the default app for you as Chrome	2:40:04 AM
	Could you type Default apps in the Windows search option and check if any option is available	2:40:42 AM
Alejandro Guerra	When I do that, I cannot access	2:41:16 AM
	That is the problem, I cannot change the default app	2:41:26 AM
	When I try, the window for Default App closes immediatly	2:42:06 AM



	Dont have privileges	2:42:21 AM
Sharath Kumar	understood, I will have someone with more expertise do that for you	2:42:59 AM
Alejandro Guerra	ok	2:43:10 AM
Sharath Kumar	could you please let me know what an appropriate phone number and time will be to reach you	2:43:47 AM
Alejandro Guerra	614 7729829	2:44:52 AM
	+1 6147729829	2:44:58 AM
Sharath Kumar	got it, this may take some time to configure. Could you allow us time till tomorrow morning?	2:46:08 AM
Alejandro Guerra	Yes, no problem. Thanks	2:47:08 AM
Sharath Kumar	thank you	2:49:28 AM
	anything else that I may assist you with in the mean time?	2:49:40 AM
Alejandro Guerra	Thanks, thats all	2:51:18 AM
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	2:51:28 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:51:32 AM
	<i>Sharath Kumar has ended this chat session</i>	2:52:33 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73153 Sue Ball

Email: dovecreekroanoke@gmail.com 📞 18176890601

Department: Support(QB & App Hosting)

Operator: Acebuddy

26 Feb, 1:42:54 AM



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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**City:** FT WORTH

**State:** Texas

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 56 Secs

Sue Ball	Hello, I am your Acebuddy	26 Feb, 1:42:56 AM
Acebuddy	Hello Sue Ball, I'm your Ace Buddy. I'll be happy to assist you!	1:42:57 AM
	Whom Would You Like to Connect With?	1:42:57 AM
Sue Ball	Technical Support (QB & App Hosting)	1:43:05 AM
Acebuddy	Welcome to Ace Support.	1:43:05 AM
	Please chose an option :	1:43:05 AM
Sue Ball	I'd like to raise a Request	1:43:12 AM
Acebuddy	Please select your request type.	1:43:12 AM
Sue Ball	Other Request	1:43:30 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	1:43:30 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:43:30 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.	2:20:52 AM
	Ended due to chat idle timeout	2:20:52 AM



**Email:** michellesteele4@hotmail.com 📞 13045532294

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 3 Secs

**City:** ALEXANDRIA

**State:** Louisiana

**Country:** UNITED STATES

Chat Transcript		Chat Duration : 4 Mins 7 Secs
michellesteele4	Hello, I am your Acebuddy	20 Feb, 11:16:43 AM
Acebuddy	Hello Michellesteele4, I'm your Ace Buddy. I'll be happy to assist you!	11:16:45 AM
	Whom Would You Like to Connect With?	11:16:45 AM
michellesteele4	Technical Support (QB & App Hosting)	11:16:51 AM
Acebuddy	Welcome to Ace Support.	11:16:51 AM
	Please chose an option :	11:16:51 AM
michellesteele4	I'd like to report an Issue	11:17:00 AM
Acebuddy	Please select an option!	11:17:00 AM
michellesteele4	QuickBooks Issue	11:17:04 AM
Acebuddy	What type of QuickBooks Issue are you facing?	11:17:04 AM
michellesteele4	Other QB related issue	11:17:11 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:17:11 AM
michellesteele4	Awaiting License	11:17:22 AM
Acebuddy	Please wait while we connect you to a Support Representative	11:17:23 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:17:23 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	11:19:21 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	11:19:24 AM
	Kindly help me with your server name and user name?	11:19:46 AM
	as this chat session is disconnected at your end.	11:20:38 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.	11:20:41 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:20:45 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](mailto:quality@acecloudhosting.com).

Thanks!

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

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

11:20:48 AM

*Tushar Pharswan has ended this chat session*

11:20:51 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Feb, 1:22:48 PM

**#73305 Dhirendra Menpara**  
**Email:** [it@webdataguru.com](mailto:it@webdataguru.com) 📞 90999 23693  
**Department:** Support(QB & App Hosting)  
**Operator:** Tushar Pharswan  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 42 Secs  
**City:** ANAND  
**State:** Gujarat  
**Country:** INDIA

Chat Transcript

Chat Duration : 18 Mins 49 Secs

Dhirendra Menpara	Hello, I am your Acebuddy	28 Feb, 1:22:50 PM
Acebuddy	Hello Dhirendra Menpara, I'm your Ace Buddy. I'll be happy to assist you!	1:22:51 PM
	Whom Would You Like to Connect With?	1:22:51 PM
Dhirendra Menpara	Technical Support (QB & App Hosting)	1:22:57 PM

