

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

31 Jul, 8:58:28 PM

### #80005 Kelly Brewer

**Email:** kelly@eventsandadventures.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** GILBERT

**State:** Arizona

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Min 22 Secs

Kelly Brewer	Hello, I am your Acebuddy	31 Jul, 8:58:29 PM
Acebuddy	Hello Kelly Brewer, I'm your Ace Buddy. I'll be happy to assist you!	8:58:30 PM
	Whom Would You Like to Connect With?	8:58:30 PM
Kelly Brewer	Technical Support (QB & App Hosting)	8:58:34 PM
Acebuddy	Welcome to Ace Support.	8:58:34 PM
	Please chose an option :	8:58:34 PM
Kelly Brewer	I'd like to report an Issue	8:58:43 PM
Acebuddy	Please select an option!	8:58:43 PM
Kelly Brewer	Password Reset	8:58:47 PM
Acebuddy	Please select an option below	8:58:47 PM
Kelly Brewer	Not Enrolled to Selfcare Portal	8:58:56 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.	8:58:56 PM
	Do you need any further assistance on the topic?	8:58:56 PM
Kelly Brewer	No	8:59:52 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	8:59:52 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

3 Jul, 6:25:54 AM

### #78930 Elvis Rodriguez

**Email:** elvis.rodriguez@castlewalk.us ☎ 13346355622

**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:** 38 Secs

**City:** MANAGUA

**State:** Masaya

**Country:** NICARAGUA

## Chat Transcript

Chat Duration : 32 Mins 28 Secs

Elvis Rodriguez	Hello, I am your Acebuddy	3 Jul, 6:25:56 AM
Acebuddy	Hello Elvis Rodriguez, I'm your Ace Buddy. I'll be happy to assist you!	6:25:57 AM
	Whom Would You Like to Connect With?	6:25:57 AM
Elvis Rodriguez	Technical Support (QB & App Hosting)	6:26:21 AM
Acebuddy	Welcome to Ace Support.	6:26:21 AM
	Please chose an option :	6:26:21 AM
Elvis Rodriguez	I'd like to report an Issue	6:26:26 AM
Acebuddy	Please select an option!	6:26:26 AM
Elvis Rodriguez	Other Issue	6:26:45 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:26:45 AM
Elvis Rodriguez	some users when connecting to server they are kicked out	6:27:33 AM

Acebuddy	Please wait while we connect you to a Support Representative	6:27:34 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:27:34 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	6:27:46 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	6:27:50 AM
	Hello Elvis	6:27:57 AM
	I will surely help you with this issue.	6:28:10 AM
	Kindly allow me two minutes to check the same.	6:29:18 AM
	Do you face this issue by performing any particular task or while using any application?	6:32:05 AM
Elvis Rodriguez	when trying to log to server via RDP	6:32:32 AM
Shashwat Verma	Okay, could you please try to login now, if you face any particular prompt, kindly share the screenshot of the same.	6:33:53 AM
Elvis Rodriguez	not me	6:35:20 AM
	other users	6:35:22 AM
Shashwat Verma	Yes, we understand your concern, could you please ask them to login?	6:36:10 AM
	Elvis, if possible, could you please share us the remote session of one of the users facing login issue? (Edited)	6:39:10 AM
Elvis Rodriguez	he was able to login but with hotspot	6:39:48 AM
	could you please check if we are whitelist ip	6:40:07 AM
Shashwat Verma	Got it, allow me 2 mins.	6:40:21 AM
	We have made the required changes for the same, kindly ask to login now with the earlier used internet connection.	6:41:38 AM
Elvis Rodriguez	186.1.29.186	6:45:15 AM
	that is the ip	6:45:18 AM
Shashwat Verma	We have just made the IP whitelisted, please try now.	6:46:10 AM
Elvis Rodriguez	ok we are trying	6:48:24 AM
Shashwat Verma	Sure, please take your time	6:48:34 AM
	Are you able to connect?	6:51:48 AM
Elvis Rodriguez	no sir	6:54:34 AM
Shashwat Verma	May I take the remote access of one of the users facing the same issue?	6:55:06 AM
	<i>Elvis Rodriguez has ended this chat session</i>	6:58:24 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

14 Jul, 6:45:15 PM

### #79359 George Fowler

**Email:** gpmfowler@gmail.com 8478991763

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 21 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 26 Mins 35 Secs

George Fowler	Hello, I am your Acebuddy	14 Jul, 6:45:16 PM
Acebuddy	Hello Gpmfowler, I'm your Ace Buddy. I'll be happy to assist you!	6:45:17 PM
	Whom Would You Like to Connect With?	6:45:17 PM
George Fowler	Technical Support (QB & App Hosting)	7:07:49 PM
Acebuddy	Welcome to Ace Support.	7:07:49 PM
	Please chose an option :	7:07:49 PM
George Fowler	I'd like to report an Issue	7:07:59 PM
Acebuddy	Please select an option!	7:07:59 PM
George Fowler	Other Issue	7:08:05 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:08:05 PM
George Fowler	i received a notice that my remote desktop has an issue and would be shut down in 60 minutes	7:08:30 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:08:30 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:08:30 PM
George Fowler	can you help	7:08:34 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	7:08:41 PM

Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	7:09:03 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:09:37 PM
George Fowler	GeorgeF	7:09:50 PM
	Candlelite	7:09:51 PM
	I have to step away from my computer. can you please email me if there is anything to follow up on my email is gpmfowler@gmail.com	7:10:18 PM 7:10:25 PM
Ashutosh Mishra	Thanks for the confirmation !	7:10:38 PM
	I understand you cannot continue on chat session, I will check the server from backend and let you know on the email about the current state of your account and server. Would that be okay?	7:11:17 PM
George Fowler	yes thank you	7:11:30 PM
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:11:42 PM
George Fowler	bye for now	7:11:45 PM
Ashutosh Mishra	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	7:11:48 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Ashutosh Mishra has ended this chat session</i>	7:11:52 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

25 Jul, 10:49:04 PM

#79807 susan

Email: ms.rsplumbing@gmail.com ☎ (251) 487-1496

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 4 Secs

**City:** ATLANTA

**State:** Georgia

**Country:** UNITED STATES

Chat Duration : 9 Mins 29 Secs

### Chat Transcript

susan	Hello, I am your Acebuddy	25 Jul, 10:49:05 PM
Acebuddy	Hello Susan, I'm your Ace Buddy. I'll be happy to assist you!	10:49:06 PM
	Whom Would You Like to Connect With?	10:49:06 PM
susan	Technical Support (QB & App Hosting)	10:49:15 PM
Acebuddy	Welcome to Ace Support.	10:49:15 PM
	Please chose an option :	10:49:15 PM
susan	I'd like to report an Issue	10:49:19 PM
Acebuddy	Please select an option!	10:49:19 PM
susan	Password Reset	10:49:34 PM
Acebuddy	Please select an option below	10:49:35 PM
susan	Not Enrolled to Selfcare Portal	10:49:42 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.	10:49:42 PM
	Do you need any further assistance on the topic?	10:49:42 PM
susan	Yes	10:49:55 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:49:55 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:49:55 PM
susan	what is my username?	10:50:00 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	10:50:06 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	10:50:10 PM
susan	Hi i need help with the expire password	10:50:35 PM
Sanyam Madan	Hello Susan , how are you ?	10:50:36 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:50:45 PM
susan	MeganS.npro	10:50:54 PM

Sanyam Madan Kindly allow me two minutes to check the same. 10:51:01 PM

Please send us an email from the registered email address at support@acecloudhosting.com and we will reset it right away. 10:51:47 PM

Susan 10:52:30 PM

Are we still connected here? 10:54:08 PM

Are we still connected here? 10:56:09 PM

Are we still connected here? 10:58:28 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. 10:58:32 PM

*Sanyam Madan has ended this chat session* 10:58:35 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 8 Jul, 8:36:37 PM

**#79096 Lindsay Rhodes**

**Email:** lindsay@lmrhodescpa.com 12567364500

**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:** ANNISTON

**State:** Alabama

**Country:** UNITED STATES

Chat Transcript Chat Duration : 24 Secs

Lindsay Rhodes Hello, I am your Acebuddy 8 Jul, 8:36:37 PM

Acebuddy Hello Lindsay, I'm your Ace Buddy. I'll be happy to assist you! 8:36:38 PM

Whom Would You Like to Connect With? 8:36:38 PM

Lindsay Rhodes	Technical Support (QB & App Hosting)	8:36:44 PM
Acebuddy	Welcome to Ace Support.	8:36:44 PM
	[ ]	8:36:44 PM
	We are currently experiencing higher than normal contact volume related to server connectivity issues.	8:36:44 PM
	Are you also experiencing issues related to server connectivity?	8:36:44 PM
Lindsay Rhodes	Yes	8:37:01 PM
Acebuddy	Please refer to our status page for further updates on the issue status.	8:37:01 PM
	Thank you contact Ace Support. Have a wonderful day!	8:37:01 PM
	<i>Acebuddy has ended this chat session</i>	8:37:02 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

25 Jul, 1:23:23 AM

**#79783 Yobani De Leon**

**Email:** deleonpumping@yahoo.com **Phone:** 18188969781

**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:** PACOIMA

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 41 Mins 30 Secs

Yobani De Leon	Hello, I am your Acebuddy	25 Jul, 1:23:23 AM
Acebuddy	Hello Yobani De Leon, I'm your Ace Buddy. I'll be happy to assist you!	1:23:24 AM
	Whom Would You Like to Connect With?	1:23:24 AM

Yobani De Leon	Technical Support (QB & App Hosting)	1:23:27 AM
Acebuddy	Welcome to Ace Support.	1:23:27 AM
	Please chose an option :	1:23:27 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.	2:04:54 AM
	<i>Ended due to chat idle timeout</i>	2:04:54 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

8 Jul, 8:06:46 PM

#### #79074 Test Account

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

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** NEW DELHI

**State:** Delhi

**Country:** INDIA

### Chat Transcript

Chat Duration : 2 Mins 2 Secs

Test Account	Hello, I am your Acebuddy	8 Jul, 8:06:47 PM
Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!	8:06:48 PM
	Whom Would You Like to Connect With?	8:06:48 PM
Test Account	Technical Support (QB & App Hosting)	8:08:27 PM
Acebuddy	Welcome to Ace Support.	8:08:27 PM
	[ ]	8:08:27 PM

We are currently experiencing higher than normal contact volume related to server connectivity issues.

Are you also experiencing issues related to server connectivity?

8:08:27 PM

Test Account Yes

8:08:49 PM

Acebuddy Please refer to our status page for further updates on the issue status.

8:08:49 PM

Thank you contact Ace Support. Have a wonderful day!

8:08:49 PM

*Acebuddy has ended this chat session*

8:08:49 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jul, 9:10:32 PM

**#79108 ar.partsfast**

**Email:** ar.partsfast@gmail.com 12817500340

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 1 Sec

ar.partsfast	Hello, I am your Acebuddy	8 Jul, 9:10:33 PM
Acebuddy	Hello Keith Sholar, I'm your Ace Buddy. I'll be happy to assist you!	9:10:34 PM
	Whom Would You Like to Connect With?	9:10:34 PM
ar.partsfast	Technical Support (QB & App Hosting)	9:10:36 PM
Acebuddy	Welcome to Ace Support.	9:10:36 PM
	[ ]	

9:10:36 PM

We are currently experiencing higher than normal contact volume related to server connectivity issues.

Are you also experiencing issues related to server connectivity?

9:10:36 PM

ar.partsfast No, I'd like to report another Issue

9:10:58 PM

Acebuddy Please chose an option :

9:10:58 PM

ar.partsfast I'd like to report an Issue

9:11:02 PM

Acebuddy Please select an option!

9:11:02 PM

ar.partsfast QuickBooks Issue

9:11:08 PM

Acebuddy What type of QuickBooks Issue are you facing?

9:11:08 PM

ar.partsfast QuickBooks is Frozen

9:11:12 PM

Acebuddy Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks

9:11:12 PM

Was that helpful?

9:11:12 PM

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

9:41:35 PM

*Ended due to chat idle timeout*

9:41:35 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jul, 11:33:00 PM

**#79220 Jeffrey Watson**

**Email:** jeff.watson@sourcingsystemsintl.com **Phone:** 2062263608

**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:** MOUNTLAKE TERRACE

**State:** Washington

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 44 Mins 48 Secs

Jeffrey Watson	Hello, I am your Acebuddy	9 Jul, 11:33:01 PM
Acebuddy	Hello Jeffrey Watson, I'm your Ace Buddy. I'll be happy to assist you!	11:33:02 PM
	Whom Would You Like to Connect With?	11:33:02 PM
Jeffrey Watson	Technical Support (QB & App Hosting)	11:33:09 PM
Acebuddy	Welcome to Ace Support.	11:33:09 PM
	Please chose an option :	11:33:09 PM
Jeffrey Watson	I'd like to raise a Request	11:33:15 PM
Acebuddy	Please select your request type.	11:33:15 PM
Jeffrey Watson	Setup Ace Server	11:33:33 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	11:33:33 PM
Jeffrey Watson	Microsoft Windows	11:33:40 PM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	11:33:40 PM
	Do you need any further assistance on the topic?	11:33:40 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10 Jul, 12:17:49 AM
	<i>Ended due to chat idle timeout</i>	12:17:49 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

14 Jul, 7:59:05 PM

**#79371 Steve Frisbie**

**Email:** sfrisbie@ifsgroupusa.com 18165478338

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 8 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 10 Mins 33 Secs

Steve Frisbie	Hello, I am your Acebuddy	14 Jul, 7:59:06 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	7:59:32 PM
	We had made the changes so you don't get the message again about the server session timeout.	8:00:40 PM
	Are we still connected here?	8:05:50 PM
	Are we still connected here?	8:06:56 PM
	Are we still connected here?	8:08:19 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	8:09:53 PM
	<i>Ashutosh Mishra has ended this chat session</i>	8:09:57 PM



## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

8 Jul, 8:31:27 PM

**#79089 David Jimenez**

**Email:** david@rcstructures.com 3477939306

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 29 Secs

**City:** ROSLYN

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 26 Mins 57 Secs

David Jimenez	Hello, I am your Acebuddy	8 Jul, 8:31:27 PM
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!	8:31:28 PM
	Whom Would You Like to Connect With?	8:31:28 PM
David Jimenez	Technical Support (QB & App Hosting)	8:31:35 PM
Acebuddy	Welcome to Ace Support.	8:31:35 PM
	[ ]	8:31:35 PM
	We are currently experiencing higher than normal contact volume related to server connectivity issues.	8:31:35 PM
	Are you also experiencing issues related to server connectivity?	8:31:35 PM
David Jimenez	No, I'd like to report another Issue	8:31:48 PM
Acebuddy	Please chose an option :	8:31:48 PM
David Jimenez	I'd like to report an Issue	8:31:55 PM
Acebuddy	Please select an option!	8:31:55 PM
David Jimenez	QuickBooks Issue	8:31:59 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:31:59 PM
David Jimenez	QuickBooks Login Issue	8:32:05 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	8:32:05 PM
	Was that helpful?	8:32:05 PM
David Jimenez	No	8:32:11 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:32:11 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:32:11 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	8:32:24 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	8:32:32 PM
David Jimenez	okay	8:32:37 PM
Ashutosh Mishra	Hello David	8:32:44 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:32:48 PM
David Jimenez	RC Structures is our company name we are not usually asked server name	8:33:22 PM

	where can we find that information	8:33:42 PM
Ashutosh Mishra	Thanks for the confirmation ! I have found the account.	8:34:32 PM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	8:35:42 PM
David Jimenez	all users	8:35:52 PM
Ashutosh Mishra	Is this the first time you are facing this issue?	8:36:08 PM
David Jimenez	it started happening yesterday	8:36:17 PM
Ashutosh Mishra	Is your Username DavidJimenez?	8:37:24 PM
David Jimenez	Yes	8:37:29 PM
Ashutosh Mishra	May I take the remote access of your server?	8:37:35 PM
David Jimenez	yes	8:37:41 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	8:37:48 PM
David Jimenez	its okay now to connect	8:38:11 PM
	It is stating with QB Premier 2021 your subscription has lapsed but we do not have a subscription and do not want one	8:38:49 PM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	8:39:29 PM
	As per discussion over the remote session, we are updating the QuickBooks application to avoid any pending updates that can cause this license error. Once this is completed we will inform you over the email too, this will take 45 minutes to complete.	8:57:21 PM
David Jimenez	ok sounds good	8:58:10 PM
Ashutosh Mishra	Thanks for the confirmation !	8:58:17 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	8:58:22 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Ashutosh Mishra has ended this chat session</i>	8:58:24 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

31 Jul, 8:56:02 PM

### #80004 Rosanna Duran-Carlson

**Email:** admin@bowlusroadchief.com  +1 778 875 8516

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

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**City:** OXNARD

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 44 Mins 58 Secs

Rosanna Duran-Carlson	Hello, I am your Acebuddy	31 Jul, 8:56:03 PM
Acebuddy	Hello Rosanna Duran-carlson, I'm your Ace Buddy. I'll be happy to assist you!	8:56:04 PM
	Whom Would You Like to Connect With?	8:56:04 PM
Rosanna Duran-Carlson	Technical Support (QB & App Hosting)	8:56:10 PM
Acebuddy	Welcome to Ace Support.	8:56:10 PM
	Please chose an option :	8:56:10 PM
Rosanna Duran-Carlson	I'd like to raise a Request	8:56:22 PM
Acebuddy	Please select your request type.	8:56:22 PM
Rosanna Duran-Carlson	Other Request	8:56:31 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:56:31 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:56:31 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.	9:41:02 PM
	<i>Ended due to chat idle timeout</i>	9:41:02 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

31 Jul, 10:55:10 PM

### #80015 davidmroyston

**Email:** davidmroyston@gmail.com ☎ 415-912-7039

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

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Mozilla Firefox

**Device:** Desktop

**City:** SAN ANSELMO

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 33 Mins 27 Secs

davidmroyston	Hello, I am your Acebuddy	31 Jul, 10:55:11 PM
Acebuddy	Hello Davidmroyston, I'm your Ace Buddy. I'll be happy to assist you!	10:55:12 PM
	Whom Would You Like to Connect With?	10:55:12 PM
davidmroyston	Technical Support (QB & App Hosting)	10:55:18 PM
Acebuddy	Welcome to Ace Support.	10:55:18 PM
	Please chose an option :	10:55:18 PM
davidmroyston	I'd like to raise a Request	10:55:25 PM
Acebuddy	Please select your request type.	10:55:25 PM
davidmroyston	Reboot your Server	10:55:35 PM
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion.	10:55:35 PM
	Do you need any further assistance on the topic?	10:55:35 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:28:39 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

22 Jul, 1:23:23 AM

### #79667 info

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

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 25 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 7 Mins 1 Sec

info	Hello, I am your Acebuddy	22 Jul, 1:23:23 AM
Acebuddy	Hello Donna Han, I'm your Ace Buddy. I'll be happy to assist you!	1:23:24 AM
	Whom Would You Like to Connect With?	1:23:24 AM
info	Technical Support (QB & App Hosting)	1:23:28 AM
Acebuddy	Welcome to Ace Support.	1:23:28 AM
	Please chose an option :	1:23:28 AM
info	I'd like to report an Issue	1:23:37 AM
Acebuddy	Please select an option!	1:23:37 AM
info	Other Issue	1:23:40 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:23:40 AM
info	Program issue	1:23:51 AM

Acebuddy	Please wait while we connect you to a Support Representative	1:23:52 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:23:52 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	1:23:55 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	1:24:01 AM
	Hello Donna	1:24:08 AM
info	Hello, I am trying to open Ultra tax program, but there is an error message	1:24:11 AM
	<i>1:24:15 AM info is sharing a file with you <a href="#">image.png</a> - ( Size:24.41 KB )</i>	1:24:15 AM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:24:26 AM
info	But as you can see, I don't run it at the same time	1:24:32 AM
	Server name : Bongryong.myrealdatal.net. User name : Donna_BK	1:24:45 AM
Shubham Kataria	Kindly confirm if you're the only user who is facing this issue.	1:25:08 AM
info	yes	1:25:24 AM
	<i>1:25:36 AM info is sharing a file with you <a href="#">image.png</a> - ( Size:16.44 KB )</i>	1:25:36 AM
Shubham Kataria	Alright, Please allow me a minute to check the same	1:25:46 AM
info	okay	1:25:51 AM
Shubham Kataria	Kindly confirm which version of ultratax you're trying to open	1:26:24 AM
info	2024	1:26:54 AM
Shubham Kataria	Alright, let me check	1:27:13 AM
info	okay	1:27:52 AM
Shubham Kataria	Please try to open now	1:29:14 AM
info	oh, now it works.	1:29:50 AM
	thank you	1:29:51 AM
Shubham Kataria	You're welcome	1:30:00 AM
	Is there anything else I may help you with ?	1:30:03 AM
info	nope. thank you/	1:30:10 AM
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	1:30:17 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:30:20 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

1:30:22 AM

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

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

*Shubham Kataria has ended this chat session*

1:30:25 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

3 Jul, 10:43:48 PM

**#78967 Justin Mott**

**Email:** justin.m@myrealdata.net

**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:** AMERICAN FORK

**State:** Utah

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 30 Mins 10 Secs

Justin Mott	Hello, I am your Acebuddy	3 Jul, 10:43:49 PM
Acebuddy	Hello Justin Mott, I'm your Ace Buddy. I'll be happy to assist you!	10:43:50 PM
	Whom Would You Like to Connect With?	10:43:50 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:14:00 PM
	<i>Ended due to chat idle timeout</i>	11:14:00 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

11 Jul, 10:01:31 PM

### #79307 Tiffany

**Email:** tiffany@mixware.net 8185784030

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

**Operator:** Sujeeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 11 Secs

**City:** BOULDER CITY

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 10 Mins 24 Secs

Tiffany	Hello, I am your Acebuddy	11 Jul, 10:01:32 PM
Acebuddy	Hello Tiffany, I'm your Ace Buddy. I'll be happy to assist you!	10:01:33 PM
	Whom Would You Like to Connect With?	10:01:33 PM
Tiffany	Technical Support (QB & App Hosting)	10:01:37 PM
Acebuddy	Welcome to Ace Support.	10:01:37 PM
	Please chose an option :	10:01:37 PM
Tiffany	I'd like to report an Issue	10:01:43 PM
Acebuddy	Please select an option!	10:01:43 PM
Tiffany	Other Issue	10:01:52 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:01:52 PM
Tiffany	I've been using the same password for a few months now and trying to log in for the last 30 minutes with this same password and the server is not allowing me in	10:02:21 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:02:22 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	10:02:22 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	10:02:40 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	10:02:51 PM
	Hello Tiffany	10:02:58 PM
	As I can see, you are connected to the server.	10:06:15 PM
	Do you still need assistance with resetting your password?	10:06:40 PM
	Are we still connected here?	10:08:09 PM
	Are we still connected here?	10:10:01 PM
	Are we still connected here?	10:11:45 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.	10:11:52 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	10:11:57 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 18 Jul, 11:51:11 PM

**#79604 jmadewell**

**Email:** jmadewell@qimsolutions.com 19127398341

**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:** CLAXTON

**State:** Georgia

**Country:** UNITED STATES

Chat Transcript Chat Duration : 9 Mins 57 Secs

jmadewell	Hello, I am your Acebuddy	18 Jul, 11:51:12 PM
Acebuddy	Hello Jeff Madewell, I'm your Ace Buddy. I'll be happy to assist you!	11:51:13 PM
	Whom Would You Like to Connect With?	11:51:13 PM
jmadewell	Technical Support (QB & App Hosting)	11:51:18 PM
Acebuddy	Welcome to Ace Support.	11:51:18 PM
	Please chose an option :	11:51:18 PM
jmadewell	I'd like to raise a Request	11:51:26 PM
Acebuddy	Please select your request type.	11:51:26 PM
jmadewell	Other Request	11:51:44 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:51:44 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:51:44 PM
jmadewell	No, That'll be all!	19 Jul, 12:01:09 AM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	12:01:09 AM
	<i>Acebuddy has ended this chat session</i>	12:01:09 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

11 Jul, 1:17:11 AM

**#79279 Adriana Nikovic**

**Email:** anikovic@venningadvisors.com 4133005724

**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:** 50 Secs

**City:** ASHBURN

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 20 Mins 56 Secs

Adriana Nikovic	Hello, I am your Acebuddy	11 Jul, 1:17:13 AM
Acebuddy	Hello Adriana Nikovic, I'm your Ace Buddy. I'll be happy to assist you!	1:17:13 AM
	Whom Would You Like to Connect With?	1:17:13 AM
Adriana Nikovic	Technical Support (QB & App Hosting)	1:17:17 AM
Acebuddy	Welcome to Ace Support.	1:17:17 AM
	Please chose an option :	1:17:17 AM
Adriana Nikovic	I'd like to report an Issue	1:17:25 AM
Acebuddy	Please select an option!	1:17:25 AM
Adriana Nikovic	QuickBooks Issue	1:17:28 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:17:29 AM
Adriana Nikovic	Other QB related issue	1:17:34 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:17:34 AM
Adriana Nikovic	User is trying to open a file in quickbooks and getting the error message "you need administrative privileges"	1:17:59 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:18:00 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:18:00 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	1:18:44 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	1:18:48 AM
	Hello Adriana	1:18:56 AM
Adriana Nikovic	Hello Anurag!	1:19:01 AM
	are you able to assist with the issue?	1:21:21 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	1:22:14 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:22:18 AM
Adriana Nikovic	venning.myreldata.net	1:22:51 AM
	user is Sarah Caroll	1:23:03 AM
Anurag Sharma	Thanks for the confirmation !	1:23:40 AM
	Are you the only one facing this issue?	1:24:03 AM
Adriana Nikovic	yes	1:24:06 AM
Anurag Sharma	Okay	1:24:49 AM

	Can I reboot the server once?	1:25:29 AM
Adriana Nikovic	im not sure, there are users signed in	1:25:42 AM
Anurag Sharma	Yes, they are. (Edited)	1:26:23 AM
Adriana Nikovic	i would prefer not to	1:26:39 AM
Anurag Sharma	Can I send them a text to log off from the server?	1:26:48 AM
	Are we still connected here?	1:28:05 AM
Adriana Nikovic	im sorry i dont have the authorization for that	1:28:17 AM
Anurag Sharma	No problem. I can understand.	1:28:35 AM
	Could you please share me the snapshot of the error you are receiving?	1:28:48 AM
Adriana Nikovic	yes of course	1:29:19 AM
	<i>1:29:21 AM Adriana Nikovic is sharing a file with you</i> <u><a href="#">1_image.png</a></u> - (Size:19.21 KB)	1:29:21 AM
Anurag Sharma	I am so sorry Adriana, but I would need to reboot the server once to resolve this issue.	1:30:48 AM
	Only a reboot can resolve this.	1:30:54 AM
Adriana Nikovic	okay no worries	1:31:17 AM
	do you know if there are any scheduled reboots	1:31:27 AM
Anurag Sharma	Yes, an automatic reboot occurs daily on the server during the night hours.	1:31:48 AM
Adriana Nikovic	okay so i'll check back tomorrow	1:31:59 AM
	thanks for your help	1:32:01 AM
Anurag Sharma	Your issue will get fixed after that.	1:32:06 AM
	Is there anything else I may help you with ?	1:32:14 AM
Adriana Nikovic	i did have an issue	1:32:20 AM
	with Bato Gjokaj	1:32:22 AM
	he's trying to open a 2017 file	1:32:26 AM
	but theres no version available to open it up into	1:32:33 AM
	and we're not sure how to convert it	1:32:39 AM
Anurag Sharma	Can you please specify the application name?	1:33:54 AM
Adriana Nikovic	yes hold on a moment	1:34:35 AM
Anurag Sharma	Sure, please take your time	1:35:05 AM
	Are we still connected here?	1:36:24 AM
	Are we still connected here?	1:37:44 AM
	Are we still connected here?	1:38:04 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.

