

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Jan, 2:35:56 AM

#71280 Cindy

Email: cindy@hd-biotech.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: BLOOMINGTON

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 8 Secs

Cindy	Hello, I am your Acebuddy	24 Jan, 2:35:57 AM
Acebuddy	Hello Cindy Suarez, I'm your Ace Buddy. I'll be happy to assist you!	2:35:58 AM
	Whom Would You Like to Connect With?	2:35:58 AM
Cindy	Technical Support (QB & App Hosting)	2:36:11 AM
Acebuddy	Welcome to Ace Support.	2:36:11 AM
	Please chose an option :	2:36:11 AM
Cindy	I'd like to raise a Request	2:36:24 AM
Acebuddy	Please select your request type.	2:36:24 AM
Cindy	Password Reset	2:36:30 AM
Acebuddy	Please select an option below	2:36:30 AM
Cindy	Not Enrolled to Selfcare Portal	2:36:41 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.	2:36:41 AM
	Do you need any further assistance on the topic?	2:36:41 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.	3:11:05 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Jan, 12:49:42 PM

#71214 Fenil Shah

Email: tax@sktaxaddison.com 8473508121

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: 27 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 7 Secs

Fenil Shah	Hello, I am your Acebuddy	23 Jan, 12:49:43 PM
Acebuddy	Hello Tax, I'm your Ace Buddy. I'll be happy to assist you!	12:49:45 PM
	Whom Would You Like to Connect With?	12:49:45 PM
Fenil Shah	Technical Support (QB & App Hosting)	12:50:04 PM
Acebuddy	Welcome to Ace Support.	12:50:04 PM
	Please chose an option :	12:50:04 PM
Fenil Shah	I'd like to report an Issue	12:50:12 PM
Acebuddy	Please select an option!	12:50:12 PM
Fenil Shah	QuickBooks Issue	12:50:16 PM
Acebuddy	What type of QuickBooks Issue are you facing?	12:50:16 PM
Fenil Shah	Setback	12:50:29 PM

Acebuddy	Please select an option!	12:50:29 PM
Fenil Shah	Other Issue	12:50:33 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:50:34 PM
Fenil Shah	my atx payroll is not working	12:51:12 PM
Acebuddy	Please wait while we connect you to a Support Representative	12:51:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:51:13 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	12:51:29 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:51:32 PM
	Hello.	12:51:38 PM
Fenil Shah	hii	12:51:44 PM
	my payroll is not working	12:52:01 PM
Shashwat Verma	I will surely help you with this issue.	12:52:06 PM
	When did it last working and updated?	12:52:35 PM
Fenil Shah	one week ago	12:53:18 PM
Shashwat Verma	We have also checked and found that the issue is ongoing in ticket id #625818	12:53:51 PM
	As there are multiple servers, could you please specify the server name on which you are facing this issue?	12:54:56 PM
Fenil Shah	server name is SKTA4	12:58:53 PM
	close after entering the password and username	12:59:39 PM
Shashwat Verma	Thanks for the confirmation !	12:59:50 PM
	May I take the remote access of your local computer?	12:59:53 PM
Fenil Shah	yes	12:59:59 PM
Shashwat Verma	Prior to providing the access, I would suggest you to close any important documents at your end.	1:00:23 PM
Fenil Shah	ok	1:00:36 PM
Shashwat Verma	https://assist.acecloudhosting.com/join/6182975399	1:01:02 PM
	Kindly Click on the link and open the downloaded file.	1:01:14 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.	1:02:55 PM
	issue resolved on remote session	1:12:44 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:12:47 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!

1:12:48 PM

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

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

Shashwat Verma has ended this chat session

1:12:51 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jan, 10:35:01 PM

#70390 Mary Jouett

Email: mary@jouettholdings.com 12627646092

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: PLEASANT PRAIRIE

State: Wisconsin

Country: UNITED STATES

Chat Transcript

Chat Duration : 41 Secs

Mary Jouett	Hello, I am your Acebuddy	9 Jan, 10:35:03 PM
Acebuddy	Hello Mary, I'm your Ace Buddy. I'll be happy to assist you!	10:35:05 PM
	Whom Would You Like to Connect With?	10:35:05 PM
Mary Jouett	Technical Support (QB & App Hosting)	10:35:08 PM
Acebuddy	Welcome to Ace Support.	10:35:08 PM
	Please chose an option :	10:35:08 PM

Mary Jouett	I'd like to raise a Request	10:35:14 PM
Acebuddy	Please select your request type.	10:35:14 PM
Mary Jouett	Reboot your Server	10:35:24 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.	10:35:24 PM
	Do you need any further assistance on the topic?	10:35:24 PM
Mary Jouett	No	10:35:44 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	10:35:45 PM
	<i>Acebuddy has ended this chat session</i>	10:35:45 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Jan, 10:34:40 PM

#70853 John Bain

Email: jbain@grimsleysinc.com

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: STILLWATER

State: Oklahoma

Country: UNITED STATES

Chat Transcript

Chat Duration : 47 Mins 17 Secs

John Bain	Hello, I am your Acebuddy	16 Jan, 10:34:41 PM
Acebuddy	Hello John Bain, I'm your Ace Buddy. I'll be happy to assist you!	10:34:42 PM
	Whom Would You Like to Connect With?	10:34:42 PM
John Bain	Technical Support (QB & App Hosting)	10:34:49 PM

Acebuddy	Welcome to Ace Support.	10:34:50 PM
	Please chose an option :	10:34:50 PM
John Bain	I'd like to raise a Request	10:35:00 PM
Acebuddy	Please select your request type.	10:35:00 PM
John Bain	Other Request	10:35:09 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	10:35:09 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:35:09 PM
John Bain	Yes, I'm facing issues with my server	10:35:18 PM
Acebuddy	Please select an option!	10:35:18 PM
John Bain	Password Reset	10:35:24 PM
Acebuddy	Please select an option below	10:35:24 PM
John Bain	Not Enrolled to Selfcare Portal	10:35:30 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.	10:35:33 PM
	Do you need any further assistance on the topic?	10:35:33 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.	11:21:58 PM
	<i>Ended due to chat idle timeout</i>	11:21:58 PM



Chat Transcript

I am trying to input payroll and it is saying we need an update. Our admin did the update, but I still am unable to access the payroll

Visitor Details

30 Jan, 8:01:54 AM

#71643 Kristen Bodine

Email: kbodine@awakenjustice.org 7758307381

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 55 Secs

City: RENO

State: Nevada

Country: UNITED STATES

Chat Duration : 15 Mins 15 Secs

Chat Transcript

Kristen Bodine	I am trying to input payroll and it is saying we need an update. Our admin did the update, but I still am unable to access the payroll	30 Jan, 8:01:55 AM
Dev Dubey	Thank you for contacting ACE. My name is Dev Dubey. I will be assisting you further.	8:02:02 AM
	<i>Dev Dubey is transferring the chat to Support(QB & App Hosting).</i>	8:02:32 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	8:02:45 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:02:48 AM
	Hello	8:02:52 AM
Kristen Bodine	Thank you	8:03:02 AM
Shashwat Verma	I will surely help you with this issue.	8:03:18 AM
	We'll schedule the payroll from our side	8:04:52 AM
Kristen Bodine	Do I need to stay logged into QuickBooks or should I exit out of the server.	8:05:00 AM
Shashwat Verma	No need to do so.	8:05:15 AM
Kristen Bodine	My side is still showing an update notice. When I hit ok, it then tells me it is unable to do the update.	8:05:54 AM
Shashwat Verma	Yes, it looks like QB update required	8:06:38 AM
	We have noted your request and will let you know on email when we are done with it	8:06:56 AM
Kristen Bodine	Our main administrator, Deanna, did that earlier today.	8:07:05 AM
Shashwat Verma	Yes, we have also informed them too, that we'll do it off hours	8:08:02 AM
Kristen Bodine	Payroll hours need to be added on our end. Will I be able to do that in the next hour?	8:08:44 AM
Shashwat Verma	Yes, will do in 1 hour max.	8:09:15 AM
Kristen Bodine	Do I need to log out for the update?	8:09:39 AM
Shashwat Verma	No need to do, will do from our side only.	8:10:01 AM
Kristen Bodine	How will I know when the update is complete?	8:11:19 AM
Shashwat Verma	Will let you know on email.	8:11:34 AM
Kristen Bodine	Perfect. Thank you.	8:11:54 AM
Shashwat Verma	Is there anything else I may help you with ?	8:12:04 AM

Kristen Bodine	No. Thank you.	8:12:14 AM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:17:11 AM
You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.		
I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.		
Thanks!		
Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).		
For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)		

Shashwat Verma has ended this chat session

8:17:17 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Jan, 12:14:41 AM

#70935 Robert Zeigen

Email: rzeigen@szcpa.tax 15613920620

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 26 Secs

City: LAKE WORTH

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 16 Secs

Robert Zeigen	Hello, I am your Acebuddy	18 Jan, 12:14:42 AM
Acebuddy	Hello Robert Zeigen, I'm your Ace Buddy. I'll be happy to assist you!	12:14:43 AM

	Whom Would You Like to Connect With?	12:14:43 AM
Robert Zeigen	Technical Support (QB & App Hosting)	12:14:46 AM
Acebuddy	Welcome to Ace Support.	12:14:46 AM
	Please chose an option :	12:14:46 AM
Robert Zeigen	I'd like to report an Issue	12:15:05 AM
Acebuddy	Please select an option!	12:15:05 AM
Robert Zeigen	Other Issue	12:15:27 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:15:27 AM
Robert Zeigen	I cannot send emails from the Outlook that was installed on my desktop. I receive a microsoft outlook security warning	12:16:00 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:16:01 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:16:01 AM
	<i>Vignesh Arul declined the transfer request.</i>	12:16:53 AM
Robert Zeigen	I was already told by Ace to contact my third party application provider which is the software wanting to automatically send the email from my rdp Outlook but this is not a third party software issue. The message is talking about security and anti virus and defender	12:17:04 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	12:17:43 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	12:18:34 AM
Robert Zeigen	Hi Tushar. You told me my issue was a UltraTax issue but that can't be right. If I click on the help button it talks about security. ShowNav=true&VERSION=90&NS=FIXMAPI&app=webview&context=%7BAppVersionMajor%3A10%2CAppVersionMinor%3A0%2CAppVersionBuild%3A17763%2CAppVersionUpdate%3A1%7D">https://support.office.com/client/results?fullframe=yes&HelpID=olmain11.chm553714172&lcid=1033&syslcid=1033&uilcid=1033&ShowNav=true&VERSION=90&NS=FIXMAPI&app=webview&context=%7BAppVersionMajor%3A10%2CAppVersionMinor%3A0%2CAppVersionBuild%3A17763%2CAppVersionUpdate%3A1%7D	12:20:10 AM
Tushar Pharswan	May I take the remote access of your server?	12:21:05 AM
Robert Zeigen	yes	12:21:16 AM
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.	12:21:35 AM
Robert Zeigen	I can walk you through to see how the messaage pops up	12:22:10 AM
Tushar Pharswan	Sure, that would be helpful.	12:22:29 AM
	https://assist.acecloudhosting.com/join/7532590959	12:23:03 AM
	Kindly Click on the link and open the downloaded file.	12:23:05 AM
Robert Zeigen	Hello are you there?	12:25:55 AM
	I'm ready	12:25:59 AM
	Please respond	12:26:15 AM
Tushar Pharswan	Yes.	12:26:40 AM

	Was checking the server from back end.	12:26:51 AM
Robert Zeigen	Tell me when you would like me to run you through it	12:27:10 AM
Tushar Pharswan	Kindly allow me just 1 minute.	12:27:32 AM
	Let's pause this chat session here and chat over the remote session.	12:28:29 AM
Robert Zeigen	okay	12:28:49 AM
Tushar Pharswan	As per our discussion over the remote session we tried to troubleshoot the issue but the issue still persists.	12:49:09 AM
	We are now going to Escalate this now.	12:49:31 AM
	We appreciate your patience regarding this matter. Rest assured, the issue will be resolved promptly.	12:50:11 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:50:19 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:51:25 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Tushar Pharswan has ended this chat session</i>	12:51:58 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Jan, 8:48:23 PM

#70910 johnathon

Email: johnathon@islandentertainment.con

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 4 Secs

City: SAN ANTONIO

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 18 Secs

johnathon	Hello, I am your Acebuddy	17 Jan, 8:48:23 PM
Acebuddy	Hello Johnathon, I'm your Ace Buddy. I'll be happy to assist you!	8:48:25 PM
	Whom Would You Like to Connect With?	8:48:25 PM
johnathon	Technical Support (QB & App Hosting)	8:48:52 PM
Acebuddy	Welcome to Ace Support.	8:48:52 PM
	Please chose an option :	8:48:52 PM
johnathon	I'd like to report an Issue	8:49:12 PM
Acebuddy	Please select an option!	8:49:12 PM
johnathon	Other Issue	8:49:38 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:49:38 PM
johnathon	CID68317	8:50:28 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:50:29 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:50:29 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	8:51:54 PM
	<i>Tushar Pharswan is transferring the chat to Aarush Aneja.</i>	8:52:01 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	8:52:38 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	8:52:41 PM
johnathon	I just want to know the name of the one server we have with you guys	8:52:41 PM
Aarush Aneja	We will surely assist you	8:53:01 PM
	The server name is McInnisInd.myrealdatal.net (Edited)	8:53:21 PM
johnathon	Can you tell me if we have a user on the server named Jackie?	8:54:45 PM
Aarush Aneja	No, there is no user on the server jackie	8:55:31 PM
	Johnathan, Is there anything else I may help you with ? (Edited)	8:57:39 PM
johnathon	Yes. One moment please.	8:58:00 PM
Aarush Aneja	No worries	8:58:06 PM
johnathon		

Can you give me a list of the users for the server please?

9:00:10 PM

Aarush Aneja

Sure

9:02:30 PM

Jeremy.Mo@myrealdata.net
GST22@myrealdata.net
IMacct1@myrealdata.net
SGacct_MI@myrealdata.net
Music_MI@myrealdata.net
Acct3_MI@myrealdata.net
Brandon_MI@myrealdata.net
Cameron_MI@myrealdata.net
Hannah_MI@myrealdata.net
Meagan_MI@myrealdata.net
Kittie_MI@myrealdata.net
Gena_MI@myrealdata.net
Leah_MI@myrealdata.net

9:04:11 PM

Also,you may login to myportal.acecloudhosting.com and can verify all the details.

9:05:08 PM

Johnathon, Is there anything else I may help you with ?

9:07:20 PM

Are we still connected here?

9:08:12 PM

We checked and found you ended the chat session. We are also disconnecting it now

9:08:35 PM

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

9:08:38 PM

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

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

Thanks!

9:08:41 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/>)

Aarush Aneja has ended this chat session

9:08:42 PM



Chat Transcript

I am setting up a new computer for Lenny!

Visitor Details

#71022 dilanglais

Email: dilanglais@gmail.com ☎ 9787667342

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 19 Secs

City: SALISBURY

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 22 Secs

dilanglais	I am setting up a new computer for Lenny	20 Jan, 8:53:43 PM
Amit Raina	Thank you for contacting ACE. My name is Amit Raina. I will be assisting you further.	8:53:48 PM
	<i>Amit Raina is transferring the chat to Support(QB & App Hosting).</i>	8:54:05 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	8:54:11 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	8:54:14 PM
	Hello Dilanglais	8:54:47 PM
	How may I assist you today	8:55:04 PM
dilanglais	I have a new computer for Lenny	8:55:19 PM
Aarush Aneja	We will surely assist with the RDP setup	8:55:41 PM
	May I take the remote access of the local computer on the user? (Edited)	8:55:45 PM
dilanglais	yes	8:56:08 PM
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your end.	8:56:16 PM
dilanglais	all set	8:56:27 PM
Aarush Aneja	https://assist.acecloudhosting.com/join/4232548873	8:56:47 PM
	Kindly paste this link in the browser of local computer and join the session.	8:56:51 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:58:12 PM
	We are connected back	9:18:45 PM
	We assisted you in connecting back on to the server	9:19:04 PM

We checked and found you require connecting to proseries support for the application based issue. Our number is 888-415-5240. You may connect us back anytime in case any assistance is required from our end

9:20:57 PM

Dilanglais, Is there anything else I may help you with ?

9:21:10 PM

Are we still connected here?

9:22:13 PM

Are we still connected here?

9:22:17 PM

Are we still connected here?

9:23:03 PM

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

9:23:07 PM

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

9:23:09 PM

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

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

Thanks!