Acebuddy	Welcome to Ace Support.	1:22:58 PM
	Please chose an option :	1:22:58 PM
Dhirendra Menpara	I'd like to report an Issue	1:23:05 PM
Acebuddy	Please select an option!	1:23:05 PM
Dhirendra Menpara	Other Issue	1:23:09 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:23:09 PM
Dhirendra Menpara	we are unable to access instance urgent help needed	1:23:28 PM
Acebuddy	Please wait while we connect you to a Support Representative	1:23:30 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:23:30 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	1:24:56 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	1:25:00 PM
Dhirendra Menpara	Hello Tushar I need your urgnet help	1:25:18 PM
	we are not able to access our instance and all our client is not able to acecss our application	1:25:39 PM
Tushar Pharswan	Hello Dhirendra.	1:25:59 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:26:02 PM
Dhirendra Menpara	Urgent Help needed on this pls	1:26:08 PM
	17540576-20f6-42b6-9f5a-c27a023712e2	1:26:15 PM
	instance ID	1:26:19 PM
Tushar Pharswan	Kindly help me with your server name and user name?	1:26:47 PM
	CID number associated with your account with us will help us locate your server to further assist you. (Edited)	1:27:08 PM
	Are we still connected here?	1:28:58 PM
	Are we still connected here?	1:29:21 PM
	Are we still connected here?	1:30:14 PM
Dhirendra Menpara	yes	1:30:41 PM
Tushar Pharswan	Kindly help me with your server name and user name?	1:30:55 PM
	This is needed in order to locate your account with us so that we can assist you further.	1:31:46 PM
Dhirendra Menpara	server name is crawl db	1:32:20 PM
	username is dmenpara	1:32:24 PM
	where can I find CID number	1:33:27 PM
Tushar Pharswan	I'm unable to locate your account with the details you provided us .	1:34:15 PM
	It is the number that is given at the time creating your server with us.	1:35:13 PM

	May I also know the application that is having the issue ?	1:35:35 PM
	Are you not able to login to the server it self ?	1:36:14 PM
	you can also right click on the icon through which you login to and click edit there you can find the username and server name allotted to you.	1:37:07 PM
	<i>1:39:09 PM</i> Tushar Pharswan is sharing a file with you <a href="#">image.png</a> - ( Size:50.05 KB )	1:39:09 PM
	Kindly see the screen shot the icon will like the one in the screen shot for example test once you right click on it you will have option to edit it after that kindly share the computer name and username details with us.	1:40:28 PM
	Kindly email us at support@acecloudhosting.com if you are able locate your account details and reach us out again through chat or call session.	1:41:15 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:41:19 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	1:41:23 PM
	<i>Tushar Pharswan has ended this chat session</i>	1:41:39 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72019 Sayr Jamil

Email: midnightzonevi@gmail.com 📞 340-998-1171

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

6 Feb, 12:45:23 AM

**Device:** Desktop  
**Average Response Time:** 25 Secs  
**City:** PONCE  
**State:** Puerto Rico  
**Country:** PUERTO RICO

Chat Transcript

Chat Duration : 11 Mins 49 Secs

Sayr Jamil	Hello, I am your Acebuddy	6 Feb, 12:45:24 AM
Acebuddy	Hello Midnightzonevi, I'm your Ace Buddy. I'll be happy to assist you!	12:45:25 AM
	Whom Would You Like to Connect With?	12:45:25 AM
Sayr Jamil	Technical Support (QB & App Hosting)	12:45:36 AM
Acebuddy	Welcome to Ace Support.	12:45:36 AM
	Please chose an option :	12:45:36 AM
Sayr Jamil	I'd like to report an Issue	12:45:51 AM
Acebuddy	Please select an option!	12:45:51 AM
Sayr Jamil	QuickBooks Issue	12:46:12 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:46:13 AM
Sayr Jamil	QuickBooks is Frozen	12:46:20 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	12:46:20 AM
	Was that helpful?	12:46:20 AM
Sayr Jamil	No	12:46:24 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	12:46:25 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:46:25 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	12:46:37 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	12:46:40 AM
	Hello	12:46:46 AM
Sayr Jamil	Hello,	12:47:06 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	12:47:18 AM
Sayr Jamil	My QB SayrJ ENTERpsries is frozen. Please help	12:47:25 AM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:47:43 AM
Sayr Jamil	Sayr J Enterprises at Midnight Zone Convenience Store	12:50:13 AM
Anurag Sharma	Thanks for the confirmation !	12:51:20 AM
	Could you please confirm if you face this freezing issue regularly?	12:51:43 AM

	I have unfreeze the QB from the backend. Please check and let me know if the issue is now resolved.	12:53:31 AM
	Are we still connected here?	12:55:30 AM
	Are we still connected here?	12:56:16 AM
	Are we still connected here?	12:57:04 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	12:57:08 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:57:10 AM
	<i>Anurag Sharma has ended this chat session</i>	12:57:14 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details 28 Feb, 2:28:36 AM

#73282 Javier Rodriguez  
**Email:** lightteam@comcast.net ☎ 7547363037  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 34 Secs  
**City:** FT LAUDERDALE  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript Chat Duration : 9 Mins 10 Secs