1:38:05 AM

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

1:38:07 AM

*Anurag Sharma has ended this chat session*

1:38:10 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

12 Jul, 7:08:07 AM

#### #79322 Lynn Weintraub

**Email:** lynn@coaccounting.com 303-717-6001

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

**Operator:** Shashwat Verma

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 3 Secs

**City:** GOLDEN

**State:** Colorado

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 14 Mins 17 Secs

Lynn Weintraub	Hello, I am your Acebuddy	12 Jul, 7:08:09 AM
Acebuddy	Hello Lynn Weintraub, I'm your Ace Buddy. I'll be happy to assist you!	7:08:10 AM
	Whom Would You Like to Connect With?	7:08:10 AM
Lynn Weintraub	Technical Support (QB & App Hosting)	7:08:13 AM
Acebuddy	Welcome to Ace Support.	7:08:13 AM
	Please chose an option :	7:08:13 AM
Lynn Weintraub	I'd like to raise a Request	7:08:27 AM
Acebuddy	Please select your request type.	7:08:27 AM

Lynn Weintraub	Other Request	7:08:51 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	7:08:52 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:08:52 AM
Lynn Weintraub	Yes, I'm facing issues with my server	7:09:05 AM
Acebuddy	Please select an option!	7:09:05 AM
Lynn Weintraub	Other Issue	7:09:11 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:09:11 AM
Lynn Weintraub	Re#72987	7:10:20 AM
Acebuddy	Please wait while we connect you to a Support Representative	7:10:20 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:10:20 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	7:11:12 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	7:11:15 AM
	Hello Lynn	7:11:20 AM
	Kindly allow me two minutes to check the same.	7:11:33 AM
	May I know the issue you are facing?	7:13:58 AM
	Are we still connected here?	7:16:50 AM
	Lynn, are we still connected here?	7:18:19 AM
	Are we still connected here?	7:20:11 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.	7:22:11 AM
	<i>Shashwat Verma has ended this chat session</i>	7:22:26 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Jul, 2:16:23 AM

#79816 Jones

Email: jjones@foresightcpa.com ☎ 2672298174

**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 1 Sec

**City:** JERSEY CITY

**State:** New Jersey

**Country:** UNITED STATES

Chat Duration : 47 Mins 1 Sec

### Chat Transcript

Jones	Hello, I am your Acebuddy	26 Jul, 2:16:23 AM
Acebuddy	Hello Jjones, I'm your Ace Buddy. I'll be happy to assist you!	2:16:24 AM
	Whom Would You Like to Connect With?	2:16:24 AM
Jones	Technical Support (QB & App Hosting)	2:16:28 AM
Acebuddy	Welcome to Ace Support.	2:16:28 AM
	Please chose an option :	2:16:28 AM
Jones	I'd like to report an Issue	2:16:43 AM
Acebuddy	Please select an option!	2:16:43 AM
Jones	QuickBooks Issue	2:16:48 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:16:48 AM
Jones	Other QB related issue	2:16:58 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:16:58 AM
Jones	I am trying to restore 2 QB files but I am getting an error and unable to	2:18:35 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:18:35 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:18:35 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	2:19:51 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	2:19:54 AM
	Hello Jones (Edited)	2:19:59 AM
Jones	Hello Anurag	2:20:07 AM
	I am having trouble restoring these two QB files, it gets and error then QB freezes	2:21:01 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	2:21:33 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:21:36 AM

Jones	Foresight.myrealdata.net	2:22:01 AM
	I am on FBS_Staff12	2:22:06 AM
Anurag Sharma	Could you please confirm why you want to restore them?	2:22:52 AM
Jones	So I can access	2:23:09 AM
	They are backup files	2:23:16 AM
Anurag Sharma	Okay	2:24:23 AM
	May I take the remote access of your server?	2:24:28 AM
Jones	Sure thing	2:24:33 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	2:24:49 AM
Jones	Okay, all good,	2:25:18 AM
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	2:25:41 AM
	Please login into the server again.	2:29:01 AM
Jones	Logged in	2:29:06 AM
	I had gotten signed out	2:30:59 AM
Anurag Sharma	Please login again and check	2:31:32 AM
Jones	Yep	2:31:37 AM
	Getting an error just opening up QB	2:32:22 AM
Anurag Sharma	Are you the only one facing this issue?	2:33:12 AM
Jones	No	2:33:46 AM
	<i>jjones has ended this chat session</i>	3:03:26 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Jul, 3:48:30 AM

#79630 Tony Lee

Email: support@claccounting.tax ☎ 19097189780

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 52 Secs

**City:** EL MONTE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 16 Mins 53 Secs

Tony Lee	Hello, I am your Acebuddy	20 Jul, 3:48:31 AM
Acebuddy	Hello Support, I'm your Ace Buddy. I'll be happy to assist you!	3:48:32 AM
	Whom Would You Like to Connect With?	3:48:32 AM
Tony Lee	Technical Support (QB & App Hosting)	3:48:38 AM
Acebuddy	Welcome to Ace Support.	3:48:38 AM
	Please chose an option :	3:48:38 AM
Tony Lee	I'd like to report an Issue	3:48:58 AM
Acebuddy	Please select an option!	3:48:58 AM
Tony Lee	Other Issue	3:50:31 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:50:32 AM
Tony Lee	Help me update 2024 Lacerte	3:50:43 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:50:44 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:50:44 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	3:51:33 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	3:51:51 AM
Tony Lee	Help me update 2024 Lacerte	3:52:00 AM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:52:23 AM
Tony Lee	CLAccounting.myrealdatal.net	3:52:41 AM
	tony.lee	3:52:42 AM
Shubham Kataria	Thank you for the information. please allow me a minute to check the same.	3:53:37 AM
	Thank you for your patience.	3:56:20 AM
	I've initiated the update of Lacerte 2024. Would you like to stay connected over the chat or shall I	3:57:18 AM

	inform you via email once the update completed.	
Tony Lee	ya keep going	3:58:43 AM
	let me know when you finish update	3:58:47 AM
	i log off	3:58:49 AM
Shubham Kataria	Alright, Once the update completed. I will inform you here (Edited)	4:01:06 AM
	Thank you for your patience.	4:03:21 AM
	Lacerte update has been completed on the server.	4:03:33 AM
	Is there anything else I may help you with ?	4:04:39 AM
Tony Lee	thats it. thanks	4:04:46 AM
Shubham Kataria	You're welcome	4:05:08 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	4:05:13 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:05:17 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	4:05:21 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Shubham Kataria has ended this chat session</i>	4:05:25 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

19 Jul, 9:24:31 PM

#79623 gabriella.gallo

Email: gabriella@atlanticstate.dev ☎ 19147775800

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:** 4 Mins 5 Secs

**City:** RIDGEFIELD

**State:** Connecticut

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Hour 2 Mins

gabriella.gallo	Hello, I am your Acebuddy	19 Jul, 9:24:32 PM
Acebuddy	Hello Gabriella.gallo, I'm your Ace Buddy. I'll be happy to assist you!	9:24:33 PM
	Whom Would You Like to Connect With?	9:24:33 PM
gabriella.gallo	Technical Support (QB & App Hosting)	9:24:39 PM
Acebuddy	Welcome to Ace Support.	9:24:39 PM
	Please chose an option :	9:24:39 PM
gabriella.gallo	I'd like to report an Issue	9:24:47 PM
Acebuddy	Please select an option!	9:24:47 PM
	What type of QuickBooks Issue are you facing?	9:24:54 PM
gabriella.gallo	QuickBooks Issue	9:24:54 PM
	Other QB related issue	9:25:00 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:25:00 PM
gabriella.gallo	While I was saving an invoice, it gave me an error window. Now it won't go away and then it closes QB so I cannot do anything anymore	9:25:43 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:25:43 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:25:43 PM
	<i>9:26:00 PM gabriella.gallo is sharing a file with you <a href="#">Capture.PNG</a> - ( Size:18.59 KB )</i>	9:26:00 PM
gabriella.gallo	this is the window I keep getting	9:26:16 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	9:26:49 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	9:26:51 PM
	Hello Gabriella	9:26:58 PM
gabriella.gallo	Hello	9:26:58 PM
	Can you see the screenshot I sent?	9:27:28 PM

Anurag Sharma	Yes	9:28:07 PM
	I deeply apologize for the inconvenience caused to you.	9:28:09 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:28:13 PM
gabriella.gallo	ah hold on	9:28:25 PM
	ASA.myreldata.net	9:28:41 PM
	it is saved so will go get it	9:29:27 PM
Anurag Sharma	Okay	9:29:40 PM
	Kindly allow me 2-3 minutes to check the same.	9:29:50 PM
gabriella.gallo	ok	9:30:05 PM
	myreldata\Gabriella.G	9:31:13 PM
Anurag Sharma	Thanks for the confirmation. Please stay connected for a while.	9:31:48 PM
gabriella.gallo	ok	9:31:56 PM
Anurag Sharma	Please don't login into the server for a while, I am repairing the QB application from the backend.	9:34:41 PM
	It will take few minutes.	9:34:47 PM
gabriella.gallo	ok I logged out	9:34:51 PM
Anurag Sharma	Please try to login into the server and check if the issue is now resolved.	9:36:41 PM
gabriella.gallo	ok hold on	9:36:50 PM
	no	9:38:24 PM
	it opens to the same screen	9:38:30 PM
	with the error	9:38:33 PM
	if I press don't send it closes QB	9:38:54 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	9:39:07 PM
	May I take the remote access of your server?	9:39:11 PM
gabriella.gallo	sure	9:39:16 PM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	9:39:52 PM
gabriella.gallo	all closed	9:40:03 PM
Anurag Sharma	Please accept the remote session request on the server.	9:42:07 PM
gabriella.gallo	don't see it	9:42:21 PM
	ok	9:42:25 PM
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:42:30 PM

gabriella.gallo	accepted	9:42:30 PM
Anurag Sharma	Please stay connected.	10:04:36 PM
gabriella.gallo	ok	10:04:42 PM
Anurag Sharma	Please stay connected. I am still working on it.	10:25:36 PM
gabriella.gallo	ok	10:26:34 PM
Anurag Sharma	The issue seems to be resolved.	10:26:51 PM
	Is there anything else I may help you with ?	10:26:54 PM
gabriella.gallo	Thank you very much for your help!	10:27:05 PM
Anurag Sharma	Thanks for the confirmation !	10:27:09 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	10:27:13 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:27:15 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	10:27:17 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Anurag Sharma has ended this chat session</i>	10:27:20 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

3 Jul, 8:45:21 PM

### #78953 info

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

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 13 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

Chat Duration : 4 Mins 25 Secs

### Chat Transcript

info	Hello, I am your Acebuddy	3 Jul, 8:45:22 PM
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	8:45:23 PM
	Whom Would You Like to Connect With?	8:45:23 PM
info	Technical Support (QB & App Hosting)	8:45:37 PM
Acebuddy	Welcome to Ace Support.	8:45:37 PM
	Please chose an option :	8:45:37 PM
info	I'd like to report an Issue	8:45:51 PM
Acebuddy	Please select an option!	8:45:51 PM
info	QuickBooks Issue	8:46:10 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:46:10 PM
info	QuickBooks Update	8:46:16 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.  If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	8:46:16 PM
	Do you need any further assistance on the topic?	8:46:16 PM
info	Yes	8:46:26 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:46:27 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:46:27 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	8:46:34 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	8:46:40 PM
info	After 5 minutes, I came back to server	8:46:41 PM

	Bongryong.myrealdata.net. User name : Donna_BK	8:46:50 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	8:47:01 PM
info	IS that okay everyone can connect the server now?	8:47:02 PM
Abhay Kumar Saraswat	I will be surely assisting you with this.	8:47:07 PM
	I just want to confirm—have you already spoken to someone over chat?	8:48:18 PM
info	yes	8:48:28 PM
	he said come back after 5 minutes	8:48:39 PM
	I think we can now.. QB is working	8:48:55 PM
Abhay Kumar Saraswat	Is this regarding QB update?	8:48:55 PM
info	QB issue\	8:49:04 PM
Abhay Kumar Saraswat	okay.	8:49:12 PM
info	we couldn't use QB	8:49:15 PM
Abhay Kumar Saraswat	Are you able to use it now?	8:49:31 PM
info	yes I do	8:49:39 PM
	<i>info has ended this chat session</i>	8:49:48 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

2 Jul, 3:02:01 AM

**#78881 Avraham Mehl**

**Email:** invoice@upscalect.com 17184932866

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

**Operator:** Yash Ahi

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 32 Secs

**City:** WEST HAVEN

**State:** Connecticut

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 15 Mins 14 Secs

Avraham Mehl	Hello, I am your Acebuddy	2 Jul, 3:02:02 AM
Acebuddy	Hello Avraham Mehl, I'm your Ace Buddy. I'll be happy to assist you!	3:02:03 AM
	Whom Would You Like to Connect With?	3:02:03 AM
Avraham Mehl	Technical Support (QB & App Hosting)	3:02:06 AM
Acebuddy	Welcome to Ace Support.	3:02:06 AM
	Please chose an option :	3:02:06 AM
Avraham Mehl	I'd like to report an Issue	3:02:12 AM
Acebuddy	Please select an option!	3:02:12 AM
Avraham Mehl	Password Reset	3:02:15 AM
Acebuddy	Please select an option below	3:02:15 AM
Avraham Mehl	Already Enrolled to Selfcare Portal	3:02:20 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	3:02:20 AM
	Do you need any further assistance on the topic?	3:02:20 AM
Avraham Mehl	Yes	3:02:24 AM
Acebuddy	Please wait while we connect you to our Support Representative	3:02:24 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:02:24 AM
	<i>Yash Ahi accepted the chat transfer request.</i>	3:02:32 AM
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.	3:02:38 AM
	Hi Avraham. How are you doing today?	3:02:49 AM
Avraham Mehl	good	3:03:02 AM
	i am unable to successfully change my password with the selfcare portal	3:03:49 AM
Yash Ahi	Alright, I will surely help you with this issue.	3:04:25 AM
	Could you please help me with your server name or business name?	3:04:28 AM
Avraham Mehl	Upscale2@myrealdata.net	3:04:38 AM
Yash Ahi	Thankyou for the information.	3:04:52 AM
	Kindly allow me two minutes to check the same.	3:04:54 AM
	Thank you for your patience.	3:07:07 AM

	May I take the remote access of your local computer to help you with the password reset Avraham?	3:07:19 AM
Avraham Mehl	yes	3:08:00 AM
Yash Ahi	Prior providing the access, I would suggest you to close any important documents at your end.	3:08:29 AM
	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/5892673286">https://assist.acecloudhosting.com/join/5892673286</a>	3:09:23 AM
	Are we still connected here?	3:11:25 AM
	Are we still connected here?	3:13:08 AM
	Are we still connected here?	3:15:37 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.	3:17:12 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:17:13 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	3:17:15 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Yash Ahi has ended this chat session</i>	3:17:17 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

25 Jul, 1:18:27 AM

**#79781 Chris Pierce**

**Email:** chris@preferredfg.com 12606377282

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 36 Secs

**City:** FT WAYNE

**State:** Indiana

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 36 Mins 43 Secs

Chris Pierce	Hello, I am your Acebuddy	25 Jul, 1:18:28 AM
Acebuddy	Hello Chris Pierce, I'm your Ace Buddy. I'll be happy to assist you!	1:18:29 AM
	Whom Would You Like to Connect With?	1:18:29 AM
Chris Pierce	Technical Support (QB & App Hosting)	1:18:33 AM
Acebuddy	Welcome to Ace Support.	1:18:33 AM
	Please chose an option :	1:18:33 AM
Chris Pierce	I'd like to raise a Request	1:18:40 AM
Acebuddy	Please select your request type.	1:18:40 AM
Chris Pierce	Application Update	1:18:46 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	1:18:46 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	1:18:46 AM
Chris Pierce	Yes	1:18:55 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:18:55 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:18:55 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	1:19:21 AM
Chris Pierce	I need to update Lacerte 24. It is saying we are out of disk space	1:19:28 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	1:19:33 AM
	Hello Chris	1:19:50 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:20:08 AM
Chris Pierce	PFG.myreldata.net	1:20:19 AM
	ChrisPierce	1:20:24 AM
Sanyam Madan	Kindly allow me two minutes to check the same.	1:20:47 AM
	May I take the remote access of your server?	1:21:49 AM

