

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Sep, 8:10:48 PM

#81782 sean vazan
Email: svazan@pblbio.com
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 22 Secs
City: PISCATAWAY
State: New Jersey
Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 51 Secs

sean vazan	Hello, I am your Acebuddy	22 Sep, 8:10:49 PM
Acebuddy	Hello Sean Vazan, I'm your Ace Buddy. I'll be happy to assist you!	8:10:50 PM
	Whom Would You Like to Connect With?	8:10:50 PM
sean vazan	Technical Support (QB & App Hosting)	8:10:57 PM
Acebuddy	Welcome to Ace Support.	8:10:57 PM
	Please chose an option :	8:10:57 PM
sean vazan	I'd like to raise a Request	8:11:07 PM
Acebuddy	Please select your request type.	8:11:07 PM
sean vazan	Other Request	8:11:14 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:11:14 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:11:14 PM
sean vazan	Yes, I'm facing issues with my server	8:11:44 PM
Acebuddy	Please select an option!	8:11:44 PM
sean vazan	Other Issue	8:11:48 PM
Acebuddy		

	Please specify the issue you are facing before I connect you to an available support representative!	8:11:48 PM
sean vazan	i cannot get anyone from support to join the meeting i requested them to join	8:12:09 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:12:09 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:12:09 PM
sean vazan	is has held up my QuickBooks/Salesforce integration projects for several weeks now.	8:12:29 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:12:38 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	8:12:45 PM
	Hello Sean	8:12:49 PM
sean vazan	hello Sujeet	8:13:55 PM
Sujeet Kumar Suman	How are you doing?	8:14:42 PM
sean vazan	Having some issues with my QuickBooks/Salesforce integration project due to Ace and lack of support.	8:16:23 PM
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:16:35 PM
	As checked, our team is already connected to your system via remote session and is assisting you with the same concern.	8:18:57 PM
sean vazan	thank you	8:19:06 PM
Sujeet Kumar Suman	Is there anything else I may help you with ?	8:19:27 PM
	Are we still connected here?	8:21:06 PM
	Are we still connected here?	8:23:03 PM
	Are we still connected here?	8:24:34 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.	8:24:38 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	8:24:41 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81769 Mary Langford

22 Sep, 6:45:09 PM

Email: mary@gondolaskate.com

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 12 Secs

City: DECATUR

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 8 Secs

Mary Langford	Hello, I am your Acebuddy	22 Sep, 6:45:11 PM
Acebuddy	Hello Mary Langford, I'm your Ace Buddy. I'll be happy to assist you!	6:45:12 PM
	Whom Would You Like to Connect With?	6:45:12 PM
Mary Langford	Technical Support (QB & App Hosting)	6:45:17 PM
Acebuddy	Welcome to Ace Support.	6:45:17 PM
	Please chose an option :	6:45:17 PM
Mary Langford	I'd like to report an Issue	6:45:23 PM
Acebuddy	Please select an option!	6:45:23 PM
Mary Langford	Other Issue	6:45:27 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:45:27 PM
Mary Langford	RDP file will not open	6:45:36 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:45:37 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:45:37 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	6:46:01 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	6:46:06 PM
	Hello Mary , how are you doing	6:46:19 PM
Mary Langford	Hi, good how are you	6:46:26 PM
Sanyam Madan	I am good as well	6:46:46 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:47:02 PM
Mary Langford	server name: GSMSI.myrealddata.net ; user name: mary.l@myrealddata.net	6:47:41 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	6:48:07 PM
	May I take the remote access of your local computer?	6:49:55 PM

Mary Langford	yes	6:50:00 PM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	6:50:08 PM
	https://assist.acecloudhosting.com/join/1472367466	6:50:18 PM
	Kindly paste this link in the browser of local computer and join the session.	6:50:22 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.	6:51:26 PM
	As per discussion over the remote session, The issue is resolved by changing the configuration in RDP file	6:57:58 PM
	Is there anything else I may help you with ?	6:58:00 PM
Mary Langford	That's everything thank you!	6:58:11 PM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	6:58:14 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:58:17 PM
	<i>Sanyam Madan has ended this chat session</i>	6:58:19 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details ----- 13 Sep, 5:39:11 AM