Javier Rodriguez	Hello, I am your Acebuddy	28 Feb, 2:28:37 AM
Acebuddy	Hello Lightteam, I'm your Ace Buddy. I'll be happy to assist you!	2:28:39 AM
	Whom Would You Like to Connect With?	2:28:39 AM
Javier Rodriguez	Technical Support (QB & App Hosting)	2:28:46 AM



Acebuddy	Welcome to Ace Support.	2:28:46 AM
	Please chose an option :	2:28:46 AM
Javier Rodriguez	I'd like to report an Issue	2:28:54 AM
Acebuddy	Please select an option!	2:28:54 AM
Javier Rodriguez	QuickBooks Issue	2:29:00 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:29:00 AM
Javier Rodriguez	QuickBooks Login Issue	2:29:09 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	2:29:09 AM
	Was that helpful?	2:29:09 AM
Javier Rodriguez	No	2:29:16 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	2:29:16 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:29:16 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	2:29:30 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	2:29:33 AM
	Hello lightteam	2:29:44 AM
Javier Rodriguez	Hi! I'm trying to connect to QB on my desktop but haven't been able to do it	2:30:47 AM
Shashwat Verma	I will surely help you with this issue.	2:30:52 AM
	Are you able to connect to server?	2:31:03 AM
Javier Rodriguez	No	2:31:14 AM
Shashwat Verma	No problem	2:31:22 AM
	May I take the remote access of your local computer?	2:31:29 AM
Javier Rodriguez	Sure	2:31:53 AM
	what do I HAVE TO DO	2:31:57 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	2:32:07 AM
Javier Rodriguez	ok	2:32:14 AM
Shashwat Verma	<a href="https://assist.acecloudhosting.com/join/4002945988">https://assist.acecloudhosting.com/join/4002945988</a>	2:32:25 AM
	Kindly Click on the link and open the downloaded file.	2:32:28 AM
Javier Rodriguez	I already did it	2:34:04 AM
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	2:34:10 AM
Javier Rodriguez	ok	2:34:28 AM

Shashwat Verma	Issue resolved itself on remote session.	2:37:40 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:37:43 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	2:37:46 AM
	<i>Shashwat Verma has ended this chat session</i>	2:37:49 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Feb, 9:41:37 PM


**#72600 Jsarajena**  
**Email:** jsarajena@nexagy.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 7 Secs  
**City:** ATLANTA  
**State:** Georgia  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 5 Mins

Jsarajena	Hello, I am your Acebuddy	15 Feb, 9:41:39 PM
Acebuddy	Hello Jonina Sarajena, I'm your Ace Buddy. I'll be happy to assist you!	9:41:41 PM

	Whom Would You Like to Connect With?	9:41:41 PM
Jsarajena	Technical Support (QB & App Hosting)	9:41:45 PM
Acebuddy	Welcome to Ace Support.	9:41:46 PM
	Please chose an option :	9:41:46 PM
Jsarajena	I'd like to report an Issue	9:41:53 PM
Acebuddy	Please select an option!	9:41:53 PM
Jsarajena	Other Issue	9:41:59 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:41:59 PM
Jsarajena	Not able to remote into company	9:42:22 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:42:22 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:42:23 PM
	<i>Yash Ahi accepted the chat transfer request.</i>	9:44:24 PM
	<i>Yash Ahi is transferring the chat to Shubham Yadav.</i>	9:44:37 PM
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.	9:45:16 PM
	Hi Jonina. How are you doing today?	9:45:54 PM
Jsarajena	Hi..I am well. I hope you are. I have opened ticket number642106. I am working remotely and was able to remote in yesterday, but am not able to access the company system this morning.	9:47:14 PM
Yash Ahi	I will surely help you with this issue.	9:47:56 PM
	Kindly allow me two minutes to check the same.	9:48:01 PM
	Thank you for your patience.	9:53:35 PM
	May I take the remote access of your local computer?	9:53:39 PM
Jsarajena	yes	9:53:53 PM
Yash Ahi	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/1452836426">https://assist.acecloudhosting.com/join/1452836426</a>	9:55:42 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:56:18 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:59:39 PM
	<i>Shubham Yadav has not responded for the transfer request.</i>	10:06:38 PM
	<i>Yash Ahi is transferring the chat to Shashwat Verma.</i>	10:07:25 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	10:07:35 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:07:42 PM
	Kindly allow me 2 mins check the previous response.	10:08:11 PM

	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10:46:50 PM
	<i>Ended due to chat idle timeout</i>	10:46:51 PM
<div></div>		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details	25 Feb, 8:28:44 PM
<b>#73127 reliable.karachibranch1</b>	
<b>Email:</b> reliable.karachibranch1@gmail.com 📞 923007099519	
<b>Department:</b> Support(QB & App Hosting)	
<b>Operator:</b>	
<b>Website:</b> https://www.acecloudhosting.com/support-chat.php	
<b>Operating System:</b> Microsoft Windows	
<b>Browser:</b> Google Chrome	
<b>Device:</b> Desktop	
<b>Average Response Time:</b> 44 Secs	
<b>City:</b> KARACHI	
<b>State:</b> Sindh South	
<b>Country:</b> PAKISTAN	