Chris Pierce	yes	1:22:01 AM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	1:22:13 AM
Chris Pierce	all done	1:22:38 AM
Sanyam Madan	Please accept the request	1:23:11 AM
	I guess, i got kicked out, can you please accept the request again	1:27:12 AM
Chris Pierce	will you resend the request? i got kicked out too	1:27:36 AM
Sanyam Madan	yes , just sent it	1:27:53 AM
	please accept	1:27:57 AM
Chris Pierce	i accepted	1:28:26 AM
	i dont think we should have to pay for additional space. I was told the plan we were on was more than enough for the files that were moved over	1:39:37 AM
	i also do not have this kind of time to waste every time our program needs updated	1:40:30 AM
Sanyam Madan	What we can do is remove any application which you do not use and also delete the user profiles of disabled users to free up space and improve system performance. (Edited)	1:41:50 AM
Chris Pierce	There is no disabled users	1:42:04 AM
	we use all the applications that were put on the server	1:42:34 AM
Sanyam Madan	For now, we will be adding 5 GB of additional space to the server at no extra cost. During off-peak hours, we will also perform a disk cleanup to free up and optimize the available space.	1:44:04 AM
Chris Pierce	That sounds great. I appreciate your help	1:44:18 AM
Sanyam Madan	Is there anything else I may help you with ?	1:44:25 AM
Chris Pierce	will i be able to update now?	1:44:43 AM
	you can remove all the tax planners from our softwares	1:45:01 AM
Sanyam Madan	We'll take care of the Lacerte update on the server—just let us know the version you'd like us to update.	1:45:52 AM
	sure	1:45:59 AM
Chris Pierce	I'm not sure how much that will help	1:46:14 AM
	but we do not use the,	1:46:26 AM
	2024 is the year we need updated	1:46:33 AM
Sanyam Madan	Okay Chris , noted	1:46:49 AM
	We will perform the disk cleanup and update the application in the night hours	1:47:20 AM
	We will then inform you over email once this is completed	1:47:39 AM
Chris Pierce	is there anyway we can have the software updated on an automatic basis?	1:47:59 AM
Sanyam Madan	Chris, updates on the server is handled by Ace	1:49:12 AM

	You can also update it on your own by having restricted admin rights	1:49:40 AM
Chris Pierce	i believe i have those rights already	1:49:56 AM
Sanyam Madan	Okay , so we can update the application in the night hours and perform disk cleanup too	1:50:32 AM
Chris Pierce	thank you	1:50:37 AM
Sanyam Madan	Is there anything else I may help you with ?	1:50:43 AM
	Are we still connected here?	1:52:06 AM
	Are we still connected here?	1:53:38 AM
	Are we still connected here?	1:55:02 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	1:55:08 AM
	<i>Sanyam Madan has ended this chat session</i>	1:55:12 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

6 Jul, 5:29:14 AM

### #79000 vonda

**Email:** vkhacctserv@gmail.com 14043743557

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 22 Secs

**City:** ACWORTH

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 18 Mins 39 Secs

vonda Hello, I am your Acebuddy

6 Jul, 5:29:15 AM

Acebuddy	Hello Vonda, I'm your Ace Buddy. I'll be happy to assist you!	5:29:16 AM
	Whom Would You Like to Connect With?	5:29:16 AM
vonda	Technical Support (QB & App Hosting)	5:29:20 AM
Acebuddy	Welcome to Ace Support.	5:29:20 AM
	Please chose an option :	5:29:20 AM
vonda	Setback	5:29:31 AM
Acebuddy	Hello Vonda, I'm your Ace Buddy. I'll be happy to assist you!	5:29:31 AM
	Whom Would You Like to Connect With?	5:29:31 AM
vonda	Managed Security	5:29:35 AM
Acebuddy	Please wait while we connect you to an available Representative.	5:29:35 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:29:35 AM
	<i>Priyanshu accepted the chat transfer request.</i>	5:30:49 AM
Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How may I assist you?	5:31:07 AM
vonda	MY PASSWORD HAS STOPPED WORKING. CID74672	5:31:41 AM
Priyanshu	Thank you for sharing your customer identification number. Please allow me minute to check upon the details on your database.	5:32:27 AM
	It seems that your server is being managed by different team. Please let me transfer your chat to the concerned team so that they may assist you better on this issue.	5:33:50 AM
	<i>Priyanshu is transferring the chat to Support(QB &amp; App Hosting).</i>	5:34:09 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	5:34:13 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	5:34:20 AM
	Hello Vonda	5:34:41 AM
vonda	ok. all my accessess says I have the wrong password. It was good 5 hours ago	5:35:07 AM
Shubham Kataria	I will be surely assisting you with this. Kindly allow me two minutes to check the same.	5:35:41 AM
	Thank you for your patience.	5:37:07 AM
	We see that you're already enrolled on Selfcare Portal.	
	To reset the password using Selfcare Portal, please follow the simple steps outlined below:	
	1. Visit Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ). Click "Forgot your password".	5:37:13 AM
	2. Enter your Server Username.	
	3. Enter the CAPTCHA verification and Click Continue.	
	4. In the window that opens, Choose an authentication method from the list.	
	5. Enter your new password and click Reset to finish.	
vonda		5:38:21 AM

	what is my user name?	
	found it	5:38:49 AM
Shubham Kataria	Here is your username - TWF_Vonda	5:38:51 AM
	Alright	5:38:55 AM
vonda	This is not going to help. 1. the question were not the ones I answered and when it ask for an email it is not my email	5:40:36 AM
Shubham Kataria	Alright, I will assist you with this.	5:41:19 AM
	May I take the remote access of your local computer?	5:41:23 AM
vonda	sure	5:41:29 AM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	5:41:35 AM
	<a href="https://assist.acecloudhosting.com/join/4372171840">https://assist.acecloudhosting.com/join/4372171840</a>	5:41:53 AM
	Kindly paste this link in the browser of local computer and join the session.	5:41:57 AM
	Thank you for your patience.	5:47:14 AM
vonda	thanks again. have a good day at work	5:47:31 AM
Shubham Kataria	As per our remote conversation your issue has been resolved	5:47:31 AM
	Is there anything else I may help you with ?	5:47:33 AM
vonda	no thank you	5:47:39 AM
Shubham Kataria	You're welcome	5:47:42 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	5:47:47 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:47:50 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	5:47:52 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Shubham Kataria has ended this chat session</i>	5:47:55 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

9 Jul, 4:29:19 AM

### #79184 Santa Isabel Perez

**Email:** sperez@synthcube.com

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 12 Secs

**City:** KINABRANAN ZONE II

**State:** Negros Occidental

**Country:** PHILIPPINES

## Chat Transcript

Chat Duration : 24 Mins 49 Secs

Santa Isabel Perez	Hello, I am your Acebuddy	9 Jul, 4:29:19 AM
Acebuddy	Hello Sperez, I'm your Ace Buddy. I'll be happy to assist you!	4:29:20 AM
	Whom Would You Like to Connect With?	4:29:20 AM
Santa Isabel Perez	Technical Support (QB & App Hosting)	4:29:26 AM
Acebuddy	Welcome to Ace Support.	4:29:26 AM
	Please chose an option :	4:29:26 AM
Santa Isabel Perez	I'd like to report an Issue	4:29:34 AM
Acebuddy	Please select an option!	4:29:34 AM
Santa Isabel Perez	Password Reset	4:29:38 AM
Acebuddy	Please select an option below	4:29:39 AM
Santa Isabel Perez	Not Enrolled to Selfcare Portal	4:29:52 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	4:29:52 AM
	Do you need any further assistance on the topic?	4:29:52 AM
Santa Isabel Perez	Yes	4:29:58 AM
Acebuddy	Please wait while we connect you to our Support Representative	4:29:58 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	4:29:58 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	4:30:32 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	4:30:38 AM
	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible.	4:32:22 AM
	Are we still connected here?	4:33:43 AM
	Are we still connected here?	4:34:52 AM
Santa Isabel Perez	Yes, Thank you so much! I'll wait for your update. Let me know if there's anything I should do in the meantime.	4:35:21 AM
	Yes	4:35:51 AM
Anjainay Singh	In order to reset the password please provide the approval from below POC.	4:36:46 AM
	<i>4:36:51 AM Anjainay Singh is sharing a file with you <a href="#">image.png</a> - ( Size:14.9 KB )</i>	4:36:51 AM
Santa Isabel Perez	Ms. Santa Isabel Perez sperez@synthcube.com	4:38:33 AM
	i am the new user and Gabriel was no longer user	4:40:06 AM
Anjainay Singh	In order to reset password we always need an approval from registered account owner contact.	4:40:17 AM
	I will seek approval on your behalf from Chris to reset the password and will share it to you over an email.	4:41:07 AM
Santa Isabel Perez	Monika Park <mjpark@synthcube.com>	4:42:06 AM
Anjainay Singh	Could you please clarify the above statement?	4:43:07 AM
Santa Isabel Perez	Monika Park	4:44:13 AM
	mjpark@synthcube.com	4:44:15 AM
	you can seek approval on my behalf from Monika to reset the password.	4:45:11 AM
Anjainay Singh	We would like to inform you that for account Lysandra LLC the registered account owners are Chris and Gabriel not Monika .	4:46:29 AM
	Monika is user not admin.	4:46:43 AM
	Are we still connected here?	4:46:53 AM
Santa Isabel Perez	Oh yes, im sorry i misunderstood	4:47:34 AM
	Chris is the owner	4:47:48 AM
Anjainay Singh	No worries.	4:47:49 AM
	I will seek approval for you from him over an email.	4:48:08 AM
	I will keep your email address in Cc.	4:48:19 AM
Santa Isabel Perez	Ok thanks, i will wait for your update	4:48:57 AM
Anjainay Singh	Is there anything else I may help you with ?	4:49:22 AM

	Are we still connected here?	4:50:52 AM
Santa Isabel Perez	That's all for now, thank you so much for your assistance	4:51:09 AM
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.	4:53:32 AM
	I will also share the ticket id with you over the mail once this chat is disconnected.	4:53:38 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:53:50 AM
	You may disconnect this chat.	4:54:04 AM
	<i>Anjainay Singh has ended this chat session</i>	4:54:08 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

8 Jul, 8:14:50 PM

#### #79079 Christina Sillick

**Email:** christina@heatkool.com 13058209000

**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:** SPENCERPORT

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 13 Secs

Christina Sillick	Hello, I am your Acebuddy	8 Jul, 8:14:51 PM
Acebuddy	Hello Christina Sillick, I'm your Ace Buddy. I'll be happy to assist you!	8:14:51 PM
	Whom Would You Like to Connect With?	8:14:51 PM
Christina Sillick	Technical Support (QB & App Hosting)	8:14:54 PM
Acebuddy	Welcome to Ace Support.	8:14:55 PM

[ ]

8:14:55 PM

We are currently experiencing higher than normal contact volume related to server connectivity issues.

Are you also experiencing issues related to server connectivity?

8:14:55 PM

Christina Sillick Yes

8:15:04 PM

Acebuddy Please refer to our status page for further updates on the issue status.

8:15:04 PM

Thank you contact Ace Support. Have a wonderful day!

8:15:04 PM

*Acebuddy has ended this chat session*

8:15:04 PM



## Chat Transcript

Hello, I am your Acebuddy

21 Jul, 11:19:27 PM

### Visitor Details

#### #79662 Mickey Lavender

**Email:** mickey@fmglr.com 15012584684

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 24 Secs

**City:** EDWARDS

**State:** Colorado

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 12 Mins 4 Secs

Mickey Lavender

Hello, I am your Acebuddy

21 Jul, 11:19:28 PM

Acebuddy

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

11:19:29 PM

Whom Would You Like to Connect With?

11:19:29 PM

Mickey Lavender

Managed Security

11:20:03 PM

Acebuddy	Please wait while we connect you to an available Representative.	11:20:03 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:20:03 PM
	<i>Sushant declined the transfer request.</i>	11:20:08 PM
	<i>Shubham accepted the chat transfer request.</i>	11:20:20 PM
Mickey Lavender	I have a user that needs their password reset. I'm told that I can do that but don't see a way while on myportal. I see the users but no option to reset or edit?	11:21:09 PM
	<i>Shubham is transferring the chat to Support(QB &amp; App Hosting).</i>	11:21:13 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	11:21:17 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	11:21:30 PM
	Hello Mickey	11:21:38 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:21:48 PM
Mickey Lavender	this is the user: Turchi_FM@myrealdatal.net	11:22:16 PM
Shubham Kataria	Kindly confirm your business name or server name which is registered with ACE	11:22:54 PM
Mickey Lavender	Focus Management Group	11:23:07 PM
Shubham Kataria	Thank you for the information	11:23:21 PM
	May I take the remote access of your local computer and help you to reset the password.	11:24:18 PM
Mickey Lavender	sure	11:24:30 PM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	11:24:36 PM
Mickey Lavender	i'm good	11:24:53 PM
Shubham Kataria	<a href="https://assist.acecloudhosting.com/join/6002793402">https://assist.acecloudhosting.com/join/6002793402</a>	11:25:09 PM
	Kindly paste this link in the browser of local computer and join the session.	11:25:12 PM
Mickey Lavender	you still there?	11:27:43 PM
Shubham Kataria	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:28:02 PM
	Thank you for your patience.	11:30:41 PM
	As per the remote conversation your issue has been resolved.	11:31:00 PM
	Is there anything else I may help you with ?	11:31:03 PM
Mickey Lavender	Thank you!	11:31:12 PM
Shubham Kataria	you're welcome	11:31:20 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	11:31:25 PM

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

11:31:28 PM

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

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

Thanks!