#81494 Angela Fenton
Email: cfotaxadvisors@gmail.com
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 42 Secs
City: WAIANAE
State: Hawaii
Country: UNITED STATES

Chat Transcript		Chat Duration : 15 Mins 19 Secs
Angela Fenton	Hello, I am your Acebuddy	13 Sep, 5:39:11 AM
Acebuddy	Hello Angela Fenton, I'm your Ace Buddy. I'll be happy to assist you!	5:39:12 AM
	Whom Would You Like to Connect With?	5:39:12 AM
Angela Fenton	Technical Support (QB & App Hosting)	5:39:24 AM
Acebuddy	Welcome to Ace Support.	5:39:24 AM
	Please chose an option :	5:39:24 AM
Angela Fenton	I'd like to report an Issue	5:39:30 AM
Acebuddy	Please select an option!	5:39:30 AM
Angela Fenton	Password Reset	5:39:34 AM
Acebuddy	Please select an option below	5:39:34 AM
Angela Fenton	Not Enrolled to Selfcare Portal	5:39:42 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.	5:39:42 AM
	Do you need any further assistance on the topic?	5:39:42 AM
Angela Fenton	Yes	5:39:49 AM
Acebuddy	Please wait while we connect you to our Support Representative	5:39:50 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:39:50 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	5:40:03 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	5:40:12 AM
	Hello Angela , how are you? (Edited)	5:40:29 AM
Angela Fenton	You guys helped me get set up back in May I think, and I have not gotten back on since. I tried to log in and use the password I set up, and nothing is working.	5:41:14 AM
Anjainay Singh	I understand your concern Angela and I assure you the proper resolution for this issue.	5:41:52 AM
	Could you please confirm your username?	5:42:40 AM
Angela Fenton	Well, when I go on to the Remote Desktop icon it gives me this User: RV_Joe_Accounting@myrealdata.net	5:44:18 AM
Anjainay Singh	Thankyou for your confirmation.	5:44:44 AM
	Please allow me two minutes so that I can check it at my end.	5:45:41 AM
Angela Fenton	ok	5:46:01 AM
Anjainay Singh	As I can your account was inactive so I have activated the account.	5:48:02 AM
Angela Fenton	so will the password I originally set up now work or do I need to reset that?	5:48:44 AM

Anjainay Singh	Please try to login and let me know if you face any login issue due to password.	5:49:29 AM
Angela Fenton	Thanks that worked - you guys are the best - honestly!!	5:50:52 AM
Anjainay Singh	I have activated the account however I will also send the My Portal instruction through which you can activate the account with assistance of [Joe Pavone] (https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=Contacts&id=23102000102853418)	5:51:15 AM
	Is there anything else I may help you with ?	5:51:28 AM
Angela Fenton	I am not in the same state as Joe - does that matter	5:52:00 AM
Anjainay Singh	Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji to share your positive feedback	5:52:58 AM
Angela Fenton	ok	5:53:47 AM
Anjainay Singh	Joe has My Portal Admin access through which she can mange the users login and user addition deletion.	5:54:04 AM
	I will also share the ticket id with you over the mail once this chat is disconnected.	5:54:14 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:54:20 AM
Angela Fenton	Thanks	5:54:28 AM
	<i>Anjainay Singh has ended this chat session</i>	5:54:31 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details ----- 25 Sep, 12:18:10 AM

#81914 Erica Shepp
Email: erica@sasisprinklers.com ☎ 14356699793
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: HUMPHREY
State: Texas
Country: UNITED STATES