Chat Transcript

Chat Duration : 21 Mins 6 Secs

reliable.karachibranch1	Hello, I am your Acebuddy	25 Feb, 8:28:45 PM
Acebuddy	Hello Reliable.karachibranch1, I'm your Ace Buddy. I'll be happy to assist you!	8:28:47 PM
	Whom Would You Like to Connect With?	8:28:47 PM
reliable.karachibranch1	Technical Support (QB & App Hosting)	8:28:53 PM
Acebuddy	Welcome to Ace Support.	8:28:53 PM
	Please chose an option :	8:28:53 PM
reliable.karachibranch1	I'd like to report an Issue	8:28:59 PM
Acebuddy	Please select an option!	8:28:59 PM
reliable.karachibranch1	Other Issue	8:29:05 PM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:29:05 PM
reliable.karachibbranch1	Hello I Am Unable To Use my rdp Properly	8:29:24 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:29:25 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:29:25 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	8:29:44 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	8:29:56 PM
reliable.karachibbranch1	Hello I am Unable to use my rdp properly all the folders and icon are not visible can you please check	8:30:28 PM
	Username ShaharyarSa	8:30:38 PM
	Server Name RAS6	8:30:49 PM
Sharath Kumar	Sure, let me help you with that	8:30:58 PM
	could you let me know if you can you see the cursor moving around on the server session	8:31:32 PM
reliable.karachibbranch1	Mouse Cursor?	8:32:01 PM
Sharath Kumar	correct	8:32:07 PM
reliable.karachibbranch1	Yes Thats Moving But Unable to click	8:32:37 PM
Sharath Kumar	try right clicking anywhere on the screen	8:32:51 PM
reliable.karachibbranch1	I have tried it still not got any response	8:33:27 PM
	screen is freeze	8:33:38 PM
Sharath Kumar	understood, let me quickly sign into the server and check why is that happening	8:34:26 PM
	one moment please	8:34:30 PM
reliable.karachibbranch1	Sure Thanks	8:34:36 PM
Sharath Kumar	I am on the server	8:37:03 PM
reliable.karachibbranch1	ok	8:38:02 PM
Sharath Kumar	checking a few settings	8:38:09 PM
	are you able to view the icons now?	8:39:02 PM
reliable.karachibbranch1	Let my login	8:39:13 PM
Sharath Kumar	sure	8:39:50 PM
reliable.karachibbranch1	No Still not visable	8:40:03 PM
Sharath Kumar	let me take remote of your session	8:40:22 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:40:26 PM
reliable.karachibbranch1	Ok Sure	8:40:39 PM
Sharath Kumar	is there a prompt on your screen now	8:41:29 PM
reliable.karachibbranch1	are you talking about local screen or rdp?	8:42:20 PM

Sharath Kumar	on RDP	8:42:26 PM
	let me send that once again	8:42:32 PM
reliable.karachibbranch1	done	8:42:50 PM
Sharath Kumar	working on a fix, one moment please	8:44:52 PM
reliable.karachibbranch1	ok Sure	8:45:01 PM
Sharath Kumar	try signing in once again	8:47:17 PM
reliable.karachibbranch1	Thanks its Working Now	8:48:01 PM
Sharath Kumar	glad to hear that	8:48:24 PM
	Is there anything else I may help you with ?	8:48:29 PM
reliable.karachibbranch1	No Thanks	8:48:51 PM
Sharath Kumar	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	8:49:00 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:49:03 PM

*Sharath Kumar has ended this chat session*

8:49:52 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71822 ankit

Email: ankit@hkidata.com

Department: Support(QB & App Hosting)

Operator: Varun Bisht

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

3 Feb, 12:14:59 PM



**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 50 Secs

**City:** VADODARA

**State:** Gujarat

**Country:** INDIA

Chat Transcript

Chat Duration : 1 Hour 3 Mins

ankit	Hello, I am your Acebuddy	3 Feb, 12:15:02 PM
Acebuddy	Hello Ankit, I'm your Ace Buddy. I'll be happy to assist you!	12:15:04 PM
	Whom Would You Like to Connect With?	12:15:04 PM
ankit	Technical Support (QB & App Hosting)	12:15:06 PM
Acebuddy	Welcome to Ace Support.	12:15:06 PM
	Please chose an option :	12:15:06 PM
ankit	I'd like to raise a Request	12:15:12 PM
Acebuddy	Please select your request type.	12:15:12 PM
ankit	Other Request	12:15:35 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.	12:15:35 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:15:35 PM
ankit	Yes, I'm facing issues with my server	12:15:42 PM
Acebuddy	Please select an option!	12:15:43 PM
ankit	QuickBooks Issue	12:15:48 PM
Acebuddy	What type of QuickBooks Issue are you facing?	12:15:48 PM
ankit	Other QB related issue	12:15:58 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:15:58 PM
ankit	Not able to opening quickbook	12:16:17 PM
Acebuddy	Please wait while we connect you to a Support Representative	12:16:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:16:18 PM
	<i>Varun Bisht accepted the chat transfer request.</i>	12:16:24 PM
Varun Bisht	Thank you for contacting Ace Cloud Hosting. My name is Varun Bisht. I will be assisting you today.	12:16:30 PM
ankit	Hi	12:16:43 PM
Varun Bisht	Hi Ankit, how can I assist you today	12:17:14 PM