9:23:14 PM

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

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

Aarush Aneja has ended this chat session

9:25:10 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Jan, 1:08:04 PM

#70246 krisika

Email: krisika@hkidata.com ☎ 7383092838

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 7 Secs

City: ANAND

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 10 Mins 7 Secs

krisika	Hello, I am your Acebuddy	7 Jan, 1:08:07 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	1:08:08 PM
	Whom Would You Like to Connect With?	1:08:08 PM
krisika	Technical Support (QB & App Hosting)	1:08:10 PM
Acebuddy	Welcome to Ace Support.	1:08:11 PM
	Please chose an option :	1:08:11 PM
krisika	I'd like to report an Issue	1:08:41 PM
Acebuddy	Please select an option!	1:08:41 PM
krisika	Other Issue	1:08:52 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:08:52 PM
krisika	Hi	1:09:34 PM
Acebuddy	Please wait while we connect you to a Support Representative	1:09:35 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:09:35 PM
	<i>Yash Ahi accepted the chat transfer request.</i>	1:10:27 PM
	<i>Yash Ahi is transferring the chat to Shashwat Verma.</i>	1:10:37 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	1:10:39 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1:10:43 PM
	Hello Krisika	1:10:49 PM
krisika	Quickbook not open in all pc	1:10:57 PM
Shashwat Verma	I will surely help you with this issue.	1:11:10 PM
	Kindly allow me two minutes to check the same.	1:11:17 PM
krisika	Ok	1:11:21 PM
Shashwat Verma	Krisika, looks many users are in disconnected state, hence we require reboot to resolve the issue.	1:12:52 PM
	Shall we proceed?	1:12:57 PM
krisika	Can u proceed the server reboot	1:13:54 PM
Shashwat Verma	Yes	1:14:00 PM
krisika	Ok	1:14:09 PM

Shashwat Verma	Kindly try now.	1:16:22 PM
krisika	Ok	1:17:24 PM
Shashwat Verma	Is it working now?	1:17:50 PM
krisika	Yes	1:17:54 PM
Shashwat Verma	Is there anything else I may help you with ?	1:18:00 PM
krisika	Quickbook working now in all pc	1:18:02 PM
	Thank u	1:18:06 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	1:18:06 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:18:09 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!	1:18:11 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shashwat Verma has ended this chat session</i>	1:18:14 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Jan, 3:37:26 AM

#70085 sang

Email: sang.wong@snrtea.com ☎ 6262640797

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Secs

City: OXNARD

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 52 Secs

sang	Hello, I am your Acebuddy	3 Jan, 3:37:27 AM
Acebuddy	Hello Sang.wong, I'm your Ace Buddy. I'll be happy to assist you!	3:37:28 AM
	Whom Would You Like to Connect With?	3:37:28 AM
sang	Technical Support (QB & App Hosting)	3:37:32 AM
Acebuddy	Welcome to Ace Support.	3:37:32 AM
	Please chose an option :	3:37:32 AM
sang	I'd like to report an Issue	3:37:40 AM
Acebuddy	Please select an option!	3:37:40 AM
sang	QuickBooks Issue	3:38:05 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:38:05 AM
sang	QuickBooks is Frozen	3:38:12 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	3:38:12 AM
	Was that helpful?	3:38:12 AM
sang	No	3:38:21 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	3:38:22 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:38:22 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	3:39:01 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	3:39:03 AM
	Hello Sang	3:39:48 AM
sang	Hello	3:40:11 AM
	I have the blue screen with "Please Wait"	3:40:22 AM
	can i get a reboot?	3:40:24 AM
Anurag Sharma	Okay	3:41:15 AM
	I deeply apologize for the inconvenience caused to you.	3:41:21 AM
sang	no worries	3:41:28 AM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:41:29 AM

sang	sunrightcorp.myrealdata.net	3:41:42 AM
	sangwong	3:41:46 AM
Anurag Sharma	Thanks for the information.	3:41:54 AM
	I am proceeding with the server reboot as per your request.	3:42:24 AM
sang	thank you	3:42:32 AM
Anurag Sharma	Is there anything else I may help you with ?	3:42:40 AM
sang	thats it	3:42:53 AM
Anurag Sharma	Thanks for the confirmation !	3:43:03 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:43:08 AM
sang	sure	3:43:13 AM
Anurag Sharma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:43:15 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!	3:43:17 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
<i>Anurag Sharma has ended this chat session</i>		3:43:20 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jan, 3:14:36 PM

#70753 Cheryl

Email: clientsupport@silversfs.com ☎ 7905922798

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: 2 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Duration : 21 Mins 48 Secs

Chat Transcript

Cheryl	Hello, I am your Acebuddy	15 Jan, 3:14:38 PM
Acebuddy	Hello Clientsupport, I'm your Ace Buddy. I'll be happy to assist you!	3:14:39 PM
	Whom Would You Like to Connect With?	3:14:39 PM
Cheryl	Technical Support (QB & App Hosting)	3:14:43 PM
Acebuddy	Welcome to Ace Support.	3:14:43 PM
	Please chose an option :	3:14:43 PM
Cheryl	I'd like to report an Issue	3:14:49 PM
Acebuddy	Please select an option!	3:14:49 PM
Cheryl	Other Issue	3:14:52 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:14:52 PM
Cheryl	outlook is not working for me.I am using outlook classic . It dosnt allow me to Bcc the client;s emails. Wrong emails were also sent out of its owns	3:15:50 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:15:51 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:15:52 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	3:16:04 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	3:16:09 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:16:39 PM
Cheryl	Hello Shubham	3:16:45 PM
Shubham Kataria	Hello	3:16:51 PM
Cheryl	Silvers 6	3:16:56 PM
Shubham Kataria	thank you for the information.	3:17:13 PM
	Could you please confirm if you are the only user who is facing issue in outlook	3:17:37 PM
Cheryl	i think only me as such.	3:18:13 PM

Shubham Kataria	okay	3:18:15 PM
	Could you please confirm the business name as well	3:18:47 PM
Cheryl	Silvers Financials	3:18:59 PM
Shubham Kataria	thank you	3:19:08 PM
	Please allow me two minutes to check the same	3:19:21 PM
Cheryl	Sure	3:19:29 PM
Shubham Kataria	May I take the remote access of your server?	3:19:56 PM
Cheryl	sure please	3:20:02 PM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	3:20:15 PM
Cheryl	Sure	3:21:14 PM
Shubham Kataria	we are connected, let me check	3:21:42 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:33:20 PM
	Thank you for your patience.	3:35:21 PM
Cheryl	Thankyou Shubham or the help. The issues is sorted now	3:35:44 PM
Shubham Kataria	As per the remote session your issue has been resolved	3:35:45 PM
	you're welcome	3:35:54 PM
	Is there anything else I may help you with ?	3:35:56 PM
Cheryl	No as sch	3:36:08 PM
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:36:13 PM
Cheryl	Sure	3:36:19 PM
Shubham Kataria	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:36:21 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!	3:36:25 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shubham Kataria has ended this chat session</i>	3:36:27 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Jan, 11:39:15 PM

#71436 Brian Patton

Email: brian@steamerysmtx.com 15127579088

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min 3 Secs

City: SAN MARCOS

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 47 Mins 51 Secs

Brian Patton	Hello, I am your Acebuddy	27 Jan, 11:39:16 PM
Acebuddy	Hello Brian, I'm your Ace Buddy. I'll be happy to assist you!	11:39:17 PM
	Whom Would You Like to Connect With?	11:39:17 PM
Brian Patton	Technical Support (QB & App Hosting)	11:39:25 PM
Acebuddy	Welcome to Ace Support.	11:39:25 PM
	Please chose an option :	11:39:25 PM
Brian Patton	I'd like to report an Issue	11:39:33 PM
Acebuddy	Please select an option!	11:39:33 PM
Brian Patton	Other Issue	11:39:43 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:39:44 PM
Brian Patton	Logged into portal and no icons / apps are present except for the recycle bin and a message saying the recycle bin is corrupted, asking if i want to empty the recycle bin.	11:41:34 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:41:35 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	11:41:35 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	11:41:40 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	11:41:58 PM
	Hello Brian, could you please confirm the server name that you are on currently?	11:42:18 PM
Brian Patton	QblivePro2.myrealdata.net	11:43:21 PM
	BrianP.pro2	11:43:37 PM
Sharath Kumar	Thank you, let me quickly sign into the server and look into your account	11:43:53 PM
	Brian, may I log you out from the server. I think once you sign back in your profile will load correctly.	11:47:21 PM
Brian Patton	yes	11:47:36 PM
Sharath Kumar	Alright sir, you are signed out now. Please try signing back in and let me know if it resolves your concern	11:48:26 PM
Brian Patton	That did not work. It also has another error message saying: Network Error - windows cannot access qblivepro2..... it says I do not have permission to access	11:51:00 PM 11:51:38 PM
Sharath Kumar	sorry to hear that. could you let me know if this is the first time you're experiencing this issue?	11:52:01 PM
Brian Patton	yes it is	11:52:14 PM
Sharath Kumar	Noted. Let me check a few configurations on the server bear with me for a moment while I do that	11:53:50 PM 11:54:05 PM
	Brian, I found that there is an urgent update required on the server. The server will be restarted in 5 minutes, after which you should be able to sign in	28 Jan, 12:00:13 AM
Brian Patton	okay, i will try again at that time	12:02:11 AM
Sharath Kumar	I am certain that you should be able to login, In case you need any further assistance, please reply to the email that you will be receiving shortly anything else that I can assist you with at this moment?	12:03:18 AM 12:03:33 AM
Brian Patton	One other issue I had recently on two different occasions was that our QB license number gets switched to a different license number with only one user and does not allow a second user to log in I then had to contact intuit and I manually changed the license number and it worked for about 10 days until it switched again to the incorrect number.	12:06:51 AM 12:08:01 AM
	Each time I am having to manually change my license number back to our license, but this should not be happening. Intuit said it was likely a problem with ace.	12:10:16 AM
Sharath Kumar	Hi Brian, could you please provide me with remote to look into this issue	12:11:52 AM
	Please make sure to close out anything confidential before providing the access (Edited)	12:12:19 AM
Brian Patton	yes	12:14:30 AM
Sharath Kumar	I signed into the server and checked the license details. I found that you currently have access for 3 users	12:14:36 AM

12:15:03 AM Sharath Kumar is sharing a file with you
[image.png](#) - (Size: 11.73 KB)

12:15:03 AM

am taking remote of your session to see if the details are any different for you

12:15:28 AM

Brian Patton that is not my license number

12:16:34 AM

Sharath Kumar checking!

12:16:56 AM

Brian Patton mine is: 158411681267384

12:18:06 AM

Sharath Kumar Brian the licenses on this particular server are all from Ace. If you'd like to use your own license. We will have to migrate your account to a different server.

12:20:34 AM

Brian Patton I just want it to work properly, and when it switches me to a license number with only one user it becomes a problem

12:22:11 AM

Sharath Kumar I understand your concern, at the moment you should be able to work with both user accounts on QB If the issue happens again, please let us know so that we can investigate further

12:23:20 AM

If required, we will then migrate to the new server over a weekend

12:24:23 AM

Brian Patton okay, I will reach back out if the problem continues

12:25:07 AM

Sharath Kumar since QB is working as of now, I will close our remote session

12:25:08 AM

Brian Patton okay, thank you

12:25:35 AM

Sharath Kumar Sure, anything else that I may assist you with?

12:25:42 AM

Brian Patton no

12:25:51 AM

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

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

12:25:58 AM

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

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

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

12:26:05 AM

Sharath Kumar has ended this chat session

12:27:07 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Jan, 7:18:42 PM

#71367 fady.hocheimy

Email: fady.hocheimy@mfhgroup.com ☎ +2207751010

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 16 Secs

City: KER BAKARY

State: Banjul

Country: GAMBIA

Chat Transcript

Chat Duration : 19 Mins 26 Secs

fady.hocheimy	Hello, I am your Acebuddy	25 Jan, 7:18:44 PM
Acebuddy	Hello Fady, I'm your Ace Buddy. I'll be happy to assist you!	7:18:45 PM
	Whom Would You Like to Connect With?	7:18:45 PM
fady.hocheimy	Technical Support (QB & App Hosting)	7:18:54 PM
Acebuddy	Welcome to Ace Support.	7:18:55 PM
	Please chose an option :	7:18:55 PM
fady.hocheimy	I'd like to raise a Request	7:18:57 PM
Acebuddy	Please select your request type.	7:18:58 PM
fady.hocheimy	Setback	7:19:02 PM
Acebuddy	Welcome to Ace Support.	7:19:02 PM
	Please chose an option :	7:19:02 PM
fady.hocheimy	I'd like to report an Issue	7:19:06 PM
Acebuddy	Please select an option!	7:19:06 PM
fady.hocheimy	Other Issue	7:19:10 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:19:11 PM
fady.hocheimy	cannot log in	7:19:20 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:19:21 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:19:22 PM

	<i>Manish Singh accepted the chat transfer request.</i>	7:19:45 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:20:03 PM
fady.hocheimy	hi Manish	7:20:09 PM
	how ru	7:20:09 PM
	again i cannot log in ..,	7:20:13 PM
Manish Singh	I will surely help you with this issue.	7:20:37 PM
	May I take the remote access of your local computer?	7:20:43 PM
	<i>7:20:47 PM fady.hocheimy is sharing a file with you</i>	7:20:47 PM
	<u>Screenshot 2025-01-25 at 1.48.11 PM.png</u> - (Size:205.9 KB)	
fady.hocheimy	yes. but we keep doing this more and more recently	7:20:53 PM
Manish Singh	Let me share the new RDP when this chat ends over the email.	7:21:23 PM
fady.hocheimy	ok	7:21:40 PM
Manish Singh	As the issue occurs every day.	7:21:42 PM
fady.hocheimy	not every day	7:21:50 PM
	but seems weekly;	7:21:52 PM
	weekly	7:21:53 PM
Manish Singh	Alright, Noted Fady	7:22:06 PM
fady.hocheimy	ok	7:22:10 PM
Manish Singh	<u>https://assist.acecloudhosting.com/join/4252540710</u>	7:22:18 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:22:22 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:23:54 PM
	Is there anything else I may help you with ?	7:37:40 PM
fady.hocheimy	no thanks	7:37:55 PM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	7:38:00 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:38:04 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	7:38:09 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<u>https://selfcare.acecloudhosting.com</u>).	