Erica Shepp	Hello, I am your Acebuddy	25 Sep, 12:18:11 AM
Acebuddy	Hello Erica Shepp, I'm your Ace Buddy. I'll be happy to assist you!	12:18:11 AM
	Whom Would You Like to Connect With?	12:18:11 AM
Erica Shepp	Technical Support (QB & App Hosting)	12:18:21 AM
Acebuddy	Welcome to Ace Support.	12:18:21 AM
	Please chose an option :	12:18:21 AM
Erica Shepp	I'd like to report an Issue	12:18:25 AM
Acebuddy	Please select an option!	12:18:25 AM
Erica Shepp	Password Reset	12:18:29 AM
Acebuddy	Please select an option below	12:18:29 AM
Erica Shepp	Already Enrolled to Selfcare Portal	12:18:32 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	12:18:32 AM
	Do you need any further assistance on the topic?	12:18:32 AM
Erica Shepp	No	12:18:38 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	12:18:38 AM
	<i>Acebuddy has ended this chat session</i>	12:18:38 AM



Chat Transcript

Hello, I am your Acebuddy


Visitor Details

#81632 sabino
Email: sabino@kevinbarry.com ☎ 8184471400
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: PANORAMA CITY
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 39 Secs

sabino	Hello, I am your Acebuddy	17 Sep, 8:04:38 PM
Acebuddy	Hello Sabino, I'm your Ace Buddy. I'll be happy to assist you!	8:04:39 PM
	Whom Would You Like to Connect With?	8:04:39 PM
sabino	Technical Support (QB & App Hosting)	8:04:55 PM
Acebuddy	Welcome to Ace Support.	8:04:55 PM
	Please chose an option :	8:04:55 PM
sabino	I'd like to raise a Request	8:05:04 PM
Acebuddy	Please select your request type.	8:05:04 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:35:18 PM
	Ended due to chat idle timeout	8:35:18 PM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

9 Sep, 10:47:32 PM

#81336 Michele Ruble

Email: michele@southernspc.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 32 Secs

City: NEW YORK

State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 1 Min

Michele Ruble	Hello, I am your Acebuddy	9 Sep, 10:47:33 PM
Acebuddy	Hello Michele Ruble, I'm your Ace Buddy. I'll be happy to assist you!	10:47:34 PM
	Whom Would You Like to Connect With?	10:47:34 PM
Michele Ruble	Technical Support (QB & App Hosting)	10:47:40 PM
Acebuddy	Welcome to Ace Support.	10:47:40 PM
	Please chose an option :	10:47:40 PM
Michele Ruble	I'd like to raise a Request	10:47:50 PM
Acebuddy	Please select your request type.	10:47:50 PM
Michele Ruble	Other Request	10:47:56 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.	10:47:56 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:47:56 PM
Michele Ruble	Yes, I'm facing issues with my server	10:55:28 PM
Acebuddy	Please select an option!	10:55:28 PM
Michele Ruble	QuickBooks Issue	10:55:32 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:55:32 PM
Michele Ruble	Other QB related issue	10:55:44 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:55:44 PM
Michele Ruble	QBs won't open and asks that I download file doctor	10:56:03 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:56:03 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:56:03 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	10:56:20 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	10:56:23 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:56:26 PM
Michele Ruble	Client ID: CID66088 Username: MicheleRu	10:57:11 PM
Yash Kalra	Kindly allow me two minutes to check the same.	10:57:28 PM
Michele Ruble	that is all that i have, not sure of the server name	10:57:31 PM
Yash Kalra	Michele, to help me assist you better, please answer the following questions:	