	<div>12:17:18 PMankit is sharing a file with you</div> <div><a href="#">IMG-20250203-WA0014.jpg</a> - ( Size:215.94 KB )</div> <div>12:17:18 PM</div> <div>This error comes in all pc while opening any file for quickbook</div>
ankit	<div>*any file</div> <div>12:17:39 PM</div>
Varun Bisht	<div>Please help me with the account details so that i can get this check</div> <div>12:18:44 PM</div>
ankit	<div>For all pc</div> <div>12:19:04 PM</div>
	<div>Priorware Solutions</div> <div>12:19:21 PM</div>
Varun Bisht	<div>May I know you user ID please</div> <div>12:20:03 PM</div>
ankit	<div>Wait</div> <div>12:21:54 PM</div>
Varun Bisht	<div>Sure</div> <div>12:22:11 PM</div>
	<div>Are we still connected here?</div> <div>12:24:44 PM</div>
ankit	<div>TrupaIM</div> <div>12:24:54 PM</div>
	<div>Priorware.myrealdata.net</div> <div>12:25:21 PM</div>
Varun Bisht	<div>Kindly allow me two minutes to check the same.</div> <div>12:25:55 PM</div>
ankit	<div>Ok</div> <div>12:25:58 PM</div>
	<div>Hi</div> <div>12:28:07 PM</div>
Varun Bisht	<div>Please let me know if you are currently logged in to the server?</div> <div>12:28:45 PM</div>
ankit	<div>Yes</div> <div>12:29:34 PM</div>
	<div>No</div> <div>12:29:50 PM</div>
	<div>Can i login?</div> <div>12:29:56 PM</div>
Varun Bisht	<div>Kindly logged in to the server once</div> <div>12:30:00 PM</div>
	<div>Yes please</div> <div>12:30:02 PM</div>
ankit	<div>Logged in</div> <div>12:31:22 PM</div>
Varun Bisht	<div>Kindly try to login into QuickBooks now</div> <div>12:32:05 PM</div>
	<div>Are we still connected here?</div> <div>12:33:50 PM</div>
ankit	<div>Yes</div> <div>12:34:04 PM</div>
	<div>Still problem</div> <div>12:34:08 PM</div>
	<div>12:34:16 PMankit is sharing a file with you</div> <div><a href="#">IMG-20250203-WA0016.jpg</a> - ( Size:80.56 KB )</div> <div>12:34:16 PM</div>
Varun Bisht	<div>We are unable to see you logged in to the server</div> <div>12:34:22 PM</div>
	<div>May I send you the link for remote session?</div> <div>12:35:00 PM</div>
ankit	<div>ChetanM login id</div> <div>12:35:39 PM</div>

	No permission	12:35:52 PM
	Login from other id	12:36:10 PM
	ChetanM	12:36:12 PM
Varun Bisht	Kindly share the username for server	12:37:37 PM
ankit	ChetanM	12:37:49 PM
	<i>12:38:16 PM</i> ankit is sharing a file with you <a href="#">IMG-20250203-WA0015.jpg</a> - ( Size:91.96 KB ) <i>ChetanM</i>	12:38:16 PM
Varun Bisht	Unfortunately, user ID ChetanM is currently not logged in to the server	12:38:36 PM
	Are we still connected here?	12:41:28 PM
ankit	He is login	12:41:32 PM
	Cm	12:41:37 PM
	Chk now	12:41:43 PM
Varun Bisht	No it is still not logged in	12:42:10 PM
	Please check if RDP is connected	12:42:19 PM
	I can see you now	12:42:31 PM
	Sending you the request for remote session	12:42:46 PM
ankit	Ok	12:43:04 PM
	No remote swssion	12:43:13 PM
	No permissions	12:43:17 PM
	Do you know the problem?	12:43:29 PM
Varun Bisht	Open the company file now	12:43:43 PM
ankit	Not able to open file	12:44:54 PM
	Same error	12:44:58 PM
	<i>12:45:21 PM</i> ankit is sharing a file with you <a href="#">IMG-20250203-WA0014.jpg</a> - ( Size:215.94 KB )	12:45:21 PM
	Dont come on remote session	12:45:59 PM
	Do it online manual	12:46:06 PM
Varun Bisht	I am so sorry to inform you but we need to connect on a remote session for this	12:46:35 PM
ankit	No permissions for that	12:48:08 PM
	Sorry	12:48:18 PM
Varun Bisht	Alright	12:48:32 PM
ankit		12:48:42 PM