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

Manish Singh has ended this chat session

7:38:11 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Jan, 10:31:58 PM

#71671 Anita Morland

Email: anita@internationalfilterproducts.com 18189179538

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 12 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 46 Mins 47 Secs

Anita Morland	Hello, I am your Acebuddy	30 Jan, 10:31:59 PM
Acebuddy	Hello Anita, I'm your Ace Buddy. I'll be happy to assist you!	10:32:01 PM
	Whom Would You Like to Connect With?	10:32:01 PM
Anita Morland	Technical Support (QB & App Hosting)	10:32:09 PM
Acebuddy	Welcome to Ace Support.	10:32:09 PM
	Please chose an option :	10:32:09 PM
Anita Morland	I'd like to report an Issue	10:32:17 PM
Acebuddy	Please select an option!	10:32:17 PM
Anita Morland	QuickBooks Issue	10:32:22 PM

Acebuddy	What type of QuickBooks Issue are you facing?	10:32:22 PM
Anita Morland	Other QB related issue	10:32:35 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:32:35 PM
Anita Morland	We have an called Verosa Payment terminal that does not want to connect QuickBooks Enterprise. We recently upgraded to QuickBooks Enterprise.	10:34:07 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:34:08 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:34:08 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	10:35:25 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	10:35:36 PM
Anita Morland	Hello Sharath	10:36:09 PM
Sharath Kumar	Hi Anita, could you please let me know the server name where you are experiencing this issue	10:37:09 PM
Anita Morland	IFPI\Anita	10:38:37 PM
Sharath Kumar	allow me a moment to sign into the server to do some troubleshooting	10:38:57 PM
	could you let me know if this issue is with just you or if others also experiencing the same	10:42:05 PM
Anita Morland	Can you remote in to show the problem?	10:43:07 PM
Sharath Kumar	absolutely	10:44:13 PM
	one moment please	10:44:29 PM
	before you accept my request for remote session, please make sure to close out any confidential data	10:44:54 PM
Anita Morland	everything is closed down.	10:46:04 PM
Sharath Kumar	I am connected now	10:47:37 PM
Anita Morland	I believe the problem is that we have three versions of QuickBooks installed on the server.	10:49:08 PM
Sharath Kumar	I see, and was any of these versions recently installed?	10:50:26 PM
Anita Morland	Yes	10:50:38 PM
Sharath Kumar	noted, bear with me for a couple of minutes, I will try changing some settings on the server. Hopefully, that should resolve your concern	10:52:09 PM
Anita Morland	okay	10:52:29 PM
Sharath Kumar	Anita, I don't see a record for Enterprise getting installed on this server. Could you confirm when this app was installed	10:58:32 PM
Anita Morland	The app was installed two weeks ago and we just transitioned to Enterprise this week.	10:59:43 PM
Sharath Kumar	understood. could you try once again	11:00:38 PM
Anita Morland	As you can see we are still experiencing the issue.	11:02:58 PM
Sharath Kumar	working on it	11:03:27 PM
	Anita it seems, the only way to get this sorted is to provide users with admin access so that services of	11:06:11 PM

	QuickBooks version do not conflict with each other	
Anita Morland	We are logged in to admin account of QuickBooks.	11:06:47 PM
Sharath Kumar	I understand. I was actually referring to the user accounts that are on the server such as your account - Anita_IFPI	11:07:28 PM 11:07:46 PM
Anita Morland	How do I log into the admin server account?	11:08:37 PM
Sharath Kumar	this is something that the support team need to configure on your accounts	11:09:46 PM
Anita Morland	What is the next step?	11:10:47 PM
Sharath Kumar	Typically, we do not grant administrative access to users due to potential security risk, but we can definitely make an exception for this. Since all the users would require admin access, I will have to inform the appropriate team about this and seek for their approval	11:12:16 PM
	I will do that today and will keep you posted via email	11:12:32 PM
	could you confirm whether all the user accounts would be accessing both Premier and enterprise on the server?	11:14:00 PM
Anita Morland	We are all using enterprise	11:14:38 PM
Sharath Kumar	noted!	11:14:54 PM
Anita Morland	Account my need to access premier to access tax information.	11:15:11 PM
	*accounting	11:15:27 PM
Sharath Kumar	the other users will still need admin access because it is actually enterprise that is causing the issue	11:16:06 PM
	no worries, I will expedite this at the earliest and will inform you once admin access has been granted	11:16:50 PM
	I am closing the remote session now. Anything else that I may assist you with?	11:17:22 PM
Anita Morland	I guess keep me informed via email	11:17:27 PM
	okay	11:17:33 PM
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	11:17:51 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/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:17:55 PM
	<i>Sharath Kumar has ended this chat session</i>	11:18:46 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Jan, 10:41:53 PM

#70273 sales

Email: sales@cantexdistribution.com ☎ 905-374-3121

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: NIAGARA FALLS

State: Ontario

Country: CANADA

Chat Transcript

Chat Duration : 40 Mins 21 Secs

sales	Hello, I am your Acebuddy	7 Jan, 10:41:54 PM
Acebuddy	Hello Sales, I'm your Ace Buddy. I'll be happy to assist you!	10:41:56 PM
	Whom Would You Like to Connect With?	10:41:56 PM
sales	Technical Support (QB & App Hosting)	10:42:07 PM
Acebuddy	Welcome to Ace Support.	10:42:07 PM
	Please chose an option :	10:42:07 PM
sales	I'd like to raise a Request	10:42:17 PM
Acebuddy	Please select your request type.	10:42:18 PM
sales	Other Request	10:42:29 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	10:42:30 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:42:30 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:22:16 PM
	<i>Ended due to chat idle timeout</i>	11:22:16 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Jan, 8:49:30 PM

#70554 fady.hocheimy

Email: fady.hocheimy@mfhgroup.com ☎ +2207751010

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 6 Secs

City: KER BAKARY

State: Banjul

Country: GAMBIA

Chat Transcript

Chat Duration : 20 Mins 48 Secs

fady.hocheimy	Hello, I am your Acebuddy	13 Jan, 8:49:31 PM
Acebuddy	Hello Fady.hocheimy, I'm your Ace Buddy. I'll be happy to assist you!	8:49:33 PM
	Whom Would You Like to Connect With?	8:49:33 PM
fady.hocheimy	Technical Support (QB & App Hosting)	8:51:03 PM
Acebuddy	Welcome to Ace Support.	8:51:03 PM
	Please chose an option :	8:51:03 PM
fady.hocheimy	I'd like to report an Issue	8:51:46 PM
Acebuddy	Please select an option!	8:51:47 PM
fady.hocheimy	Other Issue	8:52:14 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:52:14 PM
fady.hocheimy	werid actions	8:52:41 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:52:41 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	8:52:41 PM
fady.hocheimy	weird	8:52:47 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	8:53:22 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	8:53:26 PM
fady.hocheimy	hi	8:54:09 PM
	how r u	8:54:10 PM
	please need help	8:54:15 PM
Shubham Kataria	Hello	8:54:18 PM
	I am good what about you	8:54:30 PM
fady.hocheimy	1st help.. i a, trying to uninstall an app called SYNC>. not working.. please assist	8:54:30 PM
	also can you check if there is any pending QB update	8:54:37 PM
Shubham Kataria	Kindly confirm if you would like us to install SYNC application from the server	8:54:56 PM
	Sure	8:55:03 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:55:05 PM
fady.hocheimy	mfh group	8:55:34 PM
	i need to UNINSTALL SYNC	8:55:44 PM
	remove it	8:55:45 PM
	user: fady	8:55:50 PM
Shubham Kataria	I would like to inform you that to remove any application from the server, we require a approval from the account owner	8:57:11 PM
fady.hocheimy	any pending QB updates?	8:57:14 PM
	i am the account owner	8:57:22 PM
Shubham Kataria	For the updates, I am checking it	8:58:07 PM
	please allow two minutes	8:58:15 PM
fady.hocheimy	ok	8:58:17 PM
Shubham Kataria	Thank you for your patience.	8:59:48 PM
	I have checked there is update on the application	9:00:00 PM
fady.hocheimy	can you please update. and reboot our server as QB is acting weird	9:00:30 PM
Shubham Kataria	We will need approximately 30-40 minutes of downtime on the server. If you'd like, we can proceed with the update right now, or alternatively, we can schedule it during off-peak hours at night. Please let us know your preference.	9:01:03 PM
fady.hocheimy	ok go ahead	9:01:22 PM

	also can you disable Dropbox from starting automatically on the server	9:01:35 PM
Shubham Kataria	yes, we can	9:01:52 PM
fady.hocheimy	why does the update take 30 min?	9:01:56 PM
Shubham Kataria	The updates takes time to install in the application	9:02:33 PM
fady.hocheimy	ok	9:03:08 PM
	go ahead please	9:03:10 PM
	let me know once done	9:03:12 PM
Shubham Kataria	Kindly log off from the server so that we can initiate the update	9:04:09 PM
fady.hocheimy	ok	9:04:28 PM
	done	9:04:33 PM
	go ahead	9:04:34 PM
Shubham Kataria	okay	9:04:48 PM
	I have initiated the update. we can notify you via email once the update is complete. Additionally, we can request your approval to remove the sync app in the same email. Please let us know if that works for you.	9:06:57 PM
fady.hocheimy	yes	9:08:25 PM
	and disable auto start of dropboo	9:08:34 PM
Shubham Kataria	okay, this is noted	9:08:49 PM
	Is there anything else I may help you with ?	9:08:51 PM
fady.hocheimy	no th anksa	9:08:58 PM
	awaiting	9:09:01 PM
Shubham Kataria	I am working on this on priority, will inform you once completed	9:09:26 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:10:12 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!	9:10:16 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shubham Kataria has ended this chat session</i>	9:10:20 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jan, 1:07:35 AM

#70294 Jeanette R Steward

Email: jstewardcpa@gmail.com ☎ 14073411840

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: SANFORD

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 56 Secs

Jeanette R Steward	Hello, I am your Acebuddy	8 Jan, 1:07:36 AM
Acebuddy	Hello Jeanette R Steward, I'm your Ace Buddy. I'll be happy to assist you!	1:07:37 AM
	Whom Would You Like to Connect With?	1:07:37 AM
Jeanette R Steward	Technical Support (QB & App Hosting)	1:07:49 AM
Acebuddy	Welcome to Ace Support.	1:07:50 AM
	Please chose an option :	1:07:50 AM
Jeanette R Steward	I'd like to raise a Request	1:08:04 AM
Acebuddy	Please select your request type.	1:08:04 AM
Jeanette R Steward	Password Reset	1:08:09 AM
Acebuddy	Please select an option below	1:08:10 AM
Jeanette R Steward	Not Enrolled to Selfcare Portal	1:08:16 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.	1:08:16 AM
	Do you need any further assistance on the topic?	1:08:16 AM
Jeanette R Steward		

	No	1:08:33 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	1:08:33 AM
	<i>Acebuddy has ended this chat session</i>	1:08:33 AM
		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Jan, 9:15:46 PM

#70432 Susan K Phillips

Email: susan@waldencs.com ☎ 17048440520

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 13 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 50 Mins 26 Secs

Susan K Phillips	Hello, I am your Acebuddy	10 Jan, 9:15:47 PM
Acebuddy	Hello Susan K Phillips, I'm your Ace Buddy. I'll be happy to assist you!	9:15:48 PM
	Whom Would You Like to Connect With?	9:15:48 PM
Susan K Phillips	Technical Support (QB & App Hosting)	9:15:51 PM
Acebuddy	Welcome to Ace Support.	9:15:52 PM
	Please chose an option :	9:15:52 PM
Susan K Phillips	I'd like to report an Issue	9:15:57 PM
Acebuddy	Please select an option!	9:15:57 PM
Susan K Phillips	Other Issue	9:16:01 PM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:16:01 PM
Susan K Phillips	Cannot find my company file	9:16:09 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:16:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:16:10 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	9:16:29 PM
Susan K Phillips	Our company file is gone, we need to upload yesterday's backup please.	9:16:30 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	9:16:40 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:16:45 PM
Susan K Phillips	Good Morning	9:16:47 PM
	WCSI, and SusanM	9:17:04 PM
Tushar Pharswan	Good Morning Susan.	9:17:39 PM
	May I know the location of your company file where it was stored previously?	9:18:05 PM
Susan K Phillips	It was with the others in the Client Data file	9:18:19 PM
Tushar Pharswan	There are multiple folders inside your client data folder. Is there a specific folder, or was it just stored directly inside the client data folder without being placed in any specific subfolder?	9:19:57 PM
Susan K Phillips	Directly in the client data folder.	9:20:13 PM
	I did a search for it and it could not find the company file anywhere.	9:20:44 PM
	It is Premier that we are looking for	9:20:54 PM
Tushar Pharswan	It might be accidentally deleted, we can restore it.	9:21:37 PM
Susan K Phillips	Wouldn't it go into the recycle bin?	9:21:53 PM
	I looked there as well	9:22:02 PM
Tushar Pharswan	It does go to the recycle bin but if some use Shift+Delete key then it does not go to recycle bin.	9:22:54 PM
Susan K Phillips	ok that would be a difficult mistake but it's definitely gone this morning.	9:23:36 PM
Tushar Pharswan	Should I restore it to the most recent available Restore point, or is there a specific time frame you would prefer?	9:23:51 PM
Susan K Phillips	When was the last restore point?	9:24:11 PM
	<i>9:25:46 PM Tushar Pharswan is sharing a file with you image.png - (Size:9.12 KB)</i>	9:25:46 PM
	<i>These are the latest restore point and these are IST time zone. I can restore them instantly but if you want to restore them at a specific time then you can do so.</i>	
	This morning, 7:30 would be great	9:26:39 PM
Tushar Pharswan	I'm going to share some screenshot kindly identify the file you want to restore.	9:28:36 PM
	<i>9:28:59 PM Tushar Pharswan is sharing a file with you image.png - (Size:85.53 KB)</i>	9:28:59 PM

Susan K Phillips	I cant read those. Can you please restore the most recent file?	9:29:29 PM
Tushar Pharswan	Again, it is for Premier	9:30:00 PM
Tushar Pharswan	okay I will restore the whole client data folder will rename it backup and after you find your file kindly move the file to client data folder and after wards you can delete the whole backup client data folder as it will consume unnecessary space on your D drive.	9:32:19 PM
Susan K Phillips	Ok, thank you	9:32:39 PM
Tushar Pharswan	As I can see it is not letting me restore as other users are logged in and using the files of client data folder. (Edited)	9:35:21 PM
Susan K Phillips	Ok, I will ask them to log out	9:35:37 PM
Tushar Pharswan	That would be great.	9:35:54 PM
	Also, could you close your QuickBooks application as well.	9:36:58 PM
	Josselyn.H is logged in still.	9:37:36 PM
Susan K Phillips	She is logging out in just a moment	9:38:00 PM
Tushar Pharswan	Okay.	9:38:06 PM
Susan K Phillips	e is sending an email, then out	9:38:11 PM
Tushar Pharswan	Okay, please take your time	9:38:32 PM
Susan K Phillips	shes out	9:39:05 PM
Tushar Pharswan	Restore point is of last 14 hr as it prompted to me.	9:39:41 PM
Susan K Phillips	I'm sorry, I dont understand. It was 14 hours ago? If so, that is fine	9:40:11 PM
Tushar Pharswan	Its completed.	9:40:43 PM
Susan K Phillips	Great, let me take a look	9:40:50 PM
Tushar Pharswan	Kindly check at your end as well.	9:40:52 PM
Susan K Phillips	The only thing I see in the file labeled "Backup" is Dependable. WHat is the title of the folder that contains the file?	9:42:52 PM
	<i>9:43:49 PM Tushar Pharswan is sharing a file with you image.png - (Size:1.02 KB)</i>	9:43:49 PM
	<i>I have restored the whole client data folder named Backup Client Data.</i>	
	Sorry, was looking in the data file. I see it	9:44:18 PM
	It's not there.	9:44:40 PM
	Let's go with an earlier version of backup, maybe the one prior?	9:45:03 PM
	How can it go away completely?	9:45:16 PM
	I am looking for the premier company data file, it is not in the backup you sent	9:46:21 PM
Tushar Pharswan	If it is possible we can investigate it later how it got deleted.	9:46:21 PM
	May I the file name that you remember.	9:46:42 PM

Susan K Phillips	Premier	9:46:50 PM
	Maybe Premier Labor	9:46:58 PM
Tushar Pharswan	I will now restore it again.	9:47:53 PM
	<i>9:50:01 PM Tushar Pharswan is sharing a file with you image.png - (Size:5.45 KB)</i>	9:50:01 PM
	I did find these but not the company file that you work on.	9:50:21 PM
Susan K Phillips	Yes, we made the IFF files to transfer to our new company. I need the company file that has disappeared	9:50:44 PM
	Can we get it from an earlier backup?	9:50:52 PM
Tushar Pharswan	Let me restore it to the last restore point.	9:51:01 PM
	yes.	9:51:10 PM
	Can you check at your end on the client data folder.	9:53:01 PM
Susan K Phillips	yes	9:53:07 PM
Tushar Pharswan	Let me know if it is restored or not.	9:53:15 PM
	As of now we have checked all latest quick restore point.	9:53:44 PM
Susan K Phillips	No, I see nothing but the IFF files	9:53:51 PM
Tushar Pharswan	We will now have to get the back up the long way now.	9:54:14 PM
Susan K Phillips	Ok, I cant believe there are no safeguards in place for deleting company files.	9:54:39 PM
Tushar Pharswan	The rights to delete the files are with users, to safe guard this we backup the whole server every day and we can get the back up of last 45 days.	9:56:24 PM
Susan K Phillips	I was told there was a nightly backup	9:57:09 PM
	of all data	9:57:13 PM
	When was the last backup?	9:57:39 PM
Tushar Pharswan	To alter the permission to delete files we can customize the permission for that we will have to discuss this with our escalation team so that this type of scenario does not repeat.	9:57:55 PM
Susan K Phillips	Please, because I did not delete the file. I was just in it yesterday so I dont understand why we cannot restore	9:58:34 PM
Tushar Pharswan	Yes, the backup is done every day.	9:58:57 PM
	We do believe you and will investigate this issue for now.	9:59:23 PM
Susan K Phillips	Ok, I am so confused. I thought you said every 45 days. So we can upload the backup from yesterday?	9:59:31 PM
Tushar Pharswan	When I mentioned 45 days, I meant that you could retrieve a backup from any day within the last 45 days. For now, kindly email us at support@acecloudhosting.com mentioning the time and date to get the back up of client data folder we will then start the process of backup retrieval and one of our engineer will assist you with that also kindly mention your contact number as well so we can contact you why a call session.	10:03:16 PM