11:31:30 PM

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

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

*Shubham Kataria has ended this chat session*

11:31:32 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

8 Jul, 1:30:45 AM

**#79029 RACHAL**

**Email:** rachal@skrconstruction.com

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

**Operator:** Sujeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 23 Secs

**City:** GONZALES

**State:** Louisiana

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 54 Mins 58 Secs

RACHAL Hello, I am your Acebuddy 8 Jul, 1:30:47 AM

Acebuddy Hello Rachal, I'm your Ace Buddy. I'll be happy to assist you! 1:30:47 AM

Whom Would You Like to Connect With? 1:30:47 AM

RACHAL	Technical Support (QB & App Hosting)	1:31:04 AM
Acebuddy	Welcome to Ace Support.	1:31:04 AM
	Please chose an option :	1:31:04 AM
RACHAL	I'd like to report an Issue	1:31:43 AM
Acebuddy	Please select an option!	1:31:43 AM
RACHAL	Other Issue	1:31:48 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:31:48 AM
RACHAL	printing from quickbooks	1:32:01 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:32:01 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:32:01 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	1:32:21 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	1:32:30 AM
RACHAL	hi	1:32:57 AM
Sujeet Kumar Suman	Hello Rachal	1:33:18 AM
RACHAL	For some reason my printer is not working if i try to print from quickbooks desktop	1:33:21 AM
	It works printing form other software on my pc	1:33:38 AM
Sujeet Kumar Suman	Sure, I can help with that. Let me look into it for you.	1:34:18 AM
	May I take the remote access of your local computer?	1:34:45 AM
RACHAL	yes	1:34:52 AM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	1:35:05 AM
	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/3772668288">https://assist.acecloudhosting.com/join/3772668288</a>	1:35:24 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:37:50 AM
	Hi Rachal	1:55:07 AM
	Thank you for your patience.	1:55:15 AM
RACHAL	hi	1:55:19 AM
Sujeet Kumar Suman	As per discussion over the remote session, The issue is resolved.	1:55:36 AM
	Is there anything else I may help you with ?	1:55:45 AM
	Are we still connected here?	1:57:19 AM
	Are we still connected here?	2:01:02 AM

Are we still connected here?

2:25:33 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.

2:25:43 AM

*Sujeet Kumar Suman has ended this chat session*

2:25:45 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

10 Jul, 6:42:19 PM

**#79249 jeff pasternack**

**Email:** jeff@taxbypa.com ☎ 15612352829

**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:** BOYNTON BEACH

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 52 Secs

jeff pasternack	Hello, I am your Acebuddy	10 Jul, 6:42:20 PM
Acebuddy	Hello Jeff Pasternack, I'm your Ace Buddy. I'll be happy to assist you!	6:42:21 PM
	Whom Would You Like to Connect With?	6:42:21 PM
jeff pasternack	Technical Support (QB & App Hosting)	6:42:29 PM
Acebuddy	Welcome to Ace Support.	6:42:29 PM
	Please chose an option :	6:42:29 PM
jeff pasternack	I'd like to raise a Request	6:42:46 PM
Acebuddy	Please select your request type.	6:42:46 PM
jeff pasternack	Other Request	6:43:02 PM

Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	6:43:02 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	6:43:02 PM
jeff pasternack	No, That'll be all!	6:43:12 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	6:43:12 PM
	<i>Acebuddy has ended this chat session</i>	6:43:12 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 8 Jul, 7:59:08 PM

**#79067 eric.simon**

**Email:** eric.simon@cosmobiousa.com ☎ 17604314600

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 23 Secs

**City:** CARLSBAD

**State:** California

**Country:** UNITED STATES

Chat Transcript Chat Duration : 6 Mins 18 Secs

eric.simon	Hello, I am your Acebuddy	8 Jul, 7:59:09 PM
Acebuddy	Hello Eric.simon, I'm your Ace Buddy. I'll be happy to assist you!	7:59:10 PM
	Whom Would You Like to Connect With?	7:59:10 PM
eric.simon	Technical Support (QB & App Hosting)	7:59:15 PM
Acebuddy	Welcome to Ace Support.	7:59:15 PM
	Please chose an option :	7:59:15 PM

eric.simon	I'd like to report an Issue	7:59:25 PM
Acebuddy	Please select an option!	7:59:25 PM
eric.simon	Other Issue	7:59:29 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:59:29 PM
eric.simon	We are unable to log into the cloud host. We get a popup message saying "This action requires MFA verification, ensure the identity verification server is reachable"	8:00:19 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:00:19 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:00:19 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	8:00:45 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	8:00:53 PM
eric.simon	Hello	8:01:06 PM
Ashutosh Mishra	Hello Eric	8:01:28 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:01:32 PM
eric.simon	CosmoBioUSA.myrealdatal.net	8:02:18 PM
	CBUS_Eric	8:02:25 PM
Ashutosh Mishra	Thanks for the confirmation !	8:03:05 PM
	There is currently a technical outage.	8:04:08 PM
	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.	8:04:15 PM
eric.simon	ok, any idea on when it will be back to normal?	8:04:34 PM
Ashutosh Mishra	Rest assured we are actively working on this, we will respond to you within an hour.	8:04:58 PM
eric.simon	ok, thank you	8:05:05 PM
Ashutosh Mishra	Thank you for your patience.	8:05:18 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	8:05:24 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Ashutosh Mishra has ended this chat session</i>	8:05:28 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

15 Jul, 2:34:07 AM

**#79434 linda**

**Email:** linda@nracpa.com

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

**Operator:** Sujet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 16 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 47 Mins 4 Secs

linda	Hello, I am your Acebuddy	15 Jul, 2:34:08 AM
Acebuddy	Hello Linda Chance, I'm your Ace Buddy. I'll be happy to assist you!	2:34:08 AM
	Whom Would You Like to Connect With?	2:34:08 AM
linda	Technical Support (QB & App Hosting)	2:34:13 AM
Acebuddy	Welcome to Ace Support.	2:34:13 AM
	Please chose an option :	2:34:13 AM
linda	I'd like to report an Issue	2:34:21 AM
Acebuddy	Please select an option!	2:34:21 AM
linda	Other Issue	2:34:26 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:34:26 AM
linda	I don't see any local printers or my printers at the office	2:34:47 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:34:47 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:34:47 AM

	<i>Gaurav Kumar declined the transfer request.</i>	2:35:26 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	2:35:46 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	2:35:55 AM
	Hello Linda	2:36:08 AM
linda	Hello	2:36:14 AM
	We got new RDP's today and i don't see my local printer when working from home nor do i see the printer at the office	2:36:44 AM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	2:37:02 AM
linda	Also would like to have the RDP stay active longer when i am not using.	2:37:06 AM
Sujeet Kumar Suman	May I take the remote access of your local computer?	2:37:07 AM
linda	yes	2:37:13 AM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	2:37:20 AM
	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/8502709622">https://assist.acecloudhosting.com/join/8502709622</a>	2:37:40 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	2:41:31 AM
	Thank you for your patience.	2:48:07 AM
	I am going to share a new link with you. Kindly open it on your local laptop.	2:49:09 AM
	<a href="https://assist.acecloudhosting.com/join/8472494217">https://assist.acecloudhosting.com/join/8472494217</a>	2:49:27 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	2:52:55 AM
	Hello Linda.	3:12:00 AM
	Thank you for your patience.	3:12:11 AM
	As checked, we found that the test page was successfully printed using your local printer. However, the office printer is not set up on your local computer.	
	We recommend that you connect with your local IT team to complete the office printer setup on your system.	3:15:04 AM
	Regarding the timeout, it is currently set to 1 day .	
	We also suggest that you ask your local IT team to remove any unnecessary printers from your local computer and keep only the one you intend to use—either locally or through the server. (Edited)	
	Is there anything else I may help you with ?	3:15:44 AM
	Are we still connected here?	3:17:08 AM
	Are we still connected here?	3:19:35 AM
	Are we still connected here?	3:21:05 AM



# Chat Transcript

Hello, I am your Acebuddy

31 Jul, 7:56:37 PM

## Visitor Details

### #79995 Denise Baxley

Email: denise@thesouthernway.com ☎ 18037831061

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 25 Secs

City: COLUMBIA

State: South Carolina

Country: UNITED STATES

## Chat Transcript

Chat Duration : 10 Mins 12 Secs

Denise Baxley	Hello, I am your Acebuddy	31 Jul, 7:56:38 PM
Acebuddy	Hello Denise Baxley, I'm your Ace Buddy. I'll be happy to assist you!	7:56:39 PM
	Whom Would You Like to Connect With?	7:56:39 PM
Denise Baxley	Technical Support (QB & App Hosting)	7:56:42 PM
Acebuddy	Welcome to Ace Support.	7:56:43 PM
	Please chose an option :	7:56:43 PM
Denise Baxley	I'd like to report an Issue	7:56:49 PM
Acebuddy	Please select an option!	7:56:49 PM
Denise Baxley	QuickBooks Issue	7:56:55 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:56:55 PM
Denise Baxley		

	Other QB related issue	7:57:00 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:57:00 PM
Denise Baxley	I was having an issue, and support had us all log out of QuickBooks and were going to do an update. They said it would take about 25 minutes and I would get an email when done. It's been an hour. I have not received an email.	7:58:02 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:58:02 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:58:02 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	7:58:21 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	7:58:28 PM
	Hello Denise	7:58:33 PM
	How are you doing today?	7:58:49 PM
Denise Baxley	Fine	7:58:54 PM
Sujeet Kumar Suman	Kindly help me with your server name and user name?	7:59:14 PM
Denise Baxley	SouthernWay	7:59:41 PM
	DeniseB	7:59:45 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	8:00:00 PM
	As checked, you had previously connected with us regarding the same issue.	8:01:30 PM
	Apologies for the inconvenience caused. We would like to inform you that multiple users have reported a similar issue with QuickBooks sign-in. We are currently coordinating with Intuit Support to investigate and resolve the matter. We will keep you updated and share further information as soon as we receive it. Thank you for your patience and understanding.	8:01:54 PM
	We have already sent you an email regarding the same.	8:02:43 PM
Denise Baxley	So has our quickbooks been updated and we can login now?	8:02:47 PM
	I just received the email now.	8:03:35 PM
	But it does not say the quickbooks update has been complete	8:03:47 PM
Sujeet Kumar Suman	Sorry, but this is an outage with the QuickBooks application. We have already connected with Intuit regarding the issue. Once we receive an update, we will inform you via email.	8:04:04 PM
Denise Baxley	It says an updated has been initiated.	8:04:13 PM
	So has our quickbooks been updated ?	8:04:21 PM
	Can we login now?	8:04:24 PM
	I realize you are saying the intuit sign is a QBooks issue, but they were going to do an updated to our quickbooks	8:04:48 PM
Sujeet Kumar Suman	Please try to log in	8:04:55 PM

	Thanks for the confirmation !	8:05:52 PM
Denise Baxley	Ok, I just logged in. So I guess the update has been completed	8:05:55 PM
Sujeet Kumar Suman	Yes.	8:06:04 PM
	Is there anything else I may help you with ?	8:06:08 PM
Denise Baxley	No, that is all. Thank you	8:06:17 PM
Sujeet Kumar Suman	Thanks for the confirmation !	8:06:23 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	8:06:31 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	

*Sujeet Kumar Suman has ended this chat session*

8:06:50 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

1 Jul, 1:57:37 AM

#78833 mcox

Email: mcox@turnriver.com

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 31 Secs

City: SAN FRANCISCO

State: California

Country: UNITED STATES

## Chat Transcript

Chat Duration : 26 Mins 54 Secs

mcox	Hello, I am your Acebuddy	1 Jul, 1:57:38 AM
Acebuddy	Hello Mcox, I'm your Ace Buddy. I'll be happy to assist you!	1:57:38 AM
	Whom Would You Like to Connect With?	1:57:38 AM
mcox	Technical Support (QB & App Hosting)	1:57:44 AM
Acebuddy	Welcome to Ace Support.	1:57:44 AM
	Please chose an option :	1:57:44 AM
mcox	I'd like to raise a Request	1:57:50 AM
Acebuddy	Please select your request type.	1:57:50 AM
mcox	Other Request	1:58:00 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.	1:58:00 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:58:00 AM
mcox	Restart	1:58:09 AM
Acebuddy	Hello Mcox, I'm your Ace Buddy. I'll be happy to assist you!	1:58:09 AM
	Whom Would You Like to Connect With?	1:58:09 AM
mcox	Technical Support (QB & App Hosting)	1:58:15 AM
Acebuddy	Welcome to Ace Support.	1:58:15 AM
	Please chose an option :	1:58:15 AM
mcox	I'd like to report an Issue	1:58:21 AM
Acebuddy	Please select an option!	1:58:21 AM
mcox	Other Issue	1:58:26 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:58:26 AM
mcox	Hello - I need some help with server screen size. I've followed the instructions on the remote desktop connection (uncheck the use all my monitors) but that isn't helping	1:59:08 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:59:09 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:59:09 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	2:00:57 AM
	<i>Anjainay Singh is transferring the chat to Abhay Kumar Saraswat.</i>	2:01:08 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	2:01:13 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	2:01:21 AM

mcox	Thank you	2:01:30 AM
Abhay Kumar Saraswat	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:02:17 AM
mcox	margo.c@myrealdatal.net	2:02:44 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	2:03:21 AM
	Is this for account: <b>Turn River Management LP</b> ?	2:03:39 AM
mcox	yes	2:04:01 AM
Abhay Kumar Saraswat	Could you please explain what exactly you are facing with server screen size?	2:05:13 AM
mcox	yeah so the RDS takes up all my monitors and I can't really function with that. I've tried adjusting the settings within the windows "Remote Desktop Connection" module but that didn't change anything.	2:06:03 AM
Abhay Kumar Saraswat	No worries.	2:06:13 AM
	I will be surely help you in this.	2:06:31 AM
	May I take the remote access of your local computer?	2:06:34 AM
mcox	yes	2:06:52 AM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	2:06:57 AM
	<a href="https://assist.acecloudhosting.com/join/7912746996">https://assist.acecloudhosting.com/join/7912746996</a>	2:07:33 AM
	Kindly paste this link in the browser of local computer and join the session.	2:07:38 AM
mcox	Ok working on it	2:09:49 AM
Abhay Kumar Saraswat	Okay.	2:10:12 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	2:10:25 AM
	Is there anything else I may help you with ?	2:20:26 AM
	Are we still connected here?	2:21:26 AM
	Are we still connected here?	2:22:23 AM
	Are we still connected here?	2:23:36 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.	2:24:29 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	2:24:32 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

3 Jul, 10:59:12 PM

### #78968 Omar Torres

**Email:** omar@sanjoseproduce.com 9565339468

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 32 Secs

**City:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 36 Mins 14 Secs

Omar Torres	Hello, I am your Acebuddy	3 Jul, 10:59:13 PM
Acebuddy	Hello Jullius Omar Torres Guerra, I'm your Ace Buddy. I'll be happy to assist you!	10:59:14 PM
	Whom Would You Like to Connect With?	10:59:14 PM
Omar Torres	Technical Support (QB & App Hosting)	11:00:04 PM
Acebuddy	Welcome to Ace Support.	11:00:04 PM
	Please chose an option :	11:00:04 PM
Omar Torres	I'd like to report an Issue	11:00:16 PM
Acebuddy	Please select an option!	11:00:16 PM
Omar Torres	Other Issue	11:00:22 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:00:22 PM
Omar Torres	I want to install the Microsoft Remote Desktop system on a new MAC computer and I want to know how to download the app	11:01:58 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:01:59 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:01:59 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	11:02:08 PM
Abhay Kumar	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you	