	Any other solution?	
Varun Bisht	did you face the same issue earlier	12:48:42 PM
ankit	Yes	12:48:46 PM
Varun Bisht	May I know when ?	12:49:00 PM
ankit	Then from ur side issue solved without remote session	12:49:12 PM
	Last month i think	12:49:19 PM
Varun Bisht	May I know the ticket number?	12:49:59 PM
ankit	No idea	12:50:09 PM
Varun Bisht	Kindly allow me two minutes to check the same.	12:51:57 PM
	open file explorer	12:54:12 PM
	and please move it to the primary screen	12:54:18 PM
	Are we still connected here?	12:56:57 PM
ankit	Wait	12:57:00 PM
	I login from another id	12:58:27 PM
	Wait	1:00:00 PM
Varun Bisht	Sure	1:00:55 PM
	Are we still connected here?	1:02:24 PM
ankit	Yes	1:02:39 PM
	I m here	1:02:42 PM
Varun Bisht	May I know the user ID from which you are logged in?	1:03:07 PM
ankit	Did u know who login?	1:03:41 PM
Varun Bisht	This message has been deleted	1:04:21 PM
	This message has been deleted	1:04:23 PM
ankit	How can i see	1:05:03 PM
Varun Bisht	Hkidata 01 and 02	1:05:05 PM
	vaibhavPa	1:05:10 PM
	and krushantp	1:05:13 PM
ankit	Hkidata01	1:05:26 PM
Varun Bisht	are you logged in with HkiData01?	1:05:46 PM
ankit	Yes	1:06:07 PM
Varun Bisht	However, Ankit in order to isolate the issue we have to take the remote session of your server	1:06:47 PM
ankit		1:07:01 PM

	Ok	
	Now u can access my	1:07:13 PM
	I got permission	1:07:17 PM
	Krishika will handle the pc	1:07:28 PM
Varun Bisht	Great	1:07:32 PM
ankit	Chat	1:07:56 PM
Varun Bisht	Sure	1:08:02 PM
	Kindly help me with the user ID once from which you are logged in	1:08:18 PM
ankit	HKIDATA01	1:08:29 PM
Varun Bisht	Sending request for remote session	1:08:53 PM
ankit	Ok	1:08:59 PM
Varun Bisht	Kindly open QuickBooks once	1:09:06 PM
	Open the company file	1:09:41 PM
ankit	Ok	1:10:21 PM
Varun Bisht	It is working	1:11:14 PM
	Are we still connected here?	1:12:22 PM
	Are we still connected here?	1:14:35 PM
ankit	Yes	1:15:39 PM
Varun Bisht	Is there anything else I may help you with ?	1:15:46 PM
ankit	Wait	1:15:50 PM
	Checking in all other pc	1:16:02 PM
	Ok	1:17:34 PM
	Working now	1:17:39 PM
	Thankyou	1:17:43 PM
Varun Bisht	Is there anything else I may help you with ?	1:17:46 PM
ankit	No thanks..will let you know if any	1:18:09 PM
Varun Bisht	Thanks for the confirmation !	1:18:10 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:18:16 PM
ankit		1:18:17 PM
Varun Bisht	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am	

working. I will appreciate that. or you may send your feedback at [quality@acecloudhosting.com](mailto:quality@acecloudhosting.com).  
Thanks!


1:18:19 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/>)

Varun Bisht has ended this chat session

1:18:22 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Feb, 1:58:56 AM

**#73218 areeba**

**Email:** areeba@thejbeemethod.com 📞 7709540475

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 41 Secs

**City:** STOCKBRIDGE

**State:** Georgia

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 20 Secs

areeba	Hello, I am your Acebuddy	27 Feb, 1:58:58 AM
Acebuddy	Hello Areeba, I'm your Ace Buddy. I'll be happy to assist you!	1:58:59 AM
	Whom Would You Like to Connect With?	1:58:59 AM
areeba	Technical Support (QB & App Hosting)	1:59:03 AM
Acebuddy	Welcome to Ace Support.	1:59:03 AM
	Please chose an option :	1:59:03 AM