Susan K Phillips	Ok, I dont know the time and date of the backup since i dont know when the file was deleted but I will do my best with when I was in it yesterday. Thank you.	10:04:50 PM
Tushar Pharswan	Rest assured your file would be found, also apologies for the delay in the resolution of your case.	10:05:11 PM
	Is there anything else I may help you with ?	10:05:26 PM
	Are we still connected here?	10:05:54 PM
Susan K Phillips	No problem, thank you. Nothing else for now	10:06:04 PM
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:06:09 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!	10:06:11 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/)	

Tushar Pharswan has ended this chat session

10:06:13 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Jan, 7:28:26 PM

#70102 Charles Xavier

Email: helpdesk@coretechs.it

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 8 Secs

City: HAT FIELD

State: Saint Catherine

Country: JAMAICA

Chat Transcript

Chat Duration : 42 Mins 37 Secs

Charles Xavier	Hello, I am your Acebuddy	3 Jan, 7:28:28 PM
Acebuddy	Hello Charles Xavier, I'm your Ace Buddy. I'll be happy to assist you!	7:28:30 PM
	Whom Would You Like to Connect With?	7:28:30 PM
Charles Xavier	Technical Support (QB & App Hosting)	7:28:53 PM
Acebuddy	Welcome to Ace Support.	7:28:53 PM
	Please chose an option :	7:28:53 PM
Charles Xavier	I'd like to report an Issue	7:28:58 PM
Acebuddy	Please select an option!	7:28:59 PM
Charles Xavier	QuickBooks Issue	7:29:05 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:29:06 PM
Charles Xavier	Other QB related issue	7:29:11 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:29:11 PM
Charles Xavier	We are again having issues with QuickBooks this morning. Some users appear to have "refreshed" Quickbooks apps where it doesn't have their saved login credentials. When opening QB it looks different like it has all been reset.	7:29:38 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:29:39 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:29:39 PM
	<i>Shubham Yadav accepted the chat transfer request.</i>	7:31:33 PM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	7:31:40 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:31:46 PM
Charles Xavier	Business name is CD Services	7:31:59 PM
	What's the server name?	7:32:06 PM
Shubham Yadav	CDServices.myrealdata.net	7:32:30 PM
Charles Xavier	Thanks	7:32:41 PM
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.	7:32:44 PM
Charles Xavier	sure	7:33:45 PM
Shubham Yadav	Charles can you please let me know since when are you facing this issue?	7:34:53 PM
Charles Xavier	Since today	7:35:00 PM
Shubham Yadav	Thanks for the confirmation	7:35:24 PM
	Charles as I can check QuickBooks is fully updated. Did the user try to login again and check ?	7:36:04 PM

Charles Xavier	Checking	7:38:08 PM
Shubham Yadav	Charles, just to confirm, are you referring to the QuickBooks application or the RDP?	7:40:04 PM
	Charles are you there ?	7:43:13 PM
Charles Xavier	Yes, give me a moment.	7:43:21 PM
	Were there any updates last night?	7:43:35 PM
Shubham Yadav	Charles as I can check QuickBooks was already updated before night hours.	7:44:52 PM
	Can you please confirm is all the users facing this issue ?	7:45:16 PM
Charles Xavier	It's saying an import updates is available right now .	7:46:15 PM
Shubham Yadav	Let me check	7:46:22 PM
Charles Xavier	Did you run it as administrator?	7:47:11 PM
Shubham Yadav	Charles as I can check QB is updated.	7:47:21 PM
	Yes Charles	7:47:34 PM
	Can you please try log out and log in again to the server	7:48:11 PM
Charles Xavier	Hey	7:49:10 PM
	that's already been tried .	7:49:14 PM
	You may reboot the server, it is showing a pending update from their end.	7:49:29 PM
	Can you please ensure that this is resolved.	7:49:39 PM
	Log anyone out that you need to	7:49:47 PM
	FYI - QB looks like it has been reset.	7:50:22 PM
Shubham Yadav	Alright Charles, can you please ask the users to try it for once again and share a screen shot of the error ?	7:51:39 PM
Charles Xavier	Also, can you please share a screenshot of the status of updates ?	7:52:07 PM
Shubham Yadav	Sure	7:52:12 PM
	<i>7:52:32 PM Shubham Yadav is sharing a file with you image.png - (Size:31.18 KB)</i>	7:52:32 PM
Charles Xavier	Did you make any change just now ? We've already tried logging out and logging back in.	7:53:57 PM
Shubham Yadav	Charles I checked for any update again and it was already updated.	7:54:40 PM
	If the users are still getting the error I can reboot the server.	7:55:10 PM
Charles Xavier	Please go ahead and reboot.	7:55:19 PM
	End sessions and then reboot.	7:55:30 PM
Shubham Yadav	Alright Charles	7:55:38 PM
	Charles I have rebooted the server. Kindly login again with in 2 minutes	7:56:51 PM
Charles Xavier		

	Okay. I will try in a moment. Please stand by.	7:57:09 PM
Shubham Yadav	Sure Charles, I appreciate your efforts.	7:57:40 PM
	Please try to login	8:00:09 PM
Charles Xavier	Trying now.	8:00:17 PM
Shubham Yadav	Charles are you able to connect ?	8:01:50 PM
Charles Xavier	Still trying. Please stand by..	8:02:05 PM
Shubham Yadav	Sure charles	8:02:13 PM
Charles Xavier	Are you able to reset QB passwords?	8:03:21 PM
Shubham Yadav	Unfortunately we don't manage the QB passwords, in case you need to reset the password for admin you can go to forgot the password and will receive a mail from intuit.	8:04:52 PM
	Charles are you there ?	8:06:55 PM
	Are we still connected here?	8:08:12 PM
	Are we still connected here?	8:09:49 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.	8:11:04 PM
	<i>Shubham Yadav has ended this chat session</i>	8:11:06 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Jan, 1:25:30 AM

#71452 Jeannette Mendez

Email: jeannettem@ctbigs.org

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: MANCHESTER

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 40 Secs

Jeannette Mendez	Hello, I am your Acebuddy	28 Jan, 1:25:31 AM
Acebuddy	Hello Jeannette Mendez, I'm your Ace Buddy. I'll be happy to assist you!	1:25:32 AM
	Whom Would You Like to Connect With?	1:25:32 AM
Jeannette Mendez	Technical Support (QB & App Hosting)	1:25:39 AM
Acebuddy	Welcome to Ace Support.	1:25:39 AM
	Please chose an option :	1:25:39 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.	2:01:11 AM
	<i>Ended due to chat idle timeout</i>	2:01:11 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Jan, 1:11:26 AM

#70444 Nathan Urry

Email: techs@cr-t.com 13853251678

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 5 Secs

City: SALT LAKE CITY

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 53 Secs

Nathan Urry

11 Jan, 1:11:27

	Hello, I am your Acebuddy	AM
Acebuddy	Hello Nathan.urry, I'm your Ace Buddy. I'll be happy to assist you!	1:11:28 AM
	Whom Would You Like to Connect With?	1:11:28 AM
Nathan Urry	Technical Support (QB & App Hosting)	1:11:35 AM
Acebuddy	Welcome to Ace Support.	1:11:35 AM
	Please chose an option :	1:11:35 AM
Nathan Urry	I'd like to raise a Request	1:11:41 AM
Acebuddy	Please select your request type.	1:11:41 AM
Nathan Urry	Other Request	1:11:49 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.	1:11:49 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:11:49 AM
Nathan Urry	Yes, I'm facing issues with my server	1:11:56 AM
Acebuddy	Please select an option!	1:11:56 AM
Nathan Urry	QuickBooks Issue	1:12:01 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:12:01 AM
Nathan Urry	Other QB related issue	1:12:08 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:12:08 AM
Nathan Urry	Corrupted Company File	1:12:17 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:12:18 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:12:18 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	1:12:44 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	1:12:47 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:12:57 AM
Nathan Urry	Clearwater Landscaping	1:15:10 AM
Tushar Pharswan	May I take the remote access of your server?	1:15:57 AM
Nathan Urry	only if you will do a video call with me while you take remote control	1:18:06 AM
Tushar Pharswan	Kindly allow me two minutes to check.	1:20:36 AM
	Kindly email us at support@acecloudhosting.com with scheduled link for video call Kindly mention the time with time Zone as well.	1:25:00 AM
	Is there anything else I may help you with ?	1:25:22 AM
	Are we still connected here?	1:27:25 AM
	Are we still connected here?	1:28:10 AM

Are we still connected here?

1:29:09 AM

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

1:30:10 AM

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

1:30:16 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!

1:30:18 AM

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

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

Tushar Pharswan has ended this chat session

1:30:20 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Jan, 1:36:20 AM

#70506 tom brock

Email: tom.brock@refinedkind.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Secs

City: KNOXVILLE

State: Tennessee

Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 50 Secs

tom brock	Hello, I am your Acebuddy	13 Jan, 1:36:21 AM
Acebuddy	Hello Tom.brock, I'm your Ace Buddy. I'll be happy to assist you!	1:36:22 AM
	Whom Would You Like to Connect With?	1:36:22 AM
tom brock	Technical Support (QB & App Hosting)	1:36:26 AM
Acebuddy	Welcome to Ace Support.	1:36:26 AM
	Please chose an option :	1:36:26 AM
tom brock	I'd like to raise a Request	1:36:35 AM
Acebuddy	Please select your request type.	1:36:35 AM
tom brock	Password Reset	1:36:39 AM
Acebuddy	Please select an option below	1:36:40 AM
tom brock	Not Enrolled to Selfcare Portal	1:36:46 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.	1:36:46 AM
	Do you need any further assistance on the topic?	1:36:46 AM
tom brock	Yes	1:36:52 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:36:52 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:36:53 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	1:37:09 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	1:37:12 AM
tom brock	Hi. My password has always been saved to the login. I dont know it to type it in	1:37:33 AM
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:37:46 AM
tom brock	myrealdata\RK_Controller	1:37:56 AM
	RDG.myrealdata.net	1:38:02 AM
	I login into: Refinedkind.myrealdata.net	1:38:13 AM
Tushar Pharswan	http://selfcare.acecloudhosting.com/	1:39:15 AM
	Kindly go through the above link.	1:39:31 AM
	And reset your password.	1:39:51 AM
tom brock	please stand by	1:40:06 AM
Tushar Pharswan	The password you reset will work on your server login as well.	1:40:14 AM
tom brock	It says: Your computer cant connect to the remote computer because the Remote Desktop Gateway's server's certificate has expired or has been revoked.	1:40:35 AM
Tushar Pharswan	Okay.	1:40:51 AM
tom brock		

	What does that mean	1:40:58 AM
Tushar Pharswan	May I take the remote access of your local computer?	1:41:00 AM
tom brock	sure	1:41:15 AM
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.	1:41:18 AM
tom brock	go ahead	1:41:44 AM
Tushar Pharswan	https://assist.acecloudhosting.com/join/7092235731	1:41:54 AM
	Kindly Click on the link and open the downloaded file.	1:41:57 AM
tom brock	are you in?	1:42:29 AM
Tushar Pharswan	No.	1:42:43 AM
	Now we are connected.	1:43:14 AM
tom brock	so its working now	1:44:40 AM
Tushar Pharswan	It was temporary error.	1:44:57 AM
tom brock	What does that error mean	1:45:11 AM
Tushar Pharswan	It is linked with our Self-care portal through which users sign in and try to reset thier own password.	1:46:03 AM
tom brock	Ok. So I am good to go now?	1:46:21 AM
Tushar Pharswan	It was getting updated with new licenses.	1:46:26 AM
	Yes, you are good for now.	1:46:37 AM
	Is there anything else I may help you with ?	1:46:40 AM
	Are we still connected here?	1:47:19 AM
	As there was no response and also the chat session is disconnected , we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	1:50:06 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:50:08 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!	1:50:09 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Tushar Pharswan has ended this chat session</i>	1:50:12 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Jan, 10:58:40 PM

#71166 Justin

Email: fmc@freeholdmusiccenter.com 6094036045

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 23 Secs

City: TRENTON

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 18 Secs

Justin	Hello, I am your Acebuddy	22 Jan, 10:58:41 PM
Acebuddy	Hello Justin, I'm your Ace Buddy. I'll be happy to assist you!	10:58:42 PM
	Whom Would You Like to Connect With?	10:58:42 PM
Justin	Technical Support (QB & App Hosting)	10:58:45 PM
Acebuddy	Welcome to Ace Support.	10:58:46 PM
	Please chose an option :	10:58:46 PM
Justin	I'd like to report an Issue	10:58:56 PM
Acebuddy	Please select an option!	10:58:56 PM
Justin	QuickBooks Issue	10:59:01 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:59:01 PM
Justin	QuickBooks Login Issue	10:59:06 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	10:59:06 PM
	Was that helpful?	10:59:06 PM

Justin	No	10:59:11 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	10:59:11 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:59:11 PM
Justin	626029	10:59:16 PM
	That is my last ticket.	10:59:23 PM
	I can sign in now but not from both locations at once	10:59:35 PM
	If the other store is signed in it says 2 can't be signed in together	10:59:59 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	11:00:00 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	11:00:11 PM
Justin	Hello, we just spoke.	11:00:24 PM
Tushar Pharswan	Kindly allow me two minutes to check the details you sent.	11:00:27 PM
	Hello Justin.	11:01:02 PM
Justin	Hello	11:01:13 PM
Tushar Pharswan	Thier can only be one active session at a time for one user profile.	11:01:45 PM
Justin	I know. We have 2	11:02:11 PM
	ChristopherD.pre1	11:02:33 PM
Tushar Pharswan	Yes.	11:02:46 PM
Justin	And	11:02:51 PM
	JustinC.pre1	11:02:56 PM
	<i>11:03:07 PM Justin is sharing a file with you 20250122_123101.jpg - (Size:1.65 MB)</i>	11:03:07 PM
Tushar Pharswan	Correct and we just logged in to Justin as per our previous chat.	11:03:26 PM
Justin	Yes, It won't allow since VChris is logged in at our other store.	11:03:47 PM
	Chris	11:03:51 PM
Tushar Pharswan	Let me check at server end.	11:04:13 PM
	It seems Chris has logged in inside QuickBooks with your name.	11:04:56 PM
Justin	Hmm. How I wonder	11:06:07 PM
Tushar Pharswan	You can ask Chrish regarding this.	11:06:39 PM
	As I can see you both are logged into server Kindly ask Chrish to login with his own credentials inside the QuickBooks and it will then resolve the issue you are facing.	11:07:43 PM
	Is there anything else I may help you with ?	11:08:26 PM
	Are we still connected here?	11:09:10 PM
Justin		

	I'm asking Chris to log out	11:09:24 PM
	and log back in	11:09:27 PM
Tushar Pharswan	Okay.	11:09:54 PM
	He logged off.	11:10:12 PM
	You also kindly log back in and try to access QuickBooks.	11:10:31 PM
	You both are now logged in.	11:10:46 PM
	Is the issue still there.	11:11:26 PM
Justin	It's working. Thanks!	11:11:27 PM
Tushar Pharswan	Great.	11:11:32 PM
	This message has been deleted	11:11:35 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:11:56 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	11:11:57 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/)	

Tushar Pharswan has ended this chat session

11:11:59 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jan, 3:41:04 PM

#70756 mariateresacastulo

Email: mariateresacastulo@gmail.com

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Secs

City: SANTOL

State: Tarlac

Country: PHILIPPINES

Chat Transcript

Chat Duration : 5 Mins 10 Secs

mariateresacastulo	Hello, I am your Acebuddy	15 Jan, 3:41:05 PM
Acebuddy	Hello Mariateresacastulo, I'm your Ace Buddy. I'll be happy to assist you!	3:41:07 PM
	Whom Would You Like to Connect With?	3:41:07 PM
mariateresacastulo	Technical Support (QB & App Hosting)	3:41:14 PM
Acebuddy	Welcome to Ace Support.	3:41:15 PM
	Please chose an option :	3:41:15 PM
mariateresacastulo	I'd like to report an Issue	3:41:22 PM
Acebuddy	Please select an option!	3:41:22 PM
mariateresacastulo	Other Issue	3:41:27 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:41:27 PM
mariateresacastulo	rdp WONT LET ME LOG	3:41:45 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:41:46 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:41:46 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	3:41:53 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	3:41:56 PM
	<i>3:42:18 PM mariateresacastulo is sharing a file with you</i>	
	<i>image.png - (Size:15.16 KB)</i>	3:42:18 PM
	<i>Hello Arush, I was trying to log but this is the prompt</i>	
	We will surely assist you with this issue	3:42:36 PM
	We are checking the server from the backend firstly. Kindly provide 1-2 minutes	3:43:50 PM
mariateresacastulo	alright, thank you	3:44:05 PM
Aarush Aneja	We checked and found the server was under daily reboot process	3:44:38 PM
	Please login back on to the server and check the application now	3:44:54 PM
mariateresacastulo	I check and was able to log now. Thanks Aarush	3:45:51 PM
Aarush Aneja	Welcome	3:46:09 PM

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

3:46:11 PM

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

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

Thanks!