	<div>1. Is this issue occurring for all the users or for a specific user?</div> <div>2. When was the last time you were able to access the file successfully?</div> <div>(Edited)</div>	10:59:31 PM
Michele Ruble	<div>this issue occured with Kimberly Lesher and was resolved today. I am trying to log in and am getting the same message that Kim was getting. Kim is able to open the file now and work however I am not able to</div> <div>I was in the file last week but Kimberly is in the file working right now</div>	<div>11:00:38 PM</div> <div>11:00:58 PM</div>
Yash Kalra	May I take the remote access of your server?	11:01:14 PM
Michele Ruble	SURE	11:01:40 PM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	11:01:52 PM
	<div>Kindly Click on the link and open the downloaded file.</div> <div>https://assist.acecloudhosting.com/join/7102734657</div>	11:02:03 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:03:10 PM
	<div>Michele, we assisted you regarding the QuickBooks file login issue.</div> <div>Is there anything else I may help you with?</div>	11:40:51 PM
	Are we still connected here?	11:41:32 PM
	Are we still connected here?	11:41:49 PM
	Are we still connected here?	11:43:25 PM
Michele Ruble	yes	11:44:19 PM
Yash Kalra	<div>Michele, we assisted you regarding the QuickBooks file login issue.</div> <div>Is there anything else I may help you with?</div>	11:44:27 PM
	Are we still connected here?	11:45:18 PM
	Are we still connected here? (Edited)	11:47:09 PM
	Are we still connected here?	11:49:03 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.	11:49:06 PM

Yash Kalra has ended this chat session

11:49:08 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Sep, 2:52:25 AM

26 Sep, 2:52:25 AM

#81962 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: 15 Secs

City: OVERLAND PARK

State: Kansas

Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 2 Secs

Chat Duration : 9 Mins 2 Secs

BINITA ADHIKARI	Hello, I am your Acebuddy	26 Sep, 2:52:26 AM
Acebuddy	Hello Binita Adhikari, I'm your Ace Buddy. I'll be happy to assist you!	2:52:27 AM
	Whom Would You Like to Connect With?	2:52:27 AM
BINITA ADHIKARI	Technical Support (QB & App Hosting)	2:52:37 AM
Acebuddy	Welcome to Ace Support.	2:52:37 AM
	Please chose an option :	2:52:37 AM
BINITA ADHIKARI	I'd like to raise a Request	2:52:43 AM
Acebuddy	Please select your request type.	2:52:43 AM
BINITA ADHIKARI	Other Request	2:52:47 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.	2:52:47 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:52:47 AM
BINITA ADHIKARI	Yes, I'm facing issues with my server	2:52:54 AM
Acebuddy	Please select an option!	2:52:54 AM
BINITA ADHIKARI	Other Issue	2:52:59 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:53:00 AM
BINITA ADHIKARI	REPRESENTATIVE	2:53:11 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:53:12 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	2:53:12 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	2:53:43 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	2:53:46 AM
	Hello Binita	2:53:52 AM
	How are you doing?	2:53:57 AM
BINITA ADHIKARI	HI, I NEED TO ADD BINITA'S POOFILE IN ANOTHER COMPUTER	2:54:07 AM
	CAN YOU HELP ME ON THAT	2:54:20 AM
Shashwat Verma	I will surely help you with this issue.	2:54:33 AM
BINITA ADHIKARI	I CAN SHARE MY SCREEN WITH YOU	2:54:36 AM
Shashwat Verma	Sure	2:54:48 AM
	Binita_Ad@myrealdata.net, is that the username you would like to have access with?	2:55:04 AM
BINITA ADHIKARI	YES	2:55:17 AM
	THIS WAS IN ANOTHER COMPUTER ALSO	2:55:32 AM
Shashwat Verma	Got it	2:55:36 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	2:55:39 AM
	https://assist.acecloudhosting.com/join/3952975806	2:55:40 AM
	Kindly Click on the link and open the downloaded file.	2:55:43 AM
BINITA ADHIKARI	I WANT TO USE IN MY LAPTOP & IN DESKTOP	2:55:44 AM
Shashwat Verma	Kindly open the link in the pc in which you would like to setup the same (Edited)	2:56:01 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	2:56:50 AM
	As per the remote sessio, issue resolved	3:01:24 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:01:26 AM
	<i>Shashwat Verma has ended this chat session</i>	3:01:28 AM