Saraswat	today.	11:02:15 PM
Omar Torres	hi	11:02:38 PM
Abhay Kumar Saraswat	Hello, how are you doing today?	11:03:04 PM
	Could you please confirm me your account name and username?	11:05:08 PM
Omar Torres	Friendly name OmarT.Q11	11:07:44 PM
	User Account Julius	11:07:58 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	11:08:25 PM
	Kindly allow me two minutes to check the same.	11:08:33 PM
	Thank you for your patience. (Edited)	11:11:11 PM
	As I checked, I found that your username has been changed.	11:12:32 PM
	Because the server has been migrated to the other server, so your current username is : <b>OmarT.NENT1</b>	11:12:41 PM
	Is this the account name: <b>San Jose Tropical Fruits LLC</b> , right?	11:13:10 PM
Omar Torres	right	11:13:24 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	11:14:36 PM
	May I take the remote access of your local computer, so I could assist you to create a RDP setup on your MAC?	11:15:02 PM
Omar Torres	yes please	11:15:12 PM
Abhay Kumar Saraswat	This message has been deleted	11:15:43 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	11:15:58 PM
	<a href="https://assist.acecloudhosting.com/join/1872273065">https://assist.acecloudhosting.com/join/1872273065</a>	11:16:23 PM
	Kindly paste this link in the browser of local computer and join the session.	11:16:30 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:18:21 PM
	Could you please enter your password there?	11:20:51 PM
	I think you are connected now.	11:24:00 PM
Omar Torres	thanks	11:26:29 PM
Abhay Kumar Saraswat	Thank you for your patience.	11:26:31 PM
	You're welcome.	11:26:40 PM
	Is there anything else I may help you with ?	11:26:44 PM
	Are we still connected here?	11:27:37 PM

*Abhay Kumar Saraswat has ended this chat session*

11:35:28 PM



## Chat Transcript

Hello, I am your Acebuddy

25 Jul, 7:53:23 PM

### Visitor Details

#### #79796 Candy Sakarapanee

**Email:** finance@tnwf.org ☎ 6154568021

**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:** 33 Secs

**City:** MOUNT JULIET

**State:** Tennessee

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 21 Mins 29 Secs

Candy Sakarapanee	Hello, I am your Acebuddy	25 Jul, 7:53:24 PM
Acebuddy	Hello Candy Sakarapanee, I'm your Ace Buddy. I'll be happy to assist you!	7:53:25 PM
	Whom Would You Like to Connect With?	7:53:25 PM
Candy Sakarapanee	Technical Support (QB & App Hosting)	7:53:32 PM
Acebuddy	Welcome to Ace Support.	7:53:32 PM
	Please chose an option :	7:53:32 PM
Candy Sakarapanee	I'd like to report an Issue	7:53:50 PM
Acebuddy	Please select an option!	7:53:50 PM
Candy Sakarapanee	Other Issue	7:53:54 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:53:54 PM
Candy Sakarapanee		

	out of space	7:54:07 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:54:08 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:54:08 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:54:28 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:54:32 PM
Candy Sakarapanee	Thank you	7:54:41 PM
	myrealdatalJanetHe	7:55:09 PM
	Temporary files are taking up excessive memory and creating functionality issues with our login. Will you please delete all temporary files to restore adequate space?	7:55:53 PM
Manish Singh	Is the user disabled?	7:56:21 PM
	Candy	7:56:32 PM
Candy Sakarapanee	Our office is closed and no one should access the remote login until Monday, 7/28, around 7am CST. If this could be completed before then, we would be very grateful.	7:56:36 PM
	It is not fully disabled but says it doesn't have space to create print jobs	7:57:11 PM
Manish Singh	As I can check user Janet is still active and they are the only one who can delete the files as we do not know what necessary file and folders they need to keep or to be deleted.	7:57:57 PM
Candy Sakarapanee	I am "Janet" and logged off before starting this chat. She was my predecessor	7:58:48 PM
Manish Singh	Can you login over the server once so that we can assist you over the remote session	7:59:08 PM
Candy Sakarapanee	I have logged in	7:59:32 PM
Manish Singh	May I take the remote access of your server?	7:59:41 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:59:44 PM
Candy Sakarapanee	Everything is closed, thank you	7:59:57 PM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:00:12 PM
	Kindly check what you have to remove from this profile.	8:00:47 PM
	Is there anything else I may help you with ?	8:14:38 PM
Candy Sakarapanee	Thank you for your help	8:14:40 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.	8:14:43 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:14:48 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	

Thanks!

8:14:51 PM

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

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

*Manish Singh has ended this chat session*

8:14:53 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Jul, 9:28:58 PM

**#79732 Rhonda Stallings**

**Email:** rs@emersonrussell.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:** 30 Secs

**City:** CHATTANOOGA

**State:** Tennessee

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 4 Secs

Rhonda Stallings	Hello, I am your Acebuddy	23 Jul, 9:28:58 PM
Acebuddy	Hello Rs, I'm your Ace Buddy. I'll be happy to assist you!	9:28:59 PM
	Whom Would You Like to Connect With?	9:28:59 PM
Rhonda Stallings	Technical Support (QB & App Hosting)	9:29:14 PM
Acebuddy	Welcome to Ace Support.	9:29:14 PM
	Please chose an option :	9:29:14 PM
Rhonda Stallings	I'd like to report an Issue	9:29:20 PM

Acebuddy	Please select an option!	9:29:21 PM
Rhonda Stallings	QuickBooks Issue	9:29:26 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:29:26 PM
Rhonda Stallings	Other QB related issue	9:29:31 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:29:31 PM
Rhonda Stallings	request time extension on Ace/QB	9:30:10 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:30:11 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:30:11 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	9:31:16 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	9:31:18 PM
	Hello RS	9:31:23 PM
Rhonda Stallings	See question above	9:32:24 PM
Anurag Sharma	Could you please elaborate your request?	9:33:20 PM
Rhonda Stallings	When I get on Ace/QB if i go to another project it comes down and I have to reenter password to get back on.	9:34:45 PM
Anurag Sharma	Okay	9:35:49 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:35:52 PM
Rhonda Stallings	Myrealdad	9:36:36 PM
	Rhonda	9:36:44 PM
Anurag Sharma	Thanks for the confirmation !	9:37:10 PM
	As I can understand you are requesting server session time limit extension. Is it correct?	9:39:12 PM
Rhonda Stallings	Yes	9:39:50 PM
Anurag Sharma	Thanks for the confirmation !	9:40:02 PM
	Rhonda, after this chat. I will send you an email, please ask the primary contact to revert back to that email with an approval for the same.	9:40:37 PM
Rhonda Stallings	Okay	9:40:53 PM
Anurag Sharma	Once we will get the approval, we will make the requested changed on the server.	9:40:59 PM
	Is there anything else I may help you with ?	9:41:04 PM
Rhonda Stallings	No	9:41:12 PM
Anurag Sharma	Thanks for the confirmation !	9:41:54 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	9:41:57 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:41:59 PM

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

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

9:42:01 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/>)

*Anurag Sharma has ended this chat session*

9:42:03 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

1 Jul, 10:45:10 PM

**#78869 scot**

**Email:** scot@jgmorrisjr.com 17343627600

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

**Operator:** Yash Ahi

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 30 Secs

**City:** ANN ARBOR

**State:** Michigan

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 15 Mins 13 Secs

scot	Hello, I am your Acebuddy	1 Jul, 10:45:12 PM
Acebuddy	Hello Scot Brand, I'm your Ace Buddy. I'll be happy to assist you!	10:45:13 PM
	Whom Would You Like to Connect With?	10:45:13 PM
scot	Technical Support (QB & App Hosting)	10:45:20 PM

Acebuddy	Welcome to Ace Support.	10:45:20 PM
	Please chose an option :	10:45:20 PM
scot	Setback	10:45:28 PM
Acebuddy	Hello Scot Brand, I'm your Ace Buddy. I'll be happy to assist you!	10:45:28 PM
	Whom Would You Like to Connect With?	10:45:28 PM
scot	Managed Security	10:45:37 PM
Acebuddy	Please wait while we connect you to an available Representative.	10:45:37 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:45:37 PM
	<i>Pradeep Kumar accepted the chat transfer request.</i>	10:45:46 PM
	<i>Pradeep Kumar is transferring the chat to Support(QB &amp; App Hosting).</i>	10:45:59 PM
	<i>Yash Ahi accepted the chat transfer request.</i>	10:46:11 PM
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.	10:46:18 PM
scot	Hey Yash, we are getting an SQL exception when I try to log into our sage program hosted on your server.	10:46:28 PM
Yash Ahi	Hi Scot. How are you doing today?	10:46:29 PM
scot	I am well	10:46:34 PM
	Let me screen shot what is happening	10:46:42 PM
Yash Ahi	Alright, I will surely help you with this issue. Yes, please share the screenshot.	10:46:56 PM
	Could you please help me with your server name or business name as well?	10:47:04 PM
	<i>10:47:52 PM scot is sharing a file with you <a href="#">Capture.PNG</a> - ( Size:63.85 KB )</i>	10:47:52 PM
scot	JG Morris JR	10:47:55 PM
	JGMorrisjr.myrealdata	10:48:14 PM
Yash Ahi	Thankyou for the information.	10:48:36 PM
	Kindly allow me two minutes to check the same.	10:48:38 PM
scot	Thanks, also when i try to log into another program with that one it tells me i need to download some sql thing but cant till i restart	10:49:04 PM
Yash Ahi	Alright, let me check that.	10:49:23 PM
scot	if you need to log in and see what i am doing that is cool	10:49:41 PM
Yash Ahi	Yes, please allow me two minutes, let me few things first at the server end.	10:50:05 PM
scot	thanks	10:50:30 PM
Yash Ahi	May I take the remote access of your server Scot?	10:53:04 PM
scot	yes	10:53:09 PM

Yash Ahi	Prior providing the access, I would suggest you to close any important documents at your end.	10:53:24 PM
scot	there are none open	10:53:33 PM
	do you want me to show you the sql message	10:54:05 PM
Yash Ahi	Alright could you please show me where it is asking for an update?	10:54:05 PM
	Yes please.	10:54:18 PM
	Alright let me check.	10:55:03 PM
	Thankyou for your patience Scot.	10:57:50 PM
	I just checked and found that the database needs to be upgraded, and we would suggest you to connect with Sage support team, as they have an expertise in database errors within the application.	10:58:41 PM
scot	Ok I appreciate it I will call them	10:59:08 PM
Yash Ahi	Incase if you require any help from our side while being on call with them, you can take us on a three way conference call, and will help you accordingly.	10:59:19 PM
	Is there anything else I may help you with ?	10:59:49 PM
scot	I appreciate it, I will let you know. That is all for now	11:00:07 PM
Yash Ahi	Sure Scot.	11:00:13 PM
	After this chat you will get the reference ticket ID	11:00:15 PM
scot	Thank you	11:00:16 PM
Yash Ahi	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:00:17 PM
	My pleasure.	11:00:21 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	11:00:23 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Yash Ahi has ended this chat session</i>	11:00:25 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

8 Jul, 1:55:21 AM

### #79033 Joan Hail

**Email:** joanie@kr-cpa.com 9132203414

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 24 Secs

**City:** BELTON

**State:** Missouri

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 26 Mins 42 Secs

Joan Hail	Hello, I am your Acebuddy	8 Jul, 1:55:22 AM
Acebuddy	Hello Joan Hail, I'm your Ace Buddy. I'll be happy to assist you!	1:55:22 AM
	Whom Would You Like to Connect With?	1:55:22 AM
Joan Hail	Technical Support (QB & App Hosting)	1:55:35 AM
Acebuddy	Welcome to Ace Support.	1:55:35 AM
	Please chose an option :	1:55:35 AM
Joan Hail	I'd like to report an Issue	1:55:41 AM
Acebuddy	Please select an option!	1:55:41 AM
Joan Hail	QuickBooks Issue	1:55:44 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:55:44 AM
Joan Hail	QuickBooks is Frozen	1:56:02 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	1:56:02 AM
	Was that helpful?	1:56:02 AM
Joan Hail	No	1:58:06 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	1:58:06 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	1:58:06 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	1:58:12 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	1:58:19 AM
	Hello Joan	1:58:23 AM
	How may I assist you today?	1:59:53 AM
Joan Hail	Hi now having issues with quickbooks freezing and not responding	2:00:02 AM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:00:16 AM
Joan Hail	I tried using the unfreeze quickbooks link but not working either	2:00:27 AM
	QbnxtPro1	2:00:46 AM
Shubham Kataria	Alright, have you used the QB reset icon to unfreeze which is placed on your server's task bar?	2:01:07 AM
Joan Hail	I tried but now the message is stuck open on my screen	2:01:30 AM
	and none of the links to QBs on my desktop will open Qbs	2:01:48 AM
Shubham Kataria	Alright, let me unfreeze it from my end.	2:01:56 AM
Joan Hail	i got rid of the message on the screen	2:02:20 AM
Shubham Kataria	Kindly check now. There were two stuck QuickBooks sessions, which caused the application to freeze. I have cleared the sessions from my end, and QuickBooks should be working now. (Edited)	2:03:37 AM
Joan Hail	why wont the shortcuts on the desktop open QBs?	2:04:04 AM
Shubham Kataria	This thing I need to check after taking the remote session.	2:04:24 AM
	May I take the remote access of your server?	2:04:27 AM
Joan Hail	sure	2:04:33 AM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	2:04:47 AM
Joan Hail	done	2:04:58 AM
Shubham Kataria	Thank you,	2:05:13 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	2:05:17 AM
	Thank you for your patience.	2:08:28 AM
	Our remote session disconnected and we're currently unable to reconnect. Kindly log off and log back into the server to restore the session.	2:09:23 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	2:13:32 AM
	As per our remote conversation we are rebooting the server to resolve this QB launching issue.	2:15:03 AM
	I will inform you here once the server up and running.	2:15:18 AM

Joan Hail	okay. I will wait right here	2:15:26 AM
Shubham Kataria	Thank you for your patience.	2:15:41 AM
	Please log onto the server now and try to access QB.	2:18:42 AM
Joan Hail	Looks like we are up and running again	2:21:00 AM
Shubham Kataria	Great, Happy to see you've logged back in.	2:21:32 AM
	Is there anything else I may help you with ?	2:21:36 AM
Joan Hail	not right now., thanks	2:21:50 AM
Shubham Kataria	You're welcome	2:21:54 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	2:21:57 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:22:00 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	2:22:03 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> )	