areeba	I'd like to report an Issue	1:59:06 AM
Acebuddy	Please select an option!	1:59:07 AM
areeba	Other Issue	1:59:11 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:59:11 AM
	<i>1:59:21 AMareeba is sharing a file with you</i> <a href="#">error.PNG</a> - ( Size:186.33 KB )	1:59:21 AM
	Please wait while we connect you to a Support Representative	1:59:22 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:59:22 AM
areeba	My proseries keep crashing	1:59:28 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	2:00:49 AM
	<i>Yash Kalra is transferring the chat to Anurag Sharma.</i>	2:00:54 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	2:01:06 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	2:01:08 AM
	Hello Areeba	2:01:13 AM
areeba	hey	2:01:20 AM
	Can you please check why my proseries keep crashing	2:01:35 AM
	I send you the pic of the error i am getting	2:01:45 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	2:02:41 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:02:44 AM
areeba	Jbee_Areeba	2:02:55 AM
Anurag Sharma	Thanks for the confirmation !	2:04:17 AM
	Kindly allow me 2-3 minutes to check the same.	2:04:26 AM
areeba	ok	2:04:30 AM
Anurag Sharma	Seems like we need to reboot the server.	2:05:55 AM
	But there are active users on the server.	2:06:09 AM
	Can I run a script for server reboot which will show a message on their screen?	2:06:30 AM
areeba	Which users do you see	2:06:38 AM
	<i>2:07:15 AMAnurag Sharma is sharing a file with you</i> <a href="#">image.png</a> - ( Size:9.72 KB )  <i>These are the active users on the screen</i>	2:07:15 AM
	Okay. Yes	2:07:26 AM
	see if they will be okay with it	2:07:31 AM
Anurag Sharma	Okay, I will run the reboot script which will inform them to save their work.	2:08:15 AM

areeba	ok	2:08:31 AM
Anurag Sharma	I have initiated the script.	2:08:39 AM
	I believe this will resolve your issue.	2:09:00 AM
areeba	ok	2:09:20 AM
Anurag Sharma	The server will get rebooted automatically after 5 minutes now. You can try after that using these applications.	2:09:31 AM
	If the issue still persists. You can reach out to us again. We will be happy to assist you.	2:10:12 AM
	Is there anything else I may help you with ?	2:10:17 AM
areeba	Did all the servers agree to it	2:10:26 AM
	I did not tell anyone	2:10:30 AM
	I do not want them to loose there progress	2:10:37 AM
Anurag Sharma	Yes, each and every active user on the server. Who is active on the screen is notified through a prompt on there screen.	2:11:22 AM
	Just like you can check on your screen too.	2:11:35 AM
areeba	Ok	2:12:27 AM
Anurag Sharma	Is there anything else I may help you with ?	2:12:42 AM
areeba	after it reboots. proseries wont crash anymore	2:12:56 AM
	No that is it	2:13:01 AM
	thank you so much	2:13:04 AM
Anurag Sharma	The server has rebooted.	2:13:41 AM
	You can login and check that right now.	2:13:49 AM
areeba	Okay	2:14:10 AM
	It says This computer cant connect to remote	2:14:42 AM
Anurag Sharma	Please try again now	2:14:48 AM
	Are you able to login to the server?	2:16:38 AM
areeba	hold on let me check	2:16:45 AM
Anurag Sharma	Sure, please take your time	2:17:47 AM
areeba	okay i can get in the server	2:18:46 AM
	let me log in to proseries	2:18:55 AM
Anurag Sharma	Okay	2:19:07 AM
	Please let us know if the issue is now resolved.	2:19:57 AM
areeba	Okay so far so good	2:21:13 AM



	Thank you	2:21:14 AM
	If it crashes again i will reach out	2:21:22 AM
Anurag Sharma	Thanks for the confirmation !	2:21:29 AM
	Yes, you are always welcome !	2:21:44 AM
	Is there anything else I may help you with ?	2:21:53 AM
	Are we still connected here?	2:22:27 AM
	Are we still connected here?	2:24:04 AM
	Are we still connected here?	2:25:13 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.	2:25:15 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:25:16 AM

Anurag Sharma has ended this chat session

2:25:19 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Feb, 11:26:24 AM

#72797 tamara

**Email:** tamara@childrenscup.org

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 2 Secs

**City:** EVENI

**State:** Lubombo

**Country:** SWAZILAND


Chat Transcript

Chat Duration : 30 Mins 52 Secs



tamara	Hello, I am your Acebuddy	19 Feb, 11:26:27 AM
Acebuddy	Hello Tamara, I'm your Ace Buddy. I'll be happy to assist you!	11:26:29 AM
	Whom Would You Like to Connect With?	11:26:29 AM
tamara	Technical Support (QB & App Hosting)	11:26:49 AM
Acebuddy	Welcome to Ace Support.	11:26:49 AM
	Please chose an option :	11:26:49 AM
tamara	I'd like to report an Issue	11:26:55 AM
Acebuddy	Please select an option!	11:26:55 AM
tamara	QuickBooks Issue	11:27:01 AM
Acebuddy	What type of QuickBooks Issue are you facing?	11:27:01 AM
tamara	Other QB related issue	11:27:07 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:27:07 AM
tamara	I cannot export reports from Quickbooks to Excel	11:27:27 AM
Acebuddy	Please wait while we connect you to a Support Representative	11:27:28 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:27:28 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	11:27:51 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	11:27:58 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:28:06 AM
tamara	TamaraBa@myrealdata.net	11:28:49 AM
	User name is TamaraBa	11:28:57 AM
Tushar Pharswan	Kindly allow me two minutes to check the same.	11:29:19 AM
	As I could see from the back end your account was disabled due to inactivity, were you able to login to the server?	11:32:00 AM
tamara	Yes, I was able to log into the server and I do have access to Quickbooks	11:32:53 AM
	Not sure why that was showing as I was using Quickbooks just last week	11:33:26 AM
Tushar Pharswan	May I take the remote access of your local computer?	11:34:00 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	11:34:14 AM
tamara	Yes, that is fine	11:34:15 AM
	Alright	11:34:25 AM
Tushar Pharswan	<a href="https://assist.acecloudhosting.com/join/6242356212">https://assist.acecloudhosting.com/join/6242356212</a>	11:34:37 AM
	Kindly Click on the link and open the downloaded file.	11:34:40 AM
tamara	ok	11:36:51 AM