Chat Transcript

Hello, I am your Acebuddy

#81701 **steven.nguyen**

Email: steven.nguyen@covenanteyes.com 📞 5717650652

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 21 Secs

City: ARLINGTON

State: Virginia

Country: UNITED STATES

steven.nguyen	Hello, I am your Acebuddy	19 Sep, 12:10:50 AM
Acebuddy	Hello Steven.nguyen, I'm your Ace Buddy. I'll be happy to assist you!	12:10:50 AM
	Whom Would You Like to Connect With?	12:10:50 AM
steven.nguyen	Technical Support (QB & App Hosting)	12:12:00 AM
Acebuddy	Welcome to Ace Support.	12:12:00 AM
	Please chose an option :	12:12:00 AM
steven.nguyen	I'd like to report an Issue	12:12:04 AM
Acebuddy	Please select an option!	12:12:04 AM
steven.nguyen	Other Issue	12:12:08 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:12:08 AM
steven.nguyen	We have 6 users actively signing into an Ace remote desktop. What options are available for microsoft office? What products do you support? Are we able to use a LTSC/MAK license for Microsoft office, if we don't want users signing into Office?	12:13:00 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:13:01 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:13:01 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	12:13:28 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:13:31 AM
	Hello Steven	12:13:34 AM
	How are you doing?	12:13:39 AM
steven.nguyen	I'm doing well, what about yourself?	12:13:46 AM

Shashwat Verma	Good!	12:14:16 AM
	I will surely help you with this issue.	12:14:23 AM
	So, you would like to add Microsoft product on the server, right?	12:15:15 AM
	Do you currently have any of the license currently?	12:15:36 AM
steven.nguyen	What license would you recommend from my initial request?	12:15:51 AM
	Are we able to install personal microsoft office licenses for one user? I'm assuming no	12:16:10 AM
Shashwat Verma	We would like to inform you that we offer the following Microsoft 365 licenses , fully compatible with the ACE server : Microsoft 365 Apps for Enterprise – \$14.40 per user/month Microsoft 365 E3 – \$24.90 per user/month Microsoft 365 E5 – \$42.90 per user/month These licenses are optimized for seamless performance on our ACE hosting environment, ensuring smooth and reliable access to your applications.	12:16:16 AM
steven.nguyen	do those licenses require a login?	12:16:38 AM
Shashwat Verma	Yes, these licenses have user specific login	12:16:57 AM
steven.nguyen	Like steven.nguyen@myrealdata.net kind of deal?	12:17:11 AM
Shashwat Verma	Each user will get their own credentials for the login to the Microsoft applications	12:17:30 AM
	Like excel, outlook, etc	12:17:38 AM
steven.nguyen	Are there any other options?	12:18:04 AM
Shashwat Verma	No, above license are the only license compatible with our server, and our most of the clients are using the same	12:18:36 AM
	If you are interested, we can share the details with concerned team and they will connect you and explain the best flexible plans for you.	12:19:42 AM
	They will also connect you for the pricing related query, if any?	12:21:43 AM
steven.nguyen	thank you for the information. This is all for now.	12:21:52 AM
	appreciate it!	12:21:56 AM
	<i>steven.nguyen has ended this chat session</i>	12:21:58 AM



Chat Transcript

Received a recent email introducing Ace Connect.

#81349 Michael Parente
Email: michael@parentefinancial.com 📞 5084734492
Department: Support(QB & App Hosting)
Operator: Sanyam Madan
Website: https://www.acecloudhosting.com/
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 32 Secs
City: MILFORD
State: Massachusetts
Country: UNITED STATES