*Shubham Kataria has ended this chat session*

2:22:05 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

1 Jul, 9:19:59 PM

**#78866 Alyssa Jaeger**

**Email:** alyssa@hoddertax.com

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 30 Secs

**City:** CASPER

**State:** Wyoming

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 13 Mins 40 Secs

Alyssa Jaeger	Hello, I am your Acebuddy	1 Jul, 9:20:00 PM
Acebuddy	Hello Alyssa Jaeger, I'm your Ace Buddy. I'll be happy to assist you!	9:20:01 PM
	Whom Would You Like to Connect With?	9:20:01 PM
Alyssa Jaeger	Technical Support (QB & App Hosting)	9:20:13 PM
Acebuddy	Welcome to Ace Support.	9:20:14 PM
	Please chose an option :	9:20:14 PM
Alyssa Jaeger	I'd like to report an Issue	9:20:19 PM
Acebuddy	Please select an option!	9:20:19 PM
Alyssa Jaeger	Other Issue	9:20:26 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:20:26 PM
Alyssa Jaeger	When I print it says there is an incorrect key or demo evaluation period expiring. This has happened to us before and we don't know how to fix it. It is not related to the quickbooks files	9:21:15 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:21:16 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:21:16 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	9:22:07 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	9:22:11 PM
	Hello Alyssa	9:22:17 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:22:23 PM
Alyssa Jaeger	Yes it is Alyssa.J@myrealdata.net and my password is CasperWyo255!	9:24:54 PM
Shubham Kataria	Thank you for the information but we don't require your password. please confirm your business name which is registered with us. (Edited)	9:25:45 PM
Alyssa Jaeger	Hodder Tax	9:26:07 PM
Shubham Kataria	Thank you, Kindly confirm if you're the only user who is facing this issue.	9:26:51 PM
Alyssa Jaeger	As of now I am, no one else has used Quickbooks Desktop yet for printing today	9:27:37 PM
Shubham Kataria		

	Alright, Could you please try to print now as we have made changes in configuration from backend.	9:28:56 PM
Alyssa Jaeger	Yes give me just a minute to log back on	9:29:19 PM
Shubham Kataria	No problem, take your time	9:29:40 PM
	Before attempting to print, please log off from the server and then try again. (Edited)	9:30:33 PM
Alyssa Jaeger	That looks better!	9:32:49 PM
Shubham Kataria	That's great	9:32:57 PM
	Is there anything else I may help you with ?	9:33:02 PM
Alyssa Jaeger	No that is all, thank you for your time!	9:33:20 PM
Shubham Kataria	You're welcome	9:33:27 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	9:33:30 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:33:36 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	9:33:38 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Shubham Kataria has ended this chat session</i>	9:33:41 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jul, 9:10:58 PM

#79109 Andy

Email: kcorrea@lokring.com ☎ 13104066663

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:** LOS ANGELES

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 38 Secs

Andy	Hello, I am your Acebuddy	8 Jul, 9:10:59 PM
Acebuddy	Hello Andy Steven, I'm your Ace Buddy. I'll be happy to assist you!	9:11:00 PM
	Whom Would You Like to Connect With?	9:11:00 PM
Andy	Technical Support (QB & App Hosting)	9:11:07 PM
Acebuddy	Welcome to Ace Support.	9:11:07 PM
	[ ]	9:11:07 PM
	We are currently experiencing higher than normal contact volume related to server connectivity issues.	9:11:07 PM
	Are you also experiencing issues related to server connectivity?	9:11:07 PM
Andy	Yes	9:11:38 PM
Acebuddy	Please refer to our status page for further updates on the issue status.	9:11:38 PM
	Thank you contact Ace Support. Have a wonderful day!	9:11:38 PM
	<i>Acebuddy has ended this chat session</i>	9:11:38 PM



## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

21 Jul, 4:46:15 AM

**#79637 Jamie iloilo**

**Email:** der-kang@umail.hinet.net ☎ 16787674531

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 23 Secs

**City:** LA MIRADA

**State:** Louisiana

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 22 Mins 33 Secs

Jamie iloilo	Hello, I am your Acebuddy	21 Jul, 4:46:16 AM
Acebuddy	Hello Jamie Iloilo, I'm your Ace Buddy. I'll be happy to assist you!	4:46:17 AM
	Whom Would You Like to Connect With?	4:46:17 AM
Jamie iloilo	Technical Support (QB & App Hosting)	4:46:29 AM
Acebuddy	Welcome to Ace Support.	4:46:29 AM
	Please chose an option :	4:46:29 AM
Jamie iloilo	I'd like to raise a Request	4:46:39 AM
Acebuddy	Please select your request type.	4:46:39 AM
Jamie iloilo	Other Request	4:46:54 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.	4:46:54 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	4:46:54 AM
Jamie iloilo	Yes, I'm facing issues with my server	4:47:10 AM
Acebuddy	Please select an option!	4:47:10 AM
Jamie iloilo	Other Issue	4:47:18 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:47:18 AM
Jamie iloilo	I need an agent to come online	4:47:38 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:47:38 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:47:38 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	4:47:42 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	4:47:51 AM
Jamie iloilo	thanks you are here	4:48:02 AM
	pls am trying to install my RDP Sever on my pc but not working	4:48:30 AM

Shubham Kataria	You're welcome Jamie	4:48:54 AM
Jamie iloilo	i need you to connect to my PC and teach me how it works with the new set up	4:48:54 AM 4:49:00 AM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:49:00 AM
Jamie iloilo	Kingshenwen.myrealdata.net Urser name: myrealdata\KINC_Jamie_Staff1	4:49:48 AM 4:50:17 AM
Shubham Kataria	May I take the remote access of your local computer?	4:50:46 AM
Jamie iloilo	sure	4:50:58 AM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	4:51:04 AM
Jamie iloilo	okay	4:51:14 AM
Shubham Kataria	<a href="https://assist.acecloudhosting.com/join/8522457338">https://assist.acecloudhosting.com/join/8522457338</a>	4:51:21 AM
	Kindly paste this link in the browser of local computer and join the session.	4:51:25 AM
Jamie iloilo	download	4:54:54 AM
	Are you here	4:55:54 AM
	?	4:55:54 AM
Shubham Kataria	Yes, I am here	4:56:08 AM
Jamie iloilo	i got it download and install but can't find it on my PC	4:56:32 AM
Shubham Kataria	please check your downloads folder	4:56:56 AM
Jamie iloilo	you can join now	4:57:35 AM
Shubham Kataria	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	4:57:46 AM
	Thank you for your patience.	5:07:49 AM
Jamie iloilo	okay	5:08:06 AM
Shubham Kataria	As per the remote session your RDP set up has been completed.	5:08:09 AM
	Is there anything else I may help you with ?	5:08:13 AM
Jamie iloilo	thanks for the help	5:08:16 AM
Shubham Kataria	You're welcome (Edited)	5:08:26 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	5:08:39 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:08:44 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

5:08:46 AM

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

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

*Shubham Kataria has ended this chat session*

5:08:49 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

21 Jul, 9:56:38 PM

**#79654 gbantatua**

**Email:** gbantatua@clearwaterlandscaping.com

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

**Operator:** Shubham Kataria

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 27 Secs

**City:** SANTO TOMAS

**State:** National Capital Region

**Country:** PHILIPPINES

### Chat Transcript

Chat Duration : 10 Mins 8 Secs

gbantatua	Hello, I am your Acebuddy	21 Jul, 9:56:39 PM
Acebuddy	Hello Gbantatua, I'm your Ace Buddy. I'll be happy to assist you!	9:56:40 PM
	Whom Would You Like to Connect With?	9:56:40 PM
gbantatua	Technical Support (QB & App Hosting)	9:56:45 PM
Acebuddy	Welcome to Ace Support.	9:56:45 PM
	Please chose an option :	9:56:45 PM

gbantatua	I'd like to report an Issue	9:56:53 PM
Acebuddy	Please select an option!	9:56:53 PM
gbantatua	Other Issue	9:56:58 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:56:58 PM
gbantatua	Please provide access to this folder D:\Client data\D\Data\Financials\Cashflow	9:57:42 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:57:43 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:57:43 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	9:57:48 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	9:57:59 PM
	Hello Gbantatua	9:58:07 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:58:26 PM
gbantatua	Please see below details	9:59:16 PM
	CID: CID73261 Account Name: Clearwater Landscaping User: Gilbert Bantatua (gilbert.b@myrealdatal.net)	9:59:27 PM
Shubham Kataria	Thank you for the information. Please allow me two minutes to check the same.	10:00:13 PM
gbantatua	Alright.	10:01:40 PM
Shubham Kataria	Thank you for your patience.	10:02:39 PM
	Our escalation engineer is already working on your request. You will get the update soon over the email. He is proactively working on it.	10:03:33 PM
gbantatua	Alright, do you have a timeline on when will I provide an update? Thanks!	10:04:15 PM
Shubham Kataria	Within half hour you will get the update on this.	10:04:41 PM
gbantatua	Sure, I'll just wait for the update. Thanks Shubham.	10:06:22 PM
Shubham Kataria	You're welcome	10:06:25 PM
	Is there anything else I may help you with ?	10:06:28 PM
gbantatua	That would be all.	10:06:36 PM
Shubham Kataria	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:06:44 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	10:06:46 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	

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

*Shubham Kataria has ended this chat session*

10:06:48 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

10 Jul, 2:44:41 AM

**#79236 allison**

**Email:** allison@cowestlandtrust.org 19702635443

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 57 Secs

**City:** GREELEY

**State:** Colorado

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 24 Mins 52 Secs

allison	Hello, I am your Acebuddy	10 Jul, 2:44:42 AM
Acebuddy	Hello Allison Rehor, I'm your Ace Buddy. I'll be happy to assist you!	2:44:42 AM
	Whom Would You Like to Connect With?	2:44:42 AM
allison	Technical Support (QB & App Hosting)	2:44:47 AM
Acebuddy	Welcome to Ace Support.	2:44:47 AM
	Please chose an option :	2:44:47 AM
allison	I'd like to report an Issue	2:44:52 AM
Acebuddy	Please select an option!	2:44:52 AM
allison	QuickBooks Issue	2:44:55 AM

Acebuddy	What type of QuickBooks Issue are you facing?	2:44:55 AM
allison	Other QB related issue	2:45:02 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:45:02 AM
allison	Ticket 731224	2:45:12 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:45:12 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:45:12 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	2:46:50 AM
	<i>Sujeet Kumar Suman is transferring the chat to Shubham Kataria.</i>	2:47:01 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	2:48:28 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	2:48:37 AM
allison	Hi, QB is still closing as soon as I open it	2:48:54 AM
Shubham Kataria	Hello Allison	2:49:21 AM
allison	Hello	2:51:04 AM
Shubham Kataria	I have already escalated your issue to our escalation team. They have also attempted to open QuickBooks using a new profile. Based on their assessment, they recommend performing a clean re-installation of QuickBooks on the server.	2:51:05 AM
allison	When will this happen?	2:57:07 AM
Shubham Kataria	I deeply apologize for the delayed response.	2:57:38 AM
	As you're on shared server this task can be performed in the night hours.	2:57:58 AM
allison	Will I get a message letting me know it has been completed?	2:58:49 AM
Shubham Kataria	I deeply apologize for the delayed response as there was technical issue in my system.	3:00:50 AM
	we will complete the clean re-installation in night hours	3:01:12 AM
	Are we still connected here?	3:04:29 AM
	Are we still connected here?	3:07:26 AM
	Are we still connected here?	3:08:29 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	3:09:32 AM
	<i>Shubham Kataria has ended this chat session</i>	3:09:35 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

9 Jul, 2:23:10 AM

### #79175 Alex Tarkoff

**Email:** atarkoff@archwestcapital.com ☎ 0000000000

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 52 Secs

**City:** IRVINE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 55 Mins 9 Secs

Alex Tarkoff	Hello, I am your Acebuddy	9 Jul, 2:23:11 AM
Acebuddy	Hello Alex Tarkoff, I'm your Ace Buddy. I'll be happy to assist you!	2:23:12 AM
	Whom Would You Like to Connect With?	2:23:12 AM
Alex Tarkoff	Technical Support (QB & App Hosting)	2:23:46 AM
Acebuddy	Welcome to Ace Support.	2:23:46 AM
	Please chose an option :	2:23:46 AM
Alex Tarkoff	I'd like to raise a Request	2:24:07 AM
Acebuddy	Please select your request type.	2:24:07 AM
Alex Tarkoff	Password Reset	2:24:13 AM
Acebuddy	Please select an option below	2:24:13 AM
Alex Tarkoff	Already Enrolled to Selfcare Portal	2:24:20 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	2:24:20 AM
	Do you need any further assistance on the topic?	2:24:20 AM
Alex Tarkoff	Yes	2:26:34 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:26:34 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	2:26:34 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	2:26:49 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	2:26:57 AM
Alex Tarkoff	Hi Yash	2:27:07 AM
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:27:11 AM
	Hi Alex, kindly help me with your server name and user name?	2:27:36 AM
Alex Tarkoff	alex.t@myrealdata.net <a href="Https://Archwest.myrealdata.net/rdweb/feed/webfeed.aspx">Https://Archwest.myrealdata.net/rdweb/feed/webfeed.aspx</a>	2:28:06 AM
Yash Kalra	Kindly allow me two minutes to check the same.	2:28:56 AM
	<b>Alex, please use the following link to reset your password:</b> <a href="selfcare.acecloudhosting.com">selfcare.acecloudhosting.com</a>	2:33:27 AM
	If required, I can assist you with resetting your password by taking remote access.	2:34:31 AM
Alex Tarkoff	I reset my password, but when attempting to sign in, it says my account is disabled	2:35:22 AM
Yash Kalra	Please stay connected while we check things from the backend.	2:37:19 AM
	Alex, Let me transfer you to a specialist who can better address your concern.	2:48:07 AM
	<i>Yash Kalra is transferring the chat to Billing.</i>	2:48:17 AM
	<i>Siddharth Negi accepted the chat transfer request.</i>	2:48:24 AM
Alex Tarkoff	hello	2:49:31 AM
Siddharth Negi	Hello Siddhartha, this side from ACE billing. How may I assist you?	2:49:33 AM
Alex Tarkoff	I reset my password, but when attempting to sign in, it says my account is disabled	2:49:55 AM
Siddharth Negi	Please help me with your account name? (Edited)	2:50:20 AM
Alex Tarkoff	alex.t@myrealdata.net	2:51:00 AM
Siddharth Negi	Is your company name L and L Management?	2:51:35 AM
Alex Tarkoff	no it is archwest capital	2:52:03 AM
Siddharth Negi	Allow me a minute to check	2:52:25 AM
	Yes, your account is disabled due to non-payment.	2:53:42 AM
Alex Tarkoff	We paid it today	2:54:44 AM
	<i>2:55:43 AMAlex Tarkoff is sharing a file with you</i> <a href="#">image.png</a> - (Size:85.51 KB)	2:55:43 AM
Siddharth Negi	Thank you for your prompt response. I will just check and confirm you the status	2:56:09 AM
	We have reactivated your services. And we have forwarded the payment information to the relevant team for confirmation. Once we receive confirmation, we will update you with a copy of the paid invoice at your registered email address.	2:58:30 AM
	Is there anything else I can assist you with?	2:58:53 AM
		2:59:48 AM