3:46:13 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/>)

Aarush Aneja has ended this chat session

3:46:16 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Jan, 9:37:30 PM

#71323 Lisa McAllister

Email: lisa@dandwcontractors.com 14798416040

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: 37 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 16 Secs

Lisa McAllister

Hello, I am your Acebuddy

24 Jan, 9:37:31 PM

Acebuddy

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

9:37:32 PM

	Whom Would You Like to Connect With?	9:37:32 PM
Lisa McAllister	Technical Support (QB & App Hosting)	9:37:53 PM
Acebuddy	Welcome to Ace Support.	9:37:53 PM
	Please chose an option :	9:37:53 PM
Lisa McAllister	I'd like to report an Issue	9:38:05 PM
Acebuddy	Please select an option!	9:38:05 PM
Lisa McAllister	Other Issue	9:38:12 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:38:12 PM
Lisa McAllister	Changing user name	9:38:34 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:38:34 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:38:34 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	9:40:08 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	9:40:11 PM
	Hello Lisa	9:40:14 PM
Lisa McAllister	Hello	9:40:23 PM
	I wanted to change the access to the host. We no longer employ Brenda Kaffenbarger and need her name removed as a user as well as Michelle Ross. We still want to have the 2 host usernames available for use though.	9:41:41 PM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:41:52 PM
Lisa McAllister	:- DWContractors.myrealdata.net	9:42:15 PM
Anurag Sharma	Thanks for the confirmation !	9:42:27 PM
Lisa McAllister	- myrealdata\LisaLMcAllister	9:42:31 PM
	https://otp.acecloudhosting.com/s/Bbl18GBeoQtXjoanoKa1C7aRaNSR7r23	9:42:46 PM
Anurag Sharma	Lisa, after this chat I will send you an email. You can just revert back to that email with an approval from the primary contact so that I can proceed with your request.	9:43:49 PM
	Is there anything else I may help you with ?	9:44:05 PM
Lisa McAllister	no that will be it. Thank you	9:44:29 PM
Anurag Sharma	Thanks for the confirmation !	9:44:33 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	9:44:37 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:44:42 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!

9:44:45 PM

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

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

Anurag Sharma has ended this chat session

9:44:47 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Jan, 2:57:53 AM

#71704 bryan

Email: bryan@finnex.net 16303527661

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 48 Secs

City: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 37 Secs

bryan	Hello, I am your Acebuddy	31 Jan, 2:57:54 AM
Acebuddy	Hello Bryan, I'm your Ace Buddy. I'll be happy to assist you!	2:57:55 AM
	Whom Would You Like to Connect With?	2:57:55 AM
bryan	Technical Support (QB & App Hosting)	2:58:03 AM
Acebuddy	Welcome to Ace Support.	2:58:03 AM
	Please chose an option :	2:58:03 AM

bryan	I'd like to raise a Request	2:58:11 AM
Acebuddy	Please select your request type.	2:58:11 AM
bryan	Restart	2:58:15 AM
Acebuddy	Hello Bryan, I'm your Ace Buddy. I'll be happy to assist you!	2:58:15 AM
	Whom Would You Like to Connect With?	2:58:15 AM
bryan	Sales & Solutions	2:58:22 AM
Acebuddy	Please wait while we connect you to one of our Sales Representative.	2:58:22 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:58:22 AM
	<i>Dikshant Yadav accepted the chat transfer request.</i>	2:58:27 AM
bryan	Hello Dikshant, quick question for you	2:58:40 AM
	I would like my accountant to take a look at my quickbooks	2:59:03 AM
Dikshant Yadav	Hello Bryan	2:59:05 AM
bryan	Is there a way he can access my server remotely without having to download the server?	2:59:20 AM
	software*	2:59:26 AM
Dikshant Yadav	Let me transfer you to support team to assist you with your queries	3:00:18 AM
	<i>Dikshant Yadav is transferring the chat to Support(QB & App Hosting).</i>	3:00:25 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	3:02:18 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	3:02:24 AM
	For your accountant to view your QuickBooks you can share your screen with them using software like team viewer or teams' application on your local system. Another way is you can share the login icon with the password with your accountant which will be your responsibility as they will have access to your profile.	3:06:04 AM
	Is there anything else I may help you with ?	3:06:25 AM
	Are we still connected here?	3:06:49 AM
	Are we still connected here?	3:07:04 AM
	as this chat session was disconnected at your end.	3:07:24 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.	3:07:26 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:07:28 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	
		3:07:29 AM

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

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

Tushar Pharswan has ended this chat session

3:07:32 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Jan, 10:55:51 PM

#70278 Eden Rosales

Email: eden.rosales@arizagf.com ☎ 13236270958

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: 9 Secs

City: VICTORVILLE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 24 Secs

Eden Rosales	Hello, I am your Acebuddy	7 Jan, 10:55:52 PM
Acebuddy	Hello Eden, I'm your Ace Buddy. I'll be happy to assist you!	10:55:53 PM
	Whom Would You Like to Connect With?	10:55:53 PM
Eden Rosales	Technical Support (QB & App Hosting)	10:56:09 PM
Acebuddy	Welcome to Ace Support.	10:56:09 PM
	Please chose an option :	10:56:09 PM
Eden Rosales	I'd like to raise a Request	10:56:18 PM
Acebuddy		

	Please select your request type.	10:56:24 PM
Eden Rosales	Setup Ace Server	10:56:33 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	10:56:36 PM
Eden Rosales	Microsoft Windows	10:56:45 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	10:56:45 PM
	Do you need any further assistance on the topic?	10:56:45 PM
Eden Rosales	Yes	10:57:43 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:57:43 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:57:43 PM
Eden Rosales	asking for server name and user name	10:57:57 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	10:59:19 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	10:59:30 PM
	Kindly help me with your server name and user name?	10:59:43 PM
Eden Rosales	ariza	10:59:59 PM
	edenr	11:00:01 PM
Yash Kalra	Kindly allow me two minutes to check the same.	11:00:55 PM
	It's taking more than expected please allow us some more time.	11:02:33 PM
Eden Rosales	i found the server, is this the one?	11:06:30 PM
	Ariza.myrealdata.net	11:06:33 PM
Yash Kalra	May I take the remote access of your local computer?	11:08:05 PM
Eden Rosales	I am not able to connect to the original computer, need to access from another computer	11:08:39 PM
Yash Kalra	Eden, do you remember your password?	11:10:01 PM
Eden Rosales	yes	11:10:05 PM
	internet connection on the original computer is too weak.	11:10:54 PM
Yash Kalra	Eden, please allow me remote access to this computer, and I will set up the RDP for you.	11:12:16 PM
Eden Rosales	ok	11:12:29 PM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	11:13:26 PM
Eden Rosales	done	11:13:36 PM
Yash Kalra	Kindly paste this link in the browser of local computer and join the session. https://assist.aceclouddhosting.com/join/1332548630	11:13:50 PM
Eden Rosales	thank you for your help	11:21:44 PM

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. 11:21:59 PM

Thank you for choosing ACE cloud Hosting, you have a wonderful day. 11:22:03 PM

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

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.
Thanks! 11:22:12 PM

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

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

Yash Kalra has ended this chat session

11:22:17 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Jan, 5:26:50 PM

#71008 bennysmith21757

Email: bennysmith21757@gmail.com ☎ 9906368341

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 11 Secs

City: NAKHATIA

State: Punjab

Country: INDIA

Chat Transcript

Chat Duration : 38 Mins 42 Secs

bennysmith21757

20 Jan, 5:26:51 PM

	Hello, I am your Acebuddy	
Acebuddy	Hello Bennysmith21757, I'm your Ace Buddy. I'll be happy to assist you!	5:26:53 PM
	Whom Would You Like to Connect With?	5:26:53 PM
bennysmith21757	Technical Support (QB & App Hosting)	5:26:56 PM
Acebuddy	Welcome to Ace Support.	5:26:57 PM
	Please chose an option :	5:26:57 PM
bennysmith21757	I'd like to report an Issue	5:27:02 PM
Acebuddy	Please select an option!	5:27:02 PM
bennysmith21757	Other Issue	5:27:06 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:27:06 PM
bennysmith21757	I'm not able to login my ace	5:27:20 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:27:21 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:27:21 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	5:27:34 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	5:27:37 PM
	Hello Benny	5:27:46 PM
bennysmith21757	Hi Aarush, I'm not able to login my ace	5:27:58 PM
Aarush Aneja	We will surely assist you	5:28:14 PM
	May I take the remote access of your local computer? (Edited)	5:28:18 PM
bennysmith21757	sure	5:28:22 PM
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your end.	5:28:29 PM
bennysmith21757	okay	5:28:36 PM
Aarush Aneja	https://assist.acecloudhosting.com/join/9702715649	5:28:54 PM
	Kindly paste this link in the browser of local computer and join the session.	5:28:58 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	5:30:36 PM
	We are connected back	5:57:01 PM
	We checked and found the IP is not static which is not allowing the remote connection. Kindly get help from the ISP for the static IP for the remote connection	5:58:10 PM
	We will surely assist in case you find any difficulties in remote connection once you acquire the static ip	5:59:00 PM
	Benny, Is there anything else I may help you with ?	5:59:07 PM

Are we still connected here?	6:00:06 PM
Are we still connected here?	6:01:45 PM
Are we still connected here?	6:02:26 PM
As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	6:02:28 PM
Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:02:30 PM
Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
Thanks!	6:02:35 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/)	

Aarush Aneja has ended this chat session

6:05:33 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Jan, 9:38:38 PM

#71667 steven

Email: steven@lynncpas.com 17204703581

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 1 Sec

City: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 8 Secs

steven	Hello, I am your Acebuddy	30 Jan, 9:38:39 PM
Acebuddy	Hello Steven, I'm your Ace Buddy. I'll be happy to assist you!	9:38:41 PM
	Whom Would You Like to Connect With?	9:38:41 PM
steven	VDI/DaaS Support	9:38:43 PM
Acebuddy	Please wait while we connect you to an available Representative.	9:38:44 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:38:44 PM
	<i>Janardan Mishra accepted the chat transfer request.</i>	9:39:08 PM
steven	I am unable again for the third morning in a row to access my server. The archived ticket form yesterday is 630186	9:39:34 PM
Janardan Mishra	Thank you for choosing ACE cloud Hosting>My name is Janardan. How may I help you today?	9:39:38 PM
steven	see above	9:39:53 PM
Janardan Mishra	Let me access the ticket to check details for you	9:39:53 PM
	It seems like you selected different department. Your ticket belongs to RDP server team. Let me transfer your chat over there so they may help.	9:41:14 PM
steven	ok	9:41:28 PM
	I need this problem fixed	9:41:33 PM
	im sick of the excuses	9:41:41 PM
Janardan Mishra	You will surely get it resoled. Let me connect you to correct team. Please stay with us on chat.	9:42:16 PM
steven	ok	9:42:26 PM
	<i>Janardan Mishra is transferring the chat to Support(QB & App Hosting).</i>	9:42:43 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	9:43:49 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	9:44:34 PM
steven	630186	9:44:40 PM
	archived tick	9:44:44 PM
	persistent login problems	9:44:52 PM
Tushar Pharswan	Hello Steven, I just checked your ticket 630186	9:44:58 PM
	I deeply apologize for the inconvenience caused to you.	9:45:12 PM
	Let me check it from the back end.	9:45:19 PM
	Kindly allow me two minutes to check the same.	9:45:21 PM
steven	ok	9:46:12 PM
Tushar Pharswan	Thank you for waiting, I just found out that the RAM utilization was very high due some background	

	windows application.	9:50:06 PM
	As of now I have rebooted the server let's see after the reboot if the utilization goes down or not.	9:50:36 PM
steven	ok	9:50:54 PM
Tushar Pharswan	Its back to normal kindly try to login again and check if the issue is still there or not.	9:51:39 PM
steven	I have attempted to login it is not working	9:52:01 PM
Tushar Pharswan	May I take the remote access of your local computer?	9:52:06 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:52:12 PM
steven	ok\	9:52:24 PM
Tushar Pharswan	https://assist.acecloudhosting.com/join/6352765418	9:53:03 PM
	Kindly Click on the link and open the downloaded file.	9:53:06 PM
	Waiting for session confirmation from your end.	9:55:08 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:55:15 PM
	As per our conversation over the chat session we will escalate the issue and call you on your preferred number at 10:30 AM Mountain which is 11:00 PM IST.	10:16:41 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:16:44 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!	10:16:45 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Tushar Pharswan has ended this chat session</i>	10:16:48 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71617 Amarilys Cruanas

Email: amarilys@gmpa-cpa.com**Department:** Support(QB & App Hosting)**Operator:** Manish Singh**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Microsoft Edge**Device:** Desktop**Average Response Time:** 1 Min 17 Secs**City:** FT LAUDERDALE**State:** Florida**Country:** UNITED STATES

Chat Duration : 26 Mins 31 Secs

Chat Transcript

Amarilys Cruanas	Hello, I am your Acebuddy	30 Jan, 2:29:10 AM
Acebuddy	Hello Amarillys Cruanas, I'm your Ace Buddy. I'll be happy to assist you!	2:29:11 AM
	Whom Would You Like to Connect With?	2:29:11 AM
Amarilys Cruanas	Technical Support (QB & App Hosting)	2:29:21 AM
Acebuddy	Welcome to Ace Support.	2:29:21 AM
	Please chose an option :	2:29:21 AM
Amarilys Cruanas	I'd like to raise a Request	2:33:42 AM
Acebuddy	Please select your request type.	2:33:42 AM
Amarilys Cruanas	Other Request	2:34:00 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.	2:34:00 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:34:00 AM
Amarilys Cruanas	Yes, I'm facing issues with my server	2:34:49 AM
Acebuddy	Please select an option!	2:34:49 AM
Amarilys Cruanas	Other Issue	2:34:53 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:34:53 AM
Amarilys Cruanas	ATX Server	2:35:08 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:35:08 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:35:08 AM
	<i>Manish Singh accepted the chat transfer request.</i>	2:36:19 AM

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	2:36:21 AM
Amarilys Cruanas	Hi manish, my name is Amarilys, nice to meet you	2:36:52 AM
	case number 626233	2:37:09 AM
Manish Singh	Hii Amarilys	2:37:14 AM
Amarilys Cruanas	Have problem with ATX 2024	2:37:31 AM
Manish Singh	You are running the setup file.	2:38:10 AM
Amarilys Cruanas	I'm already send an email with the issue.	2:38:36 AM
	yes	2:39:26 AM
Manish Singh	Checking.	2:40:26 AM
	May i know your username? (Edited)	2:41:01 AM
Amarilys Cruanas	Amarilys	2:41:19 AM
	Ket me know what i have to do	2:44:45 AM
Manish Singh	Kindly provide us with the Credentials of the ATX 2024 so that we can install the upadtes for you.	2:45:11 AM
Amarilys Cruanas	Do you mean user & password?	2:45:53 AM
Manish Singh	Your ATX 2024 Password.	2:46:10 AM
Amarilys Cruanas	Taxes2024!	2:46:24 AM
Manish Singh	So that we can complete the update for you on our end.	2:46:25 AM
	Security Code	2:46:41 AM
	Please	2:46:46 AM
Amarilys Cruanas	Security code, change every 30 seconds, i can give you at the moment	2:47:52 AM
Manish Singh	Can I get the code?	2:51:40 AM
Amarilys Cruanas	034736	2:51:55 AM
Manish Singh	Updating the application now.	2:53:29 AM
	<i>2:53:41 AM Manish Singh is sharing a file with you image.png - (Size:16.39 KB)</i>	2:53:41 AM
	Application updated successfully.	2:54:34 AM
	Is there anything else I may help you with ?	2:55:07 AM
Amarilys Cruanas	is working	2:55:09 AM
	thank you for your help	2:55:24 AM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:55:36 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!