Michael Parente	Received a recent email introducing Ace Connect.	10 Sep, 1:57:11 AM
Dev Dubey	Thank you for contacting ACE. My name is Dev Dubey. I will be assisting you further.	1:57:14 AM
	Dev Dubey is transferring the chat to Support(QB & App Hosting).	1:57:44 AM
	Yash Kalra accepted the chat transfer request.	1:57:54 AM
Michael Parente	As a current user of your services is there any additional charge for Ace Connect and what are the benefits	1:58:12 AM
	Yash Kalra is transferring the chat to Sanyam Madan.	1:58:16 AM
	Sanyam Madan accepted the chat transfer request.	1:58:19 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	1:58:25 AM
	Hello Michael , how are you doing	1:58:39 AM
Michael Parente	Good	1:58:48 AM
Sanyam Madan	Ace connect is a better and faster way to connect to the server and regarding the pricing, Aceconnect is free of cost	1:59:56 AM
Michael Parente	So if I decide to install do I just download from the email offer?	2:01:05 AM
Sanyam Madan	Yes , you must have recieved an email regarding Ace connect	2:01:29 AM
	It contains all the instructions to set it up	2:01:45 AM
Michael Parente	Yes I Have the email	2:01:56 AM
Sanyam Madan	If you want our assistance in setting it up, we can also help you out	2:02:23 AM
Michael Parente	Thank you Sanyam. I will let you know when I am ready	2:03:16 AM
Sanyam Madan	Is there anything else I may help you with?	2:03:22 AM
	Your welcome Michael😊	2:03:27 AM

Michael Parente	Have a good day and thanks for your help	2:03:55 AM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	2:03:57 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:04:01 AM
	<i>Sanyam Madan has ended this chat session</i>	2:04:04 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Sep, 4:05:19 PM


#81577 Jay Thakor
Email: jay@hfcpllc.com
Department: Support(QB & App Hosting)
Operator: Vikas Singh Chauhan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 58 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins

Jay Thakor	Hello, I am your Acebuddy	16 Sep, 4:05:20 PM
Acebuddy	Hello Jay, I'm your Ace Buddy. I'll be happy to assist you!	4:05:21 PM
	Whom Would You Like to Connect With?	4:05:21 PM
Jay Thakor	Technical Support (QB & App Hosting)	4:05:59 PM
Acebuddy	Welcome to Ace Support.	4:05:59 PM
	Please chose an option :	4:05:59 PM
Jay Thakor	I'd like to report an Issue	4:06:09 PM
Acebuddy	Please select an option!	4:06:09 PM

Jay Thakor	QuickBooks Issue	4:06:12 PM
Acebuddy	What type of QuickBooks Issue are you facing?	4:06:12 PM
Jay Thakor	QuickBooks Login Issue	4:06:17 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	4:06:17 PM
	Was that helpful?	4:06:17 PM
Jay Thakor	No	4:06:22 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	4:06:22 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:06:22 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	4:06:33 PM
Jay Thakor	Hi Vikas	4:06:39 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	4:06:46 PM
Jay Thakor	Please help me below issue	4:06:49 PM
	<i>4:06:53 PMJay Thakor is sharing a file with you</i> 1_image.png - (Size:42.64 KB)	4:06:53 PM
	I am unable to login into QBD File.	4:07:11 PM
Vikas Singh Chauhan	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:07:14 PM
Jay Thakor	Server Name : HFCPA.myrealdata.net User Name : Jay Thakor	4:07:43 PM
Vikas Singh Chauhan	Thanks for the confirmation !	4:08:18 PM
Jay Thakor	This issue was happenned last thursday	4:08:21 PM
	I am unsure why this happening evry time.	4:08:49 PM
Vikas Singh Chauhan	No worries, let me check it for you.	4:09:01 PM
Jay Thakor	Please provide me permanent solutions for this issue	4:09:04 PM
Vikas Singh Chauhan	Allow me 2-3 minutes to connect to the server.	4:09:14 PM
Jay Thakor	Ok	4:09:19 PM
Vikas Singh Chauhan	I have checked the details on the server.	4:12:59 PM
	We have to provide the admin rights to you on the server.	4:13:56 PM
	Because both Quickbook Enterprise and Premier are installed on the same server.	4:14:52 PM
Jay Thakor	Ok, what we need to do now	4:15:18 PM
Vikas Singh Chauhan	I have to send a disclaimer to provide you admin rights on the server and that need to be approved by either Jessica or Spencer as they are the primary contact.	4:16:23 PM
Jay Thakor	Ok, noted	4:17:42 PM