	Are we connected?	
	Are we connected?	3:00:34 AM
Alex Tarkoff	it still says my account is disabled	3:01:03 AM
	<i>3:01:52 AMAlex Tarkoff is sharing a file with you <a href="#">image.png</a> - ( Size:344.03 KB )</i>	3:01:52 AM
Siddharth Negi	Please try to refresh once	3:01:57 AM
Alex Tarkoff	still says disabled	3:02:39 AM
Siddharth Negi	Please try to login by opening the new tab once the current tab is closed. If you are still facing this issue, please let me know?	3:03:14 AM
	<i>3:04:38 AMAlex Tarkoff is sharing a file with you <a href="#">1_image.png</a> - ( Size:666.98 KB )</i>	3:04:38 AM
Alex Tarkoff	opened a new tab and still disabled	3:04:46 AM
Siddharth Negi	Okay, I apologize for the inconvenience caused to you. We are escalating your concern to the relevant department, and they will surely assist you with that.	3:06:49 AM
	<i>Siddharth Negi is transferring the chat to Support(QB &amp; App Hosting).</i>	3:07:46 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	3:09:38 AM
Yash Kalra	Alex, please stay connected while we are making some changes from the backend.	3:11:05 AM
Alex Tarkoff	thanks	3:11:29 AM
Yash Kalra	Alex, please try to login now.	3:14:12 AM
	Please check and let us know the current status of the issue.	3:16:19 AM
Alex Tarkoff	The issue is resolved	3:17:41 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the Smilies. (Edited)	3:17:43 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:18:06 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	3:18:08 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Yash Kalra has ended this chat session</i>	3:18:20 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

25 Jul, 1:05:31 AM

**#79780 karen**

**Email:** karen@brilliantroofing.com ☎ 772-678-6654

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 46 Secs

**City:** STUART

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 51 Mins 35 Secs

karen	Hello, I am your Acebuddy	25 Jul, 1:05:32 AM
Acebuddy	Hello Karen, I'm your Ace Buddy. I'll be happy to assist you!	1:05:33 AM
	Whom Would You Like to Connect With?	1:05:33 AM
karen	Technical Support (QB & App Hosting)	1:05:56 AM
Acebuddy	Welcome to Ace Support.	1:05:56 AM
	Please chose an option :	1:05:56 AM
karen	I'd like to report an Issue	1:06:15 AM
Acebuddy	Please select an option!	1:06:15 AM
karen	QuickBooks Issue	1:06:20 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:06:20 AM
karen	Other QB related issue	1:06:26 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:06:26 AM
karen	we just added excel and need to connect the program to quickbooks,	1:07:20 AM

Acebuddy	Please wait while we connect you to a Support Representative	1:07:20 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:07:20 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	1:08:08 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	1:08:13 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:08:18 AM
karen	i dont kno	1:08:35 AM
	they verified with our address earlier	1:08:56 AM
Yash Kalra	Kindly allow me two minutes to check the same.	1:09:03 AM
karen	Advanced Metal Roofing	1:09:17 AM
	4149 SE Salerno Road Stuart FL 34997	1:09:43 AM
Yash Kalra	Karen, could you please check and confirm if this issue is occurring for all users or just specific ones? (Edited)	1:10:45 AM
karen	Hi Yash, Have you looked at my call from earlier	1:11:26 AM
	i am the only one who is using excel no other users here	1:12:00 AM
Yash Kalra	Karen, thank you letting us know.	1:12:45 AM
	May I take the remote access of your server?	1:12:54 AM
karen	we ordered and added excel services but they are not connected and i can not email any excel sheets	1:13:01 AM
Yash Kalra	Karen, please try logging out and then logging back in once. This helps the services to re-establish connection properly.	1:15:13 AM
karen	when i try to send my excel report, i get a message that there is no email program associated to perform this action. it tells me to create an association with the default programs control panel  log out of qb?	1:16:01 AM
Yash Kalra	Karen, please log out from the server once and then log back in.	1:17:00 AM
karen	i am logging back in now	1:19:20 AM
Yash Kalra	Karen, I request you to please try now and confirm if the issue persists? (Edited)	1:19:27 AM
karen	I ALREADY TOLD YOU I WAS DOING IT  IT WAS IN THE PROCESS  NOW IT IS DONE AND IT IS THE SAME	1:22:19 AM
Yash Kalra	May I take the remote access of your server in order to resolve this issue?	1:22:56 AM
karen	IT WANTS ME TO CREATE AN ASSOCIATION IN THE DEFAULT PROGRAMS  PLEASE DO	1:23:09 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.  Kindly Click on the link and open the downloaded file.	1:23:29 AM
		1:23:44 AM

<https://assist.acecloudhosting.com/join/2132944294>

Please join the session using the link provided. It will be easier to resolve the issue once we are connected via remote session.

1:24:51 AM

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

1:25:32 AM

karen OK

1:56:44 AM

BYE

1:56:46 AM

Yash Kalra I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.

1:56:53 AM

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

1:57:02 AM

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

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

Thanks!

1:57:04 AM

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

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

*Yash Kalra has ended this chat session*

1:57:08 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Jul, 6:09:33 PM

**#79643 Fred Koons**

**Email:** fkoons@keypre.com 14848667732

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 32 Secs

**City:** ALLENTOWN

**State:** Pennsylvania

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 52 Mins

Fred Koons	Hello, I am your Acebuddy	21 Jul, 6:09:34 PM
Acebuddy	Hello Fred Koons, I'm your Ace Buddy. I'll be happy to assist you!	6:09:35 PM
	Whom Would You Like to Connect With?	6:09:35 PM
Fred Koons	Managed IT	6:09:44 PM
Acebuddy	Please wait while we connect you to an available Representative.	6:09:44 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:09:45 PM
	<i>Shubham accepted the chat transfer request.</i>	6:09:52 PM
Fred Koons	Our server is down and I need this fixed immediately. Sever is KEYSTONE	6:10:18 PM
	<i>Shubham is transferring the chat to Support(QB &amp; App Hosting).</i>	6:10:36 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	6:10:57 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	6:11:11 PM
Fred Koons	Hello	6:11:57 PM
Ashutosh Mishra	Hello Fred, I will surely help you with this issue.	6:12:06 PM
	<i>6:12:55 PM Fred Koons is sharing a file with you</i>	6:12:55 PM
	<i><u>1_image.png</u> - ( Size:22.05 KB )</i>	
	I will be surely assisting you with this. Kindly help me with your user name?	6:14:17 PM
Fred Koons	This is when we try to run MAS 100 2024	6:14:19 PM
	fkoons	6:14:27 PM
	sorry	6:14:48 PM
	FredKoops	6:14:49 PM
Ashutosh Mishra	Currently I have checked on server and the username FredKoops is currently logged in, May I take the remote access of your local computer to identify the issue?	6:16:15 PM
Fred Koons	Yes	6:16:25 PM
	I'm logged in. That's the error we get when we try to run Sage 100 2024, which is our active business system.	6:16:45 PM
	And you can take remote access sure.	6:16:59 PM
Ashutosh Mishra	Thanks for the confirmation!	6:18:10 PM

	Prior providing the access, I would suggest you to close any important documents at your end.	6:18:13 PM
	Kindly paste this link in the browser of local computer and join the session.	6:18:33 PM
	<a href="https://assist.acecloudhosting.com/join/8182566326">https://assist.acecloudhosting.com/join/8182566326</a>	6:18:34 PM
	Please accept all the prompts on screen.	6:20:04 PM
Fred Koons	ok	6:20:11 PM
	you're in	6:20:28 PM
Ashutosh Mishra	Yes	6:20:58 PM
Fred Koons	Why was the service not running	6:23:36 PM
	My SAGE partner restarted the service and it's running.	6:24:23 PM
Ashutosh Mishra	This is application specific issue, restarting the service established the connection.	6:25:22 PM
Fred Koons	Who is responsible for monitoring that application on the server	6:25:51 PM
Ashutosh Mishra	The services can be monitored by the admin user on server.	6:28:13 PM
Fred Koons	How	6:28:22 PM
	I need to be an admin then. Also, all verification codes need to come to fkoons@keypre.com and +14848667732	6:28:46 PM
	And we were told this would be you guys monitoring. I need Akash to contact myself and Steve Montgomery immediately.	6:30:08 PM
Ashutosh Mishra	It seems currently the SAGE partner you mentioned is the admin of the Application server as only he will be able to open the application server.	6:30:50 PM
	If you would like to reconfigure this we can forward this to a senior engineer who will be able to assist you with the process as well as we will also inform Akash to reach out for further assistance.	6:33:44 PM
Fred Koons	Is there something that would notify them when it is not running?	6:33:45 PM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	6:35:08 PM
	Thank you for your patience.	6:38:51 PM
	Since this is an application specific function hence, we do not get any alerts from the server, however I have checked with senior team, and we can make some backend changes so the service never stops.	6:40:22 PM
	Are we still connected here?	6:42:12 PM
	Are we still connected here?	6:44:35 PM
	Are we still connected here?	6:47:12 PM
Fred Koons	yes	6:47:47 PM
	This is the first time it has stopped	6:48:08 PM
	I'm not clear on why this would have happened.	6:48:14 PM
Ashutosh Mishra	The AutoLogon user is also in disconnected state, usually AutoLogon user contains the services that needs to run always.	6:49:08 PM

Fred Koons	How have they known to always login to that in the past? Why would it be disconnected	6:49:34 PM
Ashutosh Mishra	AutoLogon user is always logged in as it is not assigned to any actual user, it is created for the sole purpose of keeping the services active. Do you have the password for AutoLogon user?	6:52:00 PM
Fred Koons	I do not	6:54:02 PM
Ashutosh Mishra	May I reboot the server now to test the functionality of AutoLogon?	6:54:53 PM
Fred Koons	Please wait until 8 pm EST tonight.	6:55:05 PM
Ashutosh Mishra	Sure, we will check the functionality during no production hours and inform you if any backend changes are applied. Meanwhile we will also do a service fix for the Sage 100 application server, so it keeps automatically running.	6:56:44 PM
	Is there anything else I may help you with ?	6:56:47 PM
Fred Koons	Yes, can you please make sure that when I try to login to self service where I create users that the login codes come to my email and phone number	6:58:01 PM
	right now they are going to russ, and I didn't realize it's not possible to have different people have logins for this.	6:58:17 PM
Ashutosh Mishra	I understand you are referring to MY Portal, we require a formal request over the email to make the changes. After this chat I will request your approval over email and accordingly forward to the relevant team to make the changes.	7:00:55 PM
Fred Koons	sounds good.	7:01:07 PM
	That is all then.	7:01:11 PM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	7:01:21 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:01:26 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	7:01:29 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Ashutosh Mishra has ended this chat session</i>	7:01:34 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

30 Jul, 3:35:17 AM

### #79914 Tamara Brown

**Email:** tamarabrown@elitefinancialvt.com 802-398-7691

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

**Operator:** Shubham Maurya

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 37 Secs

**City:** MOUNT JULIET

**State:** Tennessee

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 19 Mins 53 Secs

Tamara Brown	Hello, I am your Acebuddy	30 Jul, 3:35:18 AM
Acebuddy	Hello Tamara Brown, I'm your Ace Buddy. I'll be happy to assist you!	3:35:19 AM
	Whom Would You Like to Connect With?	3:35:19 AM
Tamara Brown	Technical Support (QB & App Hosting)	3:35:25 AM
Acebuddy	Welcome to Ace Support.	3:35:25 AM
	Please chose an option :	3:35:25 AM
Tamara Brown	I'd like to raise a Request	3:35:39 AM
Acebuddy	Please select your request type.	3:35:39 AM
Tamara Brown	Setup Ace Server	3:35:50 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	3:35:50 AM
Tamara Brown	MacOS	3:35:53 AM
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.	3:35:54 AM
	Do you need any further assistance on the topic?	3:35:54 AM
Tamara Brown	Yes	3:35:59 AM

Acebuddy	Please wait while we connect you to our Support Representative	3:35:59 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:35:59 AM
	<i>Shubham Maurya accepted the chat transfer request.</i>	3:36:11 AM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	3:36:22 AM
Tamara Brown	I have had the app on my computer MacOS.. but it was deleted from my laptop. I can't find it on the appstore any more	3:36:37 AM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:37:11 AM
Tamara Brown	server CID71178 I believe??	3:38:35 AM
Shubham Maurya	Thanks for the confirmation !	3:39:25 AM
	Please allow me some time to look into this.	3:39:42 AM
	The name of the application on App Store is changed to <b>Windows app</b> now, please try to search with this name.	3:40:45 AM
Tamara Brown	okay	3:41:12 AM
	<i>3:42:09 AM Shubham Maurya is sharing a file with you <a href="#">image.png</a> - (Size:31.71 KB)</i>	3:42:09 AM
	<i>Let me know if you are unable to find it in App Store.</i>	
Shubham Maurya	Are you able to find it? Please do let me know.	3:45:47 AM
	Are we still connected here?	3:48:03 AM
	Are we still connected here?	3:50:07 AM
	Are we still connected here?	3:52:02 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	3:55:06 AM
	<i>Shubham Maurya has ended this chat session</i>	3:55:11 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Jul, 6:33:00 PM

#79676 Danielle Braga

**Email:** danielle@thebeaconadvisors.com  15087481611

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 36 Secs

**City:** TAUNTON

**State:** Massachusetts

**Country:** UNITED STATES

Chat Duration : 5 Mins 33 Secs

### Chat Transcript

Danielle Braga	Hello, I am your Acebuddy	22 Jul, 6:33:01 PM
Acebuddy	Hello Danielle Braga, I'm your Ace Buddy. I'll be happy to assist you!	6:33:02 PM
	Whom Would You Like to Connect With?	6:33:02 PM
Danielle Braga	Technical Support (QB & App Hosting)	6:33:16 PM
Acebuddy	Welcome to Ace Support.	6:33:16 PM
	Please chose an option :	6:33:16 PM
Danielle Braga	I'd like to report an Issue	6:33:22 PM
Acebuddy	Please select an option!	6:33:22 PM
Danielle Braga	Other Issue	6:33:27 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:33:27 PM
Danielle Braga	Hi - My email is not working, it is bouncing back every email as spam. Can you assist? I am available for a call after 1030AM.	6:33:36 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:33:37 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:33:37 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	6:34:35 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	6:34:57 PM
	Could you please share your best phone number to reach.	6:35:32 PM
Danielle Braga	339-933-2598, I am not available for a call until after 1030AM EST	6:36:04 PM
Shivam Singh	We will arrange a callback after 10:30 AM EST.	6:37:37 PM
Danielle Braga	thank you!	6:37:47 PM
Shivam Singh	Is there anything else I may help you with ?	6:38:01 PM

Danielle Braga	that is it, thanks	6:38:10 PM
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	6:38:28 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	6:38:33 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	

*Shivam Singh has ended this chat session*

6:38:35 PM