2:55:39 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/>)

Manish Singh has ended this chat session

2:55:42 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Jan, 10:08:14 PM

#71159 Justin

Email: fmc@freeholdmusiccenter.com 6094036045

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 59 Secs

City: TRENTON

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 15 Secs

Justin	Hello, I am your Acebuddy	22 Jan, 10:08:15 PM
Acebuddy	Hello Fmc, I'm your Ace Buddy. I'll be happy to assist you!	10:08:15 PM
	Whom Would You Like to Connect With?	10:08:15 PM
Justin	Technical Support (QB & App Hosting)	10:08:27 PM
Acebuddy	Welcome to Ace Support.	10:08:27 PM
	Please chose an option :	10:08:27 PM

Justin	I'd like to report an Issue	10:08:33 PM
Acebuddy	Please select an option!	10:08:33 PM
Justin	QuickBooks Issue	10:08:37 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:08:37 PM
Justin	QuickBooks Login Issue	10:08:43 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	10:08:43 PM
	Was that helpful?	10:08:43 PM
Justin	No	10:08:48 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	10:08:48 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:08:48 PM
Justin	Our remote location won't connect	10:08:57 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	10:09:32 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	10:09:39 PM
	This message has been deleted	10:10:02 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:10:12 PM
Justin	Pianos of Princeton	10:10:42 PM
	JustinC.pre1	10:10:52 PM
Tushar Pharswan	Kindly allow me two minutes to check the same.	10:11:32 PM
Justin	Ok	10:12:50 PM
	Historically, you guys call and take over my screen to fix it.	10:13:08 PM
	609-403-6045	10:13:17 PM
Tushar Pharswan	We have that service as well, let's try to fix the issue on chat as off now if you want.	10:14:04 PM
Justin	Ok	10:14:16 PM
	Sounds good	10:14:20 PM
	Maybe I just need to reset my password?	10:15:59 PM
Tushar Pharswan	I'm looking from back end if that is needed, we will proceed accordingly.	10:16:47 PM
	May I take the remote access of your local computer?	10:20:33 PM
	Also thank you for waiting.	10:20:48 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	10:20:51 PM
Justin	Yes	10:22:43 PM
	I'm here	10:23:13 PM

Tushar Pharswan	https://assist.acecloudhosting.com/join/142299954	10:23:27 PM
	Kindly Click on the link and open the downloaded file.	10:23:29 PM
	We are connected now.	10:26:00 PM
	Kindly guide me to the icon through which you login.	10:26:17 PM
	Kindly enter your password.	10:27:15 PM
	We will have to reset the password Kindly ask chris diehl to reset your password from MyPortal or email from email id info@princetonpianos.com for resetting password for user JustinC.pre1.	10:30:24 PM
Justin	ok	10:31:33 PM
Tushar Pharswan	It seems you are trying to email now but it is not letting you log-in.	10:34:17 PM
Justin	I'm in now	10:34:47 PM
Tushar Pharswan	support@acecloudhosting.com	10:34:52 PM
	Kindly email to us at the above email.	10:35:20 PM
Justin	Sent	10:36:30 PM
Tushar Pharswan	Kindly allow me two minutes to check the same.	10:37:10 PM
	Thank you for waiting Kindly check your email I have sent the new password.	10:41:03 PM
	Let's try to login now.	10:42:10 PM
	Its working now.	10:43:07 PM
	Is there anything else I may help you with ?	10:43:09 PM
Justin	That's it. Thank you!	10:43:17 PM
Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	10:43:19 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:43:24 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	10:43:29 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
<i>Tushar Pharswan has ended this chat session</i>		10:43:31 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Jan, 12:19:41 AM

#70012 Meredith

Email: meredith@torreyhomistics.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

City: OCEANSIDE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 55 Secs

Meredith	Hello, I am your Acebuddy	1 Jan, 12:19:43 AM
Acebuddy	Hello Meredith, I'm your Ace Buddy. I'll be happy to assist you!	12:19:45 AM
	Whom Would You Like to Connect With?	12:19:45 AM
Meredith	Technical Support (QB & App Hosting)	12:19:52 AM
Acebuddy	Welcome to Ace Support.	12:19:52 AM
	Please chose an option :	12:19:52 AM
Meredith	I'd like to raise a Request	12:20:01 AM
Acebuddy	Please select your request type.	12:20:01 AM
Meredith	Password Reset	12:20:06 AM
Acebuddy	Please select an option below	12:20:06 AM
Meredith	Not Enrolled to Selfcare Portal	12:20:13 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	12:20:13 AM
	Do you need any further assistance on the topic?	12:20:13 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	12:56:38 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Jan, 10:32:33 PM

#71245 Jon

Email: jonathanfox33@gmail.com ☎ 3035798116

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: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 46 Mins 31 Secs

Jon	Hello, I am your Acebuddy	23 Jan, 10:32:34 PM
Acebuddy	Hello Jonathanfox33, I'm your Ace Buddy. I'll be happy to assist you!	10:32:35 PM
	Whom Would You Like to Connect With?	10:32:35 PM
Jon	Technical Support (QB & App Hosting)	10:32:38 PM
Acebuddy	Welcome to Ace Support.	10:32:38 PM
	Please chose an option :	10:32:38 PM
Jon	I'd like to report an Issue	10:33:31 PM
Acebuddy	Please select an option!	10:33:31 PM
Jon	Password Reset	10:33:34 PM
Acebuddy	Please select an option below	10:33:35 PM
Jon	Not Enrolled to Selfcare Portal	10:33:40 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.

10:33:40 PM

Do you need any further assistance on the topic?

10:33:40 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.

11:19:05 PM

Ended due to chat idle timeout

11:19:05 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Jan, 3:14:44 AM

#70514 sbeltran

Email: sbeltran@goldingrup.biz

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: 6 Secs

City: MIAMI

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 1 Sec

sbeltran	Hello, I am your Acebuddy	13 Jan, 3:14:45 AM
Acebuddy	Hello Sbeltran, I'm your Ace Buddy. I'll be happy to assist you!	3:14:46 AM
	Whom Would You Like to Connect With?	3:14:46 AM
sbeltran	Technical Support (QB & App Hosting)	3:14:51 AM
Acebuddy	Welcome to Ace Support.	3:14:51 AM
	Please chose an option :	3:14:51 AM
sbeltran	I'd like to report an Issue	3:14:57 AM

Acebuddy	Please select an option!	3:14:57 AM
sbeltran	Other Issue	3:15:06 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:15:06 AM
	<i>3:15:52 AM sbeltran is sharing a file with you</i> <u>1_image.png</u> - (Size:185.84 KB)	3:15:52 AM
	Please wait while we connect you to a Support Representative	3:15:52 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:15:52 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	3:17:03 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	3:17:06 AM
sbeltran	My name is Sandra	3:17:18 AM
Anurag Sharma	Hello Sandra	3:17:48 AM
sbeltran	I am getting the following error	3:18:12 AM
	<i>3:18:16 AM sbeltran is sharing a file with you</i> <u>1_image.png</u> - (Size:185.84 KB)	3:18:16 AM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:18:18 AM
sbeltran	looking for	3:19:29 AM
Anurag Sharma	Sure, please take your time	3:19:37 AM
sbeltran	user name:myrealdata	3:21:43 AM
	GoldinG.pa	3:21:52 AM
	I think that the user name?	3:22:08 AM
Anurag Sharma	Please help me with your CID.	3:22:36 AM
sbeltran	Sorry what it is CID?	3:23:00 AM
Anurag Sharma	You can find that in you invoice	3:23:55 AM
sbeltran	let me look for	3:24:30 AM
Anurag Sharma	Sure, please take your time	3:24:36 AM
	<i>3:26:16 AM sbeltran is sharing a file with you</i> <u>9dcc4698-64c6-41e5-b092-10a8a6b5969a.pdf</u> - (Size:8.11 KB)	3:26:16 AM
	<i>This is one of the invoice</i>	
sbeltran	We are the accountants and this invoice is one of the our clients	3:27:12 AM
Anurag Sharma	Just want to inform you that, this is your server name Qblivepa.myrealdata.net	3:28:54 AM
	I have fixed the issue from backend. Please try to access the server now.	3:29:29 AM
sbeltran	Thank you I will keep it	3:29:29 AM
Anurag Sharma	And this is your CID : CID66670	3:30:05 AM

sbeltran	Thank you Very much, I am in.	3:30:46 AM
Anurag Sharma	Thanks for the confirmation !	3:31:05 AM
	Is there anything else I may help you with ?	3:31:10 AM
sbeltran	No. Thank you!	3:31:27 AM
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:31:40 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:31:42 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!	3:31:44 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Anurag Sharma has ended this chat session</i>	3:31:47 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Jan, 6:50:02 AM

#70639 BINITA ADHIKARI

Email: abctaxllc@outlook.com 12025319519

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: 4 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 53 Secs

BINITA ADHIKARI	Hello, I am your Acebuddy	14 Jan, 6:50:03 AM
Acebuddy	Hello Binita Adhikari, I'm your Ace Buddy. I'll be happy to assist you!	6:50:04 AM
	Whom Would You Like to Connect With?	6:50:04 AM
BINITA ADHIKARI	Sales & Solutions	6:50:12 AM
Acebuddy	Please wait while we connect you to one of our Sales Representative.	6:50:12 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:50:12 AM
	<i>Dev Dubey accepted the chat transfer request.</i>	6:50:17 AM
BINITA ADHIKARI	HEY DEV,	6:50:31 AM
Dev Dubey	Hi Binita, how may I help you?	6:50:37 AM
BINITA ADHIKARI	I'M TRYING TO INSTALL THE APPLICATION. BUT IT SAYS SPACE IS NOT AVAILABLE	6:51:08 AM
	CAN YOU CHECK IT THAT	6:51:15 AM
Dev Dubey	Please allow me to transfer the chat to our Support Department.	6:51:25 AM
	<i>Dev Dubey is transferring the chat to Support(QB & App Hosting).</i>	6:51:31 AM
BINITA ADHIKARI	WHAT SUCH THINGS COVERS THE SPACE?	6:51:35 AM
	YEAH	6:51:38 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	6:51:40 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	6:51:44 AM
	Hello Binita	6:51:50 AM
BINITA ADHIKARI	HEY SHASHWAT,	6:52:05 AM
	MY C DRIVE SAYS I HAVE NO SPACE ANY MORE. I DON'T THINK I HAVE INCLUDED ANYTHINGS THERE.	6:53:09 AM
Shashwat Verma	I will surely help you with this issue.	6:53:17 AM
BINITA ADHIKARI	CAN YOU CHECK WHAT THE APPLICATION OR SUCH THINGS COVER SPACE.	6:53:39 AM
Shashwat Verma	Kindly allow me two minutes to check the same.	6:53:43 AM
BINITA ADHIKARI	OKAY	6:53:48 AM
	AND ON LAST CHAT SOMEONE MADE SHORTCUT FOR ONEDRIVE, CAN YOU CHANGE IT. I NEED ABCTAXLLC@OUTLOOK.COM ONEDRIVE	6:56:07 AM
Shashwat Verma	Currently your C drive is running at 1%, we'll trying clean unwanted temporary files, for that kindly allow me 3-4 mins for the same.	6:56:29 AM
BINITA ADHIKARI	OKAY	6:56:41 AM
Shashwat Verma	Okay, will change that after the first issue once completed	6:56:58 AM

BINITA ADHIKARI	OKAY	6:58:22 AM
	<i>7:00:38 AM Shashwat Verma is sharing a file with you</i> <u>image.png</u> - (Size:51.97 KB)	7:00:38 AM
	<i>Here is the overview of your server data</i>	
Shashwat Verma	Which is mostly users data and files of different applications, hence we have tried to clean unwanted files, but unable to make considerable space.	7:01:31 AM
BINITA ADHIKARI	CAN YOU DELETE DRAKE 21,22,23	7:02:02 AM
Shashwat Verma	Yes, sure for that kindly email the request for authorization on support@acecloudhosting.com.	7:02:38 AM
BINITA ADHIKARI	I NEED CHECK THAT 6 FILES	7:02:44 AM
	WHERE WAS THAT	7:02:52 AM
	I'LL EMAIL THAT	7:03:57 AM
	<i>7:04:04 AM Shashwat Verma is sharing a file with you</i> <u>image.png</u> - (Size:14.53 KB)	7:04:04 AM
	<i>These files are mostly, logs files , boot files and QB functioning files which are related to function of your server</i>	
Shashwat Verma	If you want to check the files on user end, kindly check the files at each user end.	7:04:31 AM
BINITA ADHIKARI	OKAY	7:06:35 AM
Shashwat Verma	Binita, if you want we can share you the space plans	7:06:52 AM
BINITA ADHIKARI	THANKS	7:06:54 AM
	YEAH SHARE IT TO ME	7:07:13 AM
Shashwat Verma	Sure	7:07:46 AM
	Plan 1: 200 GB - \$120/Month Plan 2: 100 GB - \$60/Month Plan 3: 80 GB - \$50/Month Plan 4: 60 GB - \$40/Month Plan 5: 40 GB - \$28/Month	7:07:48 AM
	Here are the plans for the C drive space	7:08:02 AM
BINITA ADHIKARI	PLEASE EMAIL LATER	7:08:31 AM
Shashwat Verma	Sure, will that	7:08:37 AM
BINITA ADHIKARI	CAN YOU CHANGE ONEDRIVE FOLDER	7:08:44 AM
Shashwat Verma	Yes off course!	7:08:59 AM
	Kindly allow me two minutes to check the same.	7:09:06 AM
	May I take the remote access of your server?	7:09:51 AM
BINITA ADHIKARI	OKAY	7:10:08 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	7:10:27 AM
BINITA ADHIKARI		

	I'M USING THAT COMPUTER RIGHT NOW	7:10:28 AM
	WHAT YOU NEED FROM MY SIDE	7:10:46 AM
Shashwat Verma	Kindly accept the invitation	7:10:50 AM
	Binita, we have prompted the request for remote session	7:11:39 AM
	Kindly accept it	7:11:44 AM
BINITA ADHIKARI	LEST DO THAT LATER	7:12:10 AM
	I HAVE SOMETHINGS TO DO RIGHT NOW	7:12:20 AM
Shashwat Verma	Okay, no issues	7:12:26 AM
	Is there anything else I may help you with ?	7:12:31 AM
	Are we still connected here?	7:13:34 AM
	Are we still connected here?	7:15:39 AM
	Are we still connected here?	7:18:23 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.	7:20:50 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:20:52 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!	7:20:54 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shashwat Verma has ended this chat session</i>	7:20:57 AM



Chat Transcript

Hello, I am your Acebuddy

#71217 Ana**Email:** ana@fasttracconsulting.com**Department:** Support(QB & App Hosting)**Operator:** Aarush Aneja**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Microsoft Edge**Device:** Desktop**Average Response Time:** 2 Secs**City:** ASHBURN**State:** Virginia**Country:** UNITED STATES**Chat Transcript**

Chat Duration : 15 Mins 11 Secs

Ana	Hello, I am your Acebuddy	23 Jan, 2:11:32 PM
Acebuddy	Hello Ana Lytix, I'm your Ace Buddy. I'll be happy to assist you!	2:11:34 PM
	Whom Would You Like to Connect With?	2:11:34 PM
Ana	Technical Support (QB & App Hosting)	2:11:47 PM
Acebuddy	Welcome to Ace Support.	2:11:47 PM
	Please chose an option :	2:11:47 PM
Ana	I'd like to report an Issue	2:11:59 PM
Acebuddy	Please select an option!	2:11:59 PM
Ana	Other Issue	2:12:09 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:12:09 PM
Ana	We already raised a ticket and ask you to schedule meeting at 7 am today. On which number are you going to call?	2:13:03 PM
Acebuddy	Please wait while we connect you to a Support Representative	2:13:04 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:13:04 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	2:13:21 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	2:13:23 PM
	We checked and found that our other team (The onboarding team) is assisting you with this case. Kindly help us with the best number to reach you at scheduled time.	2:16:09 PM
	The best number to reach onboarding team is : 1-754-233-1007 (Edited)	
	Kindly help me with your server name and user name?	2:21:24 PM
	Are we still connected here?	2:22:07 PM

Are we still connected here?

2:23:18 PM

We checked and found you ended the chat session. We are also disconnecting it now.

2:26:32 PM

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

2:26:36 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!