	Can you please make a temporary solution	4:17:55 PM
Vikas Singh Chauhan	Sure.	4:18:06 PM
	But for permanent solution, approval will be required to provide you admin access on the server.	4:18:44 PM
	Allow me 2 minutes to fix the issue for now.	4:19:01 PM
Jay Thakor	Ok, I will talk to Jessica about the admin access permission.	4:19:19 PM
	she will send you an email to Ace cloud	4:19:31 PM
Vikas Singh Chauhan	Okay sure, please ask her to reply to the email on the same ticket number which is already running #765912	4:20:06 PM
	Please allow me 2-3 minutes.	4:20:15 PM
Jay Thakor	Ok	4:20:20 PM
Vikas Singh Chauhan	I have made the changes from backend, please logoff from the server and relogin and launch the Quickbook again.	4:22:13 PM
	Let me know if it doesn't work.	4:22:30 PM
Jay Thakor	Pl	4:24:02 PM
	Ok	4:24:04 PM
	Wait	4:24:05 PM
Vikas Singh Chauhan	Sure	4:24:16 PM
Jay Thakor	Still I am facing the issue	4:25:51 PM
	Unable to login	4:25:57 PM
Vikas Singh Chauhan	Okay, Is it the same error ?	4:27:42 PM
Jay Thakor	yes	4:27:48 PM
Vikas Singh Chauhan	I am logging you off from the server once, please re-login and then try once more.	4:28:41 PM
Jay Thakor	Ok	4:28:51 PM
Vikas Singh Chauhan	I have logged you off, please login to server again and try opening Quickbook.	4:29:42 PM
	Are we still connected here?	4:31:19 PM
	Are we still connected here?	4:32:14 PM
	Are we still connected here?	4:33:06 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.	4:35:32 PM
	<i>Vikas Singh Chauhan has ended this chat session</i>	4:36:21 PM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Sep, 11:50:15 PM

#81606 Dan Holt

Email: dan@happyhentreats.com 📞 12108380827

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: 25 Secs

City: SAN ANTONIO


State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 25 Secs

Dan Holt	Hello, I am your Acebuddy	16 Sep, 11:50:16 PM
Acebuddy	Hello Daniel Holt, I'm your Ace Buddy. I'll be happy to assist you!	11:50:17 PM
	Whom Would You Like to Connect With?	11:50:17 PM
Dan Holt	Technical Support (QB & App Hosting)	11:50:24 PM
Acebuddy	Welcome to Ace Support.	11:50:24 PM
	Please chose an option :	11:50:24 PM
Dan Holt	I'd like to report an Issue	11:50:28 PM
Acebuddy	Please select an option!	11:50:28 PM
Dan Holt	QuickBooks Issue	11:50:33 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:50:33 PM
Dan Holt	QuickBooks is Frozen	11:50:37 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	11:50:37 PM
	Was that helpful?	11:50:37 PM
Dan Holt	No	11:50:50 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	11:50:50 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	11:50:50 PM
	<i>Manish Singh accepted the chat transfer request.</i>	11:51:12 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	11:51:16 PM
	I will surely help you with this issue.	11:51:26 PM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	11:51:33 PM
Dan Holt	New issue is stalling on backup	11:52:09 PM
	You performed a system update last night, and when I logged in today, there was a popup that a critical update was waiting. I started a backup and it is stuck on verifying data integrity for the last 90 minutes. It says "Item History: 21%"	11:53:26 PM
Manish Singh	I will be surely assisting you with this.	11:53:52 PM
	May I take the remote access of your server?	11:54:20 PM
Dan Holt	yes	11:54:27 PM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	11:54:32 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.	17 Sep, 12:06:34 AM
Dan Holt	confirmed	12:08:02 AM
Manish Singh	As the issue is resolved regarding Backup and web connector.	12:08:11 AM
	Is there anything else I may help you with ?	12:08:14 AM
Dan Holt	No, that is all	12:08:28 AM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	12:08:32 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:08:37 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	12:08:40 AM
	<i>Manish Singh has ended this chat session</i>	12:08:41 AM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Sep, 12:48:06 AM