Tushar Pharswan	We are connected now.	11:37:44 AM
tamara	ok	11:37:48 AM
	Can you see the erver	11:37:52 AM
Tushar Pharswan	You are logged in from the profile of Eswatini and not from yours which is tamara	11:38:45 AM
tamara	Oh, I did not realize there were two profiles...	11:39:23 AM
Tushar Pharswan	The user profile for Eswatini does not have access to Excel but your profile has so kindly log in from Tamara profile. (Edited)	11:39:47 AM
tamara	Ok, this is the profile that I normally use, is it possible to give this profile access to excel as well	11:40:27 AM
	How do I change my log in profile?	11:41:43 AM
Tushar Pharswan	It will take time as you will have to email us and then Brandi Lambert , Vicki Brandi or Vicki Ohlerking has to approve for this.	11:42:07 AM
tamara	And would you be able to help me reset the password for that profile?	11:42:07 AM
Tushar Pharswan	Yes I will help you with the login	11:42:26 AM
tamara	Ok, then we can try that	11:42:34 AM
Tushar Pharswan	Do you remember your password for tamara user profile.	11:44:24 AM
	Any old password you can think of.	11:44:34 AM
tamara	No, I cant try to think of what it could be	11:44:43 AM
	can try	11:44:49 AM
Tushar Pharswan	Lets try.	11:45:00 AM
tamara	Ok, what's my first step?	11:45:14 AM
Tushar Pharswan	May I log off the other user profile?	11:47:58 AM
tamara	Yes	11:48:32 AM
Tushar Pharswan	Kindly enter the password.	11:51:12 AM
tamara	Sorry, none of the ones I tried were the one	11:52:26 AM
Tushar Pharswan	What we can do is you can ask Brandi Lambert , Vicki Brandi or Vicki Ohlerking to reset your password as one of them would have access to MyPortal through which they can reset your password or kindly email us form them to reset your password.	11:55:00 AM
tamara	Ok, I will do that, thanks	11:55:36 AM
Tushar Pharswan	Our email ID is support@acecloudhosting.com	11:55:45 AM
	Is there anything else I may help you with ?	11:55:51 AM
tamara	No, that was all	11:56:00 AM
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:56:04 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

	<p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	11:56:08 AM
tamara	Thanks	11:56:10 AM
	Alright	11:57:04 AM
	<i>Tushar Pharswan has ended this chat session</i>	11:57:20 AM
		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details 13 Feb, 8:07:29 PM

**#72465 jolai.clover**  
**Email:** jolai.clover@gmail.com 📞 85294261088  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 13 Secs  
**City:** SHAM SHUI PO  
**State:** Hong Kong  
**Country:** HONG KONG

Chat Transcript Chat Duration : 4 Mins 50 Secs

jolai.clover	Hello, I am your Acebuddy	13 Feb, 8:07:29 PM
Acebuddy	Hello Jolai.clover, I'm your Ace Buddy. I'll be happy to assist you!	8:07:31 PM
	Whom Would You Like to Connect With?	8:07:31 PM

jolai.clover	Technical Support (QB & App Hosting)	8:07:48 PM
Acebuddy	Welcome to Ace Support.	8:07:48 PM
	Please chose an option :	8:07:48 PM
jolai.clover	I'd like to report an Issue	8:08:00 PM
Acebuddy	Please select an option!	8:08:00 PM
jolai.clover	QuickBooks Issue	8:08:05 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:08:05 PM
jolai.clover	Other QB related issue	8:08:17 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:08:17 PM
jolai.clover	Quickbook backup	8:08:33 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:08:33 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:08:33 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:08:59 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:09:04 PM
jolai.clover	Hi Manish, I'd like to have two companies' QuickBooks data. Can you email them to me?	8:10:29 PM
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	8:11:04 PM
	Also, the registered email for your account with us is : ericfung_@hotmail.com	
	And please send us the location of the company file.	8:11:25 PM
jolai.clover	my email also is the registered email, jolai.clover@gmail.com, is it?	8:11:40 PM
Manish Singh	Yes, you can also email us.	8:11:48 PM
	Is there anything else I may help you with ?	8:12:00 PM
jolai.clover	ok, thank you.	8:12:01 PM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	8:12:08 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:12:15 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	8:12:19 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare	

Portal (<https://selfcare.acecloudhosting.com>).

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

*Manish Singh has ended this chat session*

8:12:20 PM