2:26:38 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/>)

Aarush Aneja has ended this chat session

2:26:43 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Jan, 4:47:55 AM

#71059 melvin_bird_cpa

Email: melvin_bird_cpa@hotmail.com ☎ 13162634226

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 32 Secs

City: WICHITA

State: Kansas

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 39 Secs

melvin_bird_cpa

Hello, I am your Acebuddy

21 Jan, 4:47:56 AM

Acebuddy	Hello Melvin_bird_cpa, I'm your Ace Buddy. I'll be happy to assist you!	4:47:57 AM
	Whom Would You Like to Connect With?	4:47:57 AM
melvin_bird_cpa	Technical Support (QB & App Hosting)	4:48:23 AM
Acebuddy	Welcome to Ace Support.	4:48:23 AM
	Please chose an option :	4:48:23 AM
melvin_bird_cpa	I'd like to report an Issue	4:48:29 AM
Acebuddy	Please select an option!	4:48:29 AM
melvin_bird_cpa	Other Issue	4:48:38 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:48:38 AM
melvin_bird_cpa	ticket 622383	4:48:52 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:48:53 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:48:53 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	4:49:59 AM
	<i>Yash Kalra is transferring the chat to Sharath Kumar.</i>	4:50:08 AM
	<i>Sharath Kumar accepted the chat transfer request.</i>	4:50:12 AM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	4:50:31 AM
	Hello Melvin, I am looking into the ticket. Allow me a moment.	4:51:33 AM
	<i>Sharath Kumar has ended this chat session</i>	5:06:36 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jan, 9:47:02 PM

#70780 Robert Zeigen

Email: rzeigen@szcpa.tax 15613920620

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Sec

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 21 Secs

Robert Zeigen	Hello, I am your Acebuddy	15 Jan, 9:47:02 PM
Acebuddy	Hello Robert Zeigen, I'm your Ace Buddy. I'll be happy to assist you!	9:47:04 PM
	Whom Would You Like to Connect With?	9:47:04 PM
Robert Zeigen	Technical Support (QB & App Hosting)	9:47:07 PM
Acebuddy	Welcome to Ace Support.	9:47:07 PM
	Please chose an option :	9:47:07 PM
Robert Zeigen	I'd like to report an Issue	9:47:12 PM
Acebuddy	Please select an option!	9:47:13 PM
Robert Zeigen	Other Issue	9:47:16 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:47:16 PM
Robert Zeigen	I was told that an "Autologon" was created so that a process on my server ran all the time. That process now is not running and I have a message that the server needs to be restarted	9:48:03 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:48:04 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:48:04 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	9:49:48 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	9:49:55 PM
Robert Zeigen	Okay	9:50:56 PM
	Ticket ID: 619260 As requested, we have successfully created a new user account on the server for autologon purpose. Please let us know if this resolves your issue with the canopy application.	9:52:02 PM
Tushar Pharswan	Kindly allow me two minutes to check the same.	9:52:18 PM
	We are connected and currently I'm checking the server.	9:53:49 PM
	This message has been deleted	9:56:39 PM
	This message has been deleted	9:57:01 PM
	This message has been deleted	9:57:06 PM
Robert Zeigen	No	9:57:44 PM
	Thank you. Good bye	9:57:47 PM

Tushar Pharswan	Kindly allow me a minute as I'm discussing this with the team.	9:58:18 PM
	May I take the remote access of your local computer?	10:01:20 PM
	We will have to check the auto logon user at your end.	10:01:40 PM
	Are we still connected here?	10:04:02 PM
	Are we still connected here?	10:04:09 PM
	Are we still connected here?	10:05:13 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.	10:05:16 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:05:20 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	10:05:22 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/)	

Tushar Pharswan has ended this chat session

10:05:25 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Jan, 3:43:16 PM

#71490 Michael Manning

Email: dm1941598@gmail.com **Phone:** 6148743145

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min

City: SOUTHAVEN

State: Mississippi

Country: UNITED STATES

Chat Transcript

Chat Duration : 51 Mins 16 Secs

Michael Manning	Hello, I am your Acebuddy	28 Jan, 3:43:17 PM
Acebuddy	Hello Michael Manning, I'm your Ace Buddy. I'll be happy to assist you!	3:43:18 PM
	Whom Would You Like to Connect With?	3:43:18 PM
Michael Manning	Technical Support (QB & App Hosting)	3:43:38 PM
Acebuddy	Welcome to Ace Support.	3:43:38 PM
	Please chose an option :	3:43:38 PM
Michael Manning	I'd like to raise a Request	3:43:56 PM
Acebuddy	Please select your request type.	3:43:56 PM
Michael Manning	Setup Ace Server	3:44:10 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	3:44:10 PM
Michael Manning	Microsoft Windows	3:44:24 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	3:44:24 PM
	Do you need any further assistance on the topic?	3:44:24 PM
Michael Manning	Yes	3:49:19 PM
Acebuddy	Please wait while we connect you to our Support Representative	3:49:21 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:49:21 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	3:49:28 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	3:49:30 PM
Michael Manning	How are you doing Aarush?	3:50:14 PM
Aarush Aneja	I am good. What about you? Thank you for asking.	3:50:16 PM
Michael Manning	My name is Michael i will like to register with your rdp server today	3:50:58 PM
Aarush Aneja	Thank you for the details. How may I assist you today	3:51:00 PM
	You wish to add a new server or connect to an existing server (Edited)	3:51:18 PM
Michael Manning	yes	3:51:42 PM
Aarush Aneja	Kindly help me with your account name or CID number in case it is available with you	3:52:24 PM

Michael Manning	Michael Manning	3:54:02 PM
Aarush Aneja	Kindly also provide CID number or registered email address available with you	3:55:53 PM
Michael Manning	sorry i am not yet register	3:56:19 PM
Aarush Aneja	We will surely assist you	3:56:46 PM
Michael Manning	can you please assist me to register	3:56:46 PM
	Okay thanks	3:56:59 PM
Aarush Aneja	I am transferring the chat to the Sales team. They will assist you surely	3:57:22 PM
	<i>Aarush Aneja is transferring the chat to Sales & Solutions.</i>	3:57:29 PM
Michael Manning	hello	3:59:42 PM
Aarush Aneja	We are transferring to the other team. It is taking some time	4:00:14 PM
	We checked and found Sales team's chat timings starts after 5 PM IST. Kindly help us with the best number to reach you to register	4:01:33 PM
	I will create a ticket and share it with the Sales team	4:01:50 PM
Michael Manning	can i provide my email	4:02:21 PM
Aarush Aneja	Sure.	4:02:32 PM
	Kindly help us with the email	4:02:54 PM
Michael Manning	dm1941598@gmail.com	4:03:04 PM
Aarush Aneja	Thank you for the details. We will share the complete details of the chat ticket with the sales team. They will surely connect with you once they are available.	4:04:11 PM
	Michael, Is there anything else I may help you with ?	4:04:19 PM
Michael Manning	i just want you to help me out to send me form so that i can fill it and get register with billing info	4:06:04 PM
Aarush Aneja	It is managed by our Sales team. Our team will surely reach you and assist you with registering an account. You may also connect on chat or call with our Sales team after 1 hour.	4:09:24 PM
	We will share the details with the Sales team along with the chat ticket	4:13:16 PM
	Do we end the chat now	4:13:48 PM
	Are we still connected here?	4:17:02 PM
Michael Manning	im here	4:17:40 PM
	sorry	4:17:42 PM
Aarush Aneja	It is managed by our Sales team. Our team will surely reach you and assist you with registering an account. You may also connect on chat or call with our Sales team after 1 hour. We will share the details with the Sales team along with the chat ticket	4:18:15 PM
Michael Manning	okay thanks am i going to get the register form on my email and the billing form	4:19:23 PM
Aarush Aneja	Sure, Michael. I will share the information in notes with the concerned team. (Edited)	4:20:02 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:21:00 PM

	This message has been deleted	4:21:02 PM
Michael Manning	im here	4:21:19 PM
	please can you kindly send the form again	4:22:42 PM
	please kindly share the form again	4:23:51 PM
Aarush Aneja	The form is managed by our Sales team only. They will email surely once they are available.	4:23:53 PM
Michael Manning	its showing blank sorry	4:24:03 PM
	i did not receive any email yet	4:24:54 PM
Aarush Aneja	This is to inform you that after the chat, a ticket will be created with the chat transcript. We will share the complete details in the ticket to the Sales team. Our Sales team will email you the form and details and will connect with you for registering.	4:27:03 PM
	They will be available after 5 PM IST. Only sales team is permitted to share the form (Edited)	
Michael Manning	okay thank you	4:27:50 PM
Aarush Aneja	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:28:18 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!	4:28:22 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Aarush Aneja has ended this chat session</i>	4:34:35 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Jan, 8:11:03 PM

#70042 Charles Xavier

Email: helpdesk@coretechs.it

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 4 Secs

City: HAT FIELD

State: Saint Catherine

Country: JAMAICA

Chat Transcript

Chat Duration : 38 Mins 37 Secs

Charles Xavier	Hello, I am your Acebuddy	2 Jan, 8:11:04 PM
Acebuddy	Hello Charles Xavier, I'm your Ace Buddy. I'll be happy to assist you!	8:11:06 PM
	Whom Would You Like to Connect With?	8:11:06 PM
Charles Xavier	Technical Support (QB & App Hosting)	8:11:17 PM
Acebuddy	Welcome to Ace Support.	8:11:17 PM
	Please chose an option :	8:11:17 PM
Charles Xavier	I'd like to report an Issue	8:11:58 PM
Acebuddy	Please select an option!	8:11:58 PM
Charles Xavier	QuickBooks Issue	8:12:04 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:12:04 PM
Charles Xavier	QuickBooks is Frozen	8:12:12 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	8:12:12 PM
	Was that helpful?	8:12:12 PM
Charles Xavier	No	8:14:39 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:14:40 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:14:40 PM
	<i>Shubham Yadav accepted the chat transfer request.</i>	8:14:47 PM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	8:14:52 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:14:57 PM
Charles Xavier	Hello there	8:14:58 PM
	Our QB isn't allowing us to save anything	8:15:07 PM
	It is imperative that we fix this asap	8:15:21 PM
Shubham Yadav	Charles kindly confirm your business name or server name so that I can proceed accordingly.	8:16:05 PM

Charles Xavier	Business name is CD services	8:16:15 PM
Shubham Yadav	Thanks for the confirmation	8:16:44 PM
	Can you please confirm the username ?	8:16:55 PM
Charles Xavier	All users	8:17:25 PM
	I had them log out in the event that you needed to reboot the server.	8:17:39 PM
	Let me know if anyone is still logged in	8:17:45 PM
Shubham Yadav	Alright charles	8:18:14 PM
	Users who are active right now - TimGordy, LeslieBrasil, CathyFelicitty	8:18:45 PM
	Charles can you please confirm since when are you facing this issue ?	8:19:25 PM
Charles Xavier	Today.	8:19:37 PM
Shubham Yadav	Are you facing any error or it just gets freeze ?	8:20:13 PM
Charles Xavier	Anything you can do besides rebooting the server?	8:20:42 PM
Shubham Yadav	Charles as I can check QuickBooks is also pending for update.	8:21:18 PM
Charles Xavier	Please do	8:21:24 PM
Shubham Yadav	I will surely do the update, can you please ask all the users to log out so that I can proceed ?	8:21:59 PM
	Charles are you there ?	8:23:39 PM
	Are we still connected here?	8:25:07 PM
	Are we still connected here?	8:27:40 PM
Charles Xavier	yes	8:28:19 PM
	Are there available updates?	8:28:27 PM
	check if the users are still logged in please	8:28:37 PM
Shubham Yadav	Yes Charles users are active on the server	8:28:50 PM
	We can only update the Quick Books if they log out from the server. (Edited)	8:29:03 PM
Charles Xavier	Okay give me a couple of minutes. We asked that updates be done overnight . How comes this wasn't done?	8:29:29 PM
	The users are stuck , you can go ahead with the reboot if you can't log them out.	8:31:05 PM
Shubham Yadav	Charles all updates are done in the Quick Books, only one single patch is pending right now which might not be causing the Quick Books to freeze. For the confirmation I will have to update it again as all the users are facing the problem.	8:31:05 PM
	Alright Charles I am proceeding for a reboot.	8:32:26 PM
Charles Xavier	I'll be waiting right now	8:32:38 PM
	Let me know once it's back up	8:32:43 PM
Shubham Yadav	Sure Charles	8:32:46 PM

	Charles Quick Books is updating right now	8:41:21 PM
Charles Xavier	Okay. What	8:41:28 PM
	What's the eta?	8:41:32 PM
Shubham Yadav	Please ask the users to not login	8:41:47 PM
	It will take 5-10 minutes.	8:42:00 PM
Charles Xavier	Gotcha.	8:42:05 PM
Shubham Yadav	Thank you for your patience.	8:42:38 PM
	Charles kindly login again into the server.	8:43:45 PM
	QuickBooks is updated now.	8:43:55 PM
Charles Xavier	Alright , give me a moment to check if things are saving now.	8:44:13 PM
Shubham Yadav	sure Charles, take your time	8:44:31 PM
	Charles are you able to save ?	8:47:21 PM
Charles Xavier	Yes, all is now well	8:47:53 PM
	Thanks.	8:47:56 PM
Shubham Yadav	That' great	8:48:03 PM
Charles Xavier	Please ensure that we continue to do the weekly updates by Tuesday night the latest .	8:48:09 PM
Shubham Yadav	Sure Charles. It is noted.	8:48:18 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	8:48:21 PM
	Is there anything else I may help you with ?	8:48:31 PM
Charles Xavier	sure	8:48:32 PM
Shubham Yadav	Is there anything else I may help you with ?	8:49:21 PM
Charles Xavier	That was all	8:49:34 PM
	Thanks	8:49:34 PM
Shubham Yadav	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:49:38 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	8:49:39 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/)	



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Jan, 2:41:35 PM

#71365 krisika

Email: krisika@hkidata.com 7383092838

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 33 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 11 Mins 57 Secs

krisika	Hello, I am your Acebuddy	25 Jan, 2:41:37 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	2:41:38 PM
	Whom Would You Like to Connect With?	2:41:38 PM
krisika	Technical Support (QB & App Hosting)	2:41:48 PM
Acebuddy	Welcome to Ace Support.	2:41:48 PM
	Please chose an option :	2:41:48 PM
krisika	I'd like to report an Issue	2:41:52 PM
Acebuddy	Please select an option!	2:41:52 PM
krisika	Other Issue	2:41:57 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:41:57 PM
krisika	Hi	2:42:43 PM

Acebuddy	Please wait while we connect you to a Support Representative	2:42:44 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:42:44 PM
krisika	Hi	2:43:23 PM
	<i>Manish Singh accepted the chat transfer request.</i>	2:43:46 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	2:43:53 PM
krisika	Quickbook very slow in all pc	2:44:19 PM
Manish Singh	I will surely help you with this issue.	2:44:32 PM
krisika	Yes	2:44:39 PM
Manish Singh	Kindly allow me two minutes to check the same.	2:44:43 PM
krisika	Ok	2:44:49 PM
Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?	2:44:57 PM
krisika	Not first time	2:45:35 PM
	U can proceed the server reboot	2:45:48 PM
Manish Singh	Kindly try to login after two minutes.	2:48:09 PM
krisika	Kk	2:50:06 PM
Manish Singh	Try now.	2:50:10 PM
krisika	Ok	2:50:14 PM
Manish Singh	Is everything working fine now?	2:52:24 PM
krisika	Quickbook working fine in all pc	2:52:55 PM
	Thank you	2:52:58 PM
Manish Singh	Is there anything else I may help you with ?	2:53:04 PM
krisika	No	2:53:14 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.	2:53:16 PM
krisika	Thank you	2:53:17 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:53:24 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	2:53:32 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

2:53:34 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Jan, 3:53:53 PM

#71005 Kimberly Ligutan

Email: kimberlyligutan123@gmail.com

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 51 Secs

City: BUHANGIN

State: Davao Del Sur

Country: PHILIPPINES

Chat Transcript

Chat Duration : 21 Mins 27 Secs

Kimberly Ligutan	Hello, I am your Acebuddy	20 Jan, 3:53:55 PM
Acebuddy	Hello Kimberly Ligutan, I'm your Ace Buddy. I'll be happy to assist you!	3:53:58 PM
	Whom Would You Like to Connect With?	3:53:58 PM
Kimberly Ligutan	Technical Support (QB & App Hosting)	3:54:08 PM
Acebuddy	Welcome to Ace Support.	3:54:08 PM
	Please chose an option :	3:54:08 PM
Kimberly Ligutan	I'd like to report an Issue	3:54:16 PM
Acebuddy	Please select an option!	3:54:16 PM
Kimberly Ligutan	Other Issue	3:54:21 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:54:21 PM

Kimberly Ligutan	Error code: 0x4 Extended error code: 0x0 Activity ID: {552c43ce-4f67-45e9-a13a-918766970000}	3:54:42 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:54:43 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:54:43 PM
	<i>Aarush Aneja accepted the chat transfer request.</i>	3:54:52 PM
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.	3:54:54 PM
	Hello Kimberly	3:55:12 PM
Kimberly Ligutan	Hi. Aaruush,I'm trying to set up my ACE Cloud but there's an error.	3:55:44 PM
Aarush Aneja	We will surely assist you (Edited)	3:55:54 PM
Kimberly Ligutan	Thank you.	3:56:12 PM
Aarush Aneja	May I take the remote access of your local computer to assist you?	3:56:13 PM
Kimberly Ligutan	Where can I find that?	3:56:29 PM
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your end.	3:56:39 PM
	https://assist.acecloudhosting.com/join/7672133655	3:56:41 PM
	Kindly paste this link in the browser of local computer and join the session.	3:56:48 PM
Kimberly Ligutan	Done	3:58:00 PM
	I don't have RDP yet	3:59:37 PM
	Could you assist me on that too?	4:00:10 PM
	i don't have idea on this.	4:01:34 PM
Aarush Aneja	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.	4:09:16 PM
	We are connected back	4:09:21 PM
	We assisted you with the RDP setup	4:09:32 PM
	You can access the server now	4:09:39 PM
	Kimberly, Is there anything else I may help you with ?	4:09:46 PM
Kimberly Ligutan	Are we done now?	4:12:34 PM
	I don't know what you mean	4:13:01 PM
Aarush Aneja	We assisted you in setting up the RDP	4:13:53 PM
	Also, ended the remote session	4:14:23 PM
	Is there anything else I may help you with ?	4:14:30 PM
Kimberly Ligutan	Thank you so much Aarush! Great job!	4:14:44 PM
Aarush Aneja	Welcome	4:14:45 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:14:47 PM

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

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

4:14:50 PM

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

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

Aarush Aneja has ended this chat session

4:15:23 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Jan, 2:01:36 AM

#71531 Mario Garcia

Email: gm@lamgroupcorp.com 13057794990

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: MIAMI

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 8 Secs

Mario Garcia	Hello, I am your Acebuddy	29 Jan, 2:01:37 AM
Acebuddy	Hello Giovanna, I'm your Ace Buddy. I'll be happy to assist you!	2:01:38 AM
	Whom Would You Like to Connect With?	2:01:38 AM
Mario Garcia	Technical Support (QB & App Hosting)	2:01:43 AM

Acebuddy	Welcome to Ace Support.	2:01:43 AM
	Please chose an option :	2:01:43 AM
Mario Garcia	I'd like to raise a Request	2:01:53 AM
Acebuddy	Please select your request type.	2:01:53 AM
Mario Garcia	Password Reset	2:02:00 AM
Acebuddy	Please select an option below	2:02:00 AM
Mario Garcia	Not Enrolled to Selfcare Portal	2:02:06 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.	2:02:06 AM
	Do you need any further assistance on the topic?	2:02:06 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.	2:40:45 AM
	<i>Ended due to chat idle timeout</i>	2:40:45 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Jan, 2:17:30 AM

#71052 jend

Email: jend@taxproak.com 19077431040

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: 30 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 49 Secs

jend	Hello, I am your Acebuddy	21 Jan, 2:17:31 AM
Acebuddy	Hello Jend, I'm your Ace Buddy. I'll be happy to assist you!	2:17:32 AM
	Whom Would You Like to Connect With?	2:17:32 AM
jend	Technical Support (QB & App Hosting)	2:17:40 AM
Acebuddy	Welcome to Ace Support.	2:17:40 AM
	Please chose an option :	2:17:40 AM
jend	I'd like to report an Issue	2:17:47 AM
Acebuddy	Please select an option!	2:17:47 AM
jend	Other Issue	2:17:52 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:17:52 AM
jend	an attempt was made to start the server process error... need reboot	2:18:19 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:18:20 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:18:20 AM
	<i>Manish Singh accepted the chat transfer request.</i>	2:18:54 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	2:18:59 AM
	I will surely help you with this issue.	2:20:12 AM
	May i know the reason for server reboot what exactly the issue you are facing?	2:20:36 AM
jend	i cannot log into atx	2:21:04 AM
Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?	2:21:59 AM
jend	as of right now i am the only user	2:22:29 AM
Manish Singh	Alright, kindly try to access now.	2:22:59 AM
	Are we still connected here?	2:25:05 AM
	Are we still connected here?	2:27:14 AM
	Are we still connected here?	2:29:56 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.	2:30:19 AM
	<i>Manish Singh has ended this chat session</i>	2:30:21 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Jan, 11:58:14 PM

#71599 melissa

Email: melissa@blueisleinc.com 18058801681

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 21 Secs

City: VENTURA

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 3 Secs

melissa	Hello, I am your Acebuddy	29 Jan, 11:58:15 PM
Acebuddy	Hello Melissa, I'm your Ace Buddy. I'll be happy to assist you!	11:58:16 PM
	Whom Would You Like to Connect With?	11:58:16 PM
melissa	Technical Support (QB & App Hosting)	11:58:19 PM
Acebuddy	Welcome to Ace Support.	11:58:19 PM
	Please chose an option :	11:58:19 PM
melissa	I'd like to report an Issue	11:58:25 PM
Acebuddy	Please select an option!	11:58:26 PM
melissa	Other Issue	11:58:29 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:58:29 PM
melissa	Slow speed	11:58:37 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:58:38 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:58:38 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	11:59:05 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	11:59:08 PM

melissa	Hi - wondering is there is an issue with the servers? Both ENT and PRE are lagging	11:59:33 PM
Tushar Pharswan	I can check regarding this.	30 Jan, 12:00:03 AM
	Kindly help me with your server name and user name?	12:00:12 AM
melissa	Blueisle-Ent and Blueisle-Pre	12:00:28 AM
	my user is MelissaRo	12:00:38 AM
Tushar Pharswan	Kindly allow me two minutes to check the same.	12:00:42 AM
	Thank you for waiting.	12:06:05 AM
	I was checking the server and everything is good.	12:06:28 AM
melissa	yes, seems faster now! thanks	12:06:54 AM
Tushar Pharswan	Thats great, also can you elaborate on as of what was slow any application or application opening?	12:07:36 AM
	Or was it lagging.	12:07:48 AM
melissa	Everything was slow. Programs were slow to open	12:08:03 AM
Tushar Pharswan	CPU usage might have spiked high for a moment which could cause this issue.	12:08:40 AM
	We will monitor it for sometimes.	12:08:53 AM
	Is there anything else I may help you with ?	12:08:55 AM
melissa	Thanks - looks good now	12:09:10 AM
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:09:14 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:09:17 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Tushar Pharswan has ended this chat session</i>	12:09:19 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Jan, 7:16:28 PM

#70659 Mary Harris

Email: mary@riverstone.build ☎ 8048695922

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: 9 Secs

City: GLEN ALLEN

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 58 Mins 25 Secs

Mary Harris	Hello, I am your Acebuddy	14 Jan, 7:16:31 PM
Acebuddy	Hello Mary Harris, I'm your Ace Buddy. I'll be happy to assist you!	7:16:32 PM
	Whom Would You Like to Connect With?	7:16:32 PM
Mary Harris	Technical Support (QB & App Hosting)	7:16:38 PM
Acebuddy	Welcome to Ace Support.	7:16:38 PM
	Please chose an option :	7:16:38 PM
Mary Harris	I'd like to report an Issue	7:16:45 PM
Acebuddy	Please select an option!	7:16:45 PM
Mary Harris	Other Issue	7:16:49 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:16:49 PM
Mary Harris	Good Morning - I need to have admin rights on the Ace Cloud Server -- I had them previously and now they are no longer there.	7:17:16 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:17:17 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:17:17 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	7:17:27 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	7:17:33 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:17:56 PM
Mary Harris	I believe it's RiverstoneInc.myreldata.net	7:18:19 PM

	And my user name MaryHar	7:18:30 PM
Shubham Kataria	thank you for the information	7:18:44 PM
	Let me check that currently you have admin rights or not	7:19:03 PM
Mary Harris	Thank you!	7:22:14 PM
Shubham Kataria	Upon checking, I found currently you don't have the admin access	7:24:32 PM
	Could you please clarify the purpose for which you need admin rights on the server.	7:25:26 PM
Mary Harris	I am the director of admin and need to be able to stop services such as our HH2 integration to be able to have our Sage system have exclusive rights for updates	7:25:55 PM
	I reached out to our IT team and they asked me to reach out to you	7:26:04 PM
	I had them previously and now it's not working.	7:26:30 PM
Shubham Kataria	No problem, we will grant you admin rights. I am sending you an email shortly—please acknowledge it, as it will assist us in providing the necessary access.	7:27:17 PM
Mary Harris	Perfect - thank you!	7:27:27 PM
Shubham Kataria	You're welcome, I am sending the email just now	7:27:46 PM
Mary Harris	Which email did you send it to? I haven't seen it yet	7:30:32 PM
Shubham Kataria	Sending on this email mary@riverstone.build	7:31:11 PM
Mary Harris	Ok - That's Correct- I have not yet received	7:31:55 PM
Shubham Kataria	I've sent the email. please check now	7:33:23 PM
Mary Harris	Nothing yet	7:35:13 PM
Shubham Kataria	Let me check it again	7:35:28 PM
	I've sent on mary@riverstone.build	7:36:03 PM
	Kindly refresh your mailbox once and check again	7:36:33 PM
Mary Harris	Refreshing now - I checked our spam filter as well and don't see it there.	7:38:06 PM
Shubham Kataria	Let me send again	7:38:38 PM
	<i>7:39:58 PM Shubham Kataria is sharing a file with you image.png - (Size:61.34 KB)</i>	7:39:58 PM
	<i>I've send again</i>	
Mary Harris	Got it	7:40:01 PM
Shubham Kataria	okay. please provide your approval over email	7:40:18 PM
Mary Harris	Sent	7:40:33 PM
Shubham Kataria	thank you, let me provide you admit rights	7:41:18 PM
	Please allow 4-5 minutes	7:41:28 PM
Mary Harris	Ok thanks	7:42:11 PM

Shubham Kataria	you're welcome	7:44:01 PM
	Admin access successfully provided to you	7:44:30 PM
	Is everything working fine now?	7:47:31 PM
Mary Harris	Not yet - it still says I don't have rights.	7:48:01 PM
Shubham Kataria	Kindly log off the server once and re-login then try	7:48:18 PM
	<i>7:48:22 PM Mary Harris is sharing a file with you image.png - (Size:51.26 KB)</i>	7:48:22 PM
Mary Harris	Ok	7:48:25 PM
	Getting the same message	7:49:51 PM
Shubham Kataria	Let me check it, allow me two minutes	7:50:44 PM
	Could you please check now	7:52:58 PM
	<i>7:54:22 PM Mary Harris is sharing a file with you image.png - (Size:21.03 KB)</i>	7:54:22 PM
Mary Harris	Nope	7:54:30 PM
Shubham Kataria	May I take the remote access of your server?	7:54:38 PM
Mary Harris	Sure!	7:54:43 PM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	7:54:49 PM
Mary Harris	Ok I have nothing open	7:55:00 PM
Shubham Kataria	Please accept the request	7:55:16 PM
	Please re-login the server now	7:57:16 PM
Mary Harris	Still same error	7:58:08 PM
Shubham Kataria	I am connected with you on remote	7:58:38 PM
	Checking the same	7:58:45 PM
	We have made few changes from backend, Kindly re-login on the server	8:05:15 PM
	I will take the remote session again	8:05:26 PM
Mary Harris	Ok logged in	8:05:34 PM
	Yay I'm in	8:13:33 PM
Shubham Kataria	Great	8:13:41 PM
Mary Harris	Thank you!!	8:13:45 PM
Shubham Kataria	You're welcome, Happy to assist you	8:14:07 PM
	Is there anything else I may help you with ?	8:14:14 PM
Mary Harris	That's it. Have a great day	8:14:23 PM
Shubham Kataria		

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

8:14:39 PM

Mary Harris

Ook

8:14:47 PM

Shubham Kataria

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

8:14:51 PM

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

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

Thanks!

8:14:54 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

8:14:56 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Jan, 1:55:01 AM

#70451 aliena

Email: aliena@sunsetwestusa.com 3109684687

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 7 Secs

City: SAN DIEGO

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 43 Mins 32 Secs

aliena	Hello, I am your Acebuddy	11 Jan, 1:55:02 AM
Acebuddy	Hello Alien, I'm your Ace Buddy. I'll be happy to assist you!	1:55:03 AM
	Whom Would You Like to Connect With?	1:55:03 AM
aliena	Technical Support (QB & App Hosting)	1:55:07 AM
Acebuddy	Welcome to Ace Support.	1:55:07 AM
	Please chose an option :	1:55:07 AM
aliena	I'd like to report an Issue	1:55:12 AM
Acebuddy	Please select an option!	1:55:12 AM
aliena	Other Issue	1:55:18 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:55:18 AM
aliena	inactive account needs to be reactive to log in	1:55:31 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:55:32 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:55:32 AM
	<i>Ankit Kumar accepted the chat transfer request.</i>	1:57:33 AM
	<i>Ankit Kumar is transferring the chat to Yash Kalra.</i>	1:57:50 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	1:57:53 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	1:58:00 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name? (Edited)	1:58:19 AM
	Are we still connected here?	1:59:38 AM
aliena	server: sunset west	2:00:01 AM
	user: Wes Stewart	2:00:05 AM
Yash Kalra	Kindly allow me two minutes to check the same.	2:00:11 AM
aliena	Wstewart I think	2:00:12 AM
Yash Kalra	Aaliena, it's taking more than expected please allow us some more time	2:03:18 AM
	We are making some changes from the backend in order to resolve this issue, please stay connected.	2:07:00 AM
aliena	ok thanks	2:07:07 AM
	I believe the account is likely inactive for security as it has not logged in for some time	2:07:44 AM
Yash Kalra	Yes, upon checking we found it to be disabled due to inactivity.	2:09:14 AM
	Please try to login now.	2:13:09 AM
	Are we still connected here?	2:15:05 AM
	Are we still connected here?	2:17:15 AM
aliena	sorry one second	2:17:36 AM

	I am waiting for him to check	2:17:40 AM
Yash Kalra	Sure, please take your time	2:18:27 AM
	Aliena, please confirm if the issue is resolved.	2:29:50 AM
	Are we still connected here?	2:31:53 AM
	Are we still connected here?	2:33:38 AM
	Are we still connected here?	2:38:28 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.	2:38:31 AM
	<i>Yash Kalra has ended this chat session</i>	2:38:34 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Jan, 8:25:15 PM

#71568 Krista Schulz

Email: kschulz@growthreefold.com 13177489769

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: INDIANAPOLIS

State: Indiana

Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 33 Secs

Krista Schulz	Hello, I am your Acebuddy	29 Jan, 8:25:17 PM
Acebuddy	Hello Krista Schulz, I'm your Ace Buddy. I'll be happy to assist you!	8:25:19 PM
	Whom Would You Like to Connect With?	8:25:19 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.

9:07:50 PM

Ended due to chat idle timeout

9:07:50 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Jan, 9:28:44 PM

#70676 Colleen tilp

Email: customerservice@rvlandscape.com 16234650061

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: PHOENIX

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 16 Secs

Colleen tilp	Hello, I am your Acebuddy	14 Jan, 9:28:45 PM
Acebuddy	Hello Colleen Tilp, I'm your Ace Buddy. I'll be happy to assist you!	9:28:46 PM
	Whom Would You Like to Connect With?	9:28:46 PM
Colleen tilp	Technical Support (QB & App Hosting)	9:29:00 PM
Acebuddy	Welcome to Ace Support.	9:29:00 PM
	Please chose an option :	9:29:00 PM
Colleen tilp	I'd like to raise a Request	9:29:11 PM
Acebuddy	Please select your request type.	9:29:11 PM
Colleen tilp	Other Request	9:29:36 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our	9:29:36 PM

technicians will connect with you for further assistance.

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

9:29:36 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.

10:01:02 PM

Ended due to chat idle timeout

10:01:02 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Jan, 6:06:37 AM

#70464 Hymvathi Chundru

Email: hyma@taxgeeks.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: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 2 Secs

Hymvathi Chundru	Hello, I am your Acebuddy	11 Jan, 6:06:39 AM
Acebuddy	Hello Hymvathi Chundru, I'm your Ace Buddy. I'll be happy to assist you!	6:06:40 AM
	Whom Would You Like to Connect With?	6:06:40 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	6:38:41 AM
	<i>Ended due to chat idle timeout</i>	6:38:42 AM