#81451 Debra Jacobson

Email: debj@gopppf.com

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 33 Secs

City: BURNSVILLE

State: Minnesota

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 35 Secs

Debra Jacobson	Hello, I am your Acebuddy	12 Sep, 12:48:07 AM
Acebuddy	Hello Debra Jacobson, I'm your Ace Buddy. I'll be happy to assist you!	12:48:07 AM
	Whom Would You Like to Connect With?	12:48:07 AM
Debra Jacobson	Technical Support (QB & App Hosting)	12:48:11 AM
Acebuddy	Welcome to Ace Support.	12:48:11 AM
	Please chose an option :	12:48:11 AM
Debra Jacobson	I'd like to report an Issue	12:48:18 AM
Acebuddy	Please select an option!	12:48:18 AM
Debra Jacobson	QuickBooks Issue	12:48:22 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:48:22 AM
Debra Jacobson	Other QB related issue	12:48:30 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:48:30 AM
Debra Jacobson	Error 15212 location set for the download is not accessible, so the payroll update could not complete successfully	12:49:54 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:49:54 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	12:49:54 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	12:50:17 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	12:50:23 AM
Debra Jacobson	Hello	12:50:30 AM
Sujeet Kumar Suman	Hello Debra	12:50:37 AM
	How are you doing?	12:50:51 AM
Debra Jacobson	Do you need reference from previous troubleshootin	12:50:56 AM
	I am doing fine, thank you	12:51:11 AM
Sujeet Kumar Suman	If you have the details, we'd be grateful if you could help us with them.	12:52:11 AM
Debra Jacobson	Updates would not go thru. Anjainay anjainay.singh@acecloudhosting.com did a QB update that was stuck at your end. Went in to test if I could run payroll. Went to push upate for tax tables thru and still go the error message. Error 15212 location set for the download is not accessible, so the payroll update could not complete successfully	12:55:24 AM
Sujeet Kumar Suman	Got it. As QuickBooks is already updated but you are still receiving the payroll update error, we will need to update the payroll installation in the QuickBooks application.	12:55:51 AM
	The payroll update on the server will take some time to complete.	12:56:19 AM
Debra Jacobson	Ok Is this at ACE or on my computer. Do you need me to log out of QB	12:56:37 AM
Sujeet Kumar Suman	We can perform the update from the backend. However, you will need to log out from the server while we carry out the update.	12:58:02 AM
Debra Jacobson	Ok. I will do that. Do you have a time estimate? I do need to run payroll	12:58:36 AM
Sujeet Kumar Suman	No worries, Once the payroll update is completed, we will inform you via email.	12:58:47 AM
Debra Jacobson	Time amount?	12:59:02 AM
	We are all out of QB	12:59:08 AM
Sujeet Kumar Suman	The payroll update will take up to 30 minutes to complete.	12:59:28 AM
	Thanks for the confirmation !	12:59:35 AM
Debra Jacobson	Is there a test you can run before you hand it back to me, via email?	1:00:03 AM
Sujeet Kumar Suman	Yes, we will ensure the issue is resolved once the update is completed in QuickBooks.	1:01:12 AM
Debra Jacobson	Thank you	1:01:30 AM
Sujeet Kumar Suman	Most welcome.	1:01:42 AM
	Is there anything else I may help you with ?	1:01:44 AM
Debra Jacobson	Nothing else currently, I will wait for your email	1:02:04 AM
Sujeet Kumar Suman	No worries. We will inform you as soon as the update is completed.	1:02:23 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on	1:02:32 AM

	smileys at the end of this chat.	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:02:36 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	1:02:40 AM
	<i>Sujeet Kumar Suman has ended this chat session</i>	1:02:43 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Sep, 3:54:10 AM

#81105 tanya oubre
Email: toubre@dieselpartsdirect.com 📞 2259281913
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 9 Secs
City: NEW ORLEANS
State: Mississippi
Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 20 Secs

tanya oubre	Hello, I am your Acebuddy	3 Sep, 3:54:11 AM
Acebuddy	Hello Tanya, I'm your Ace Buddy. I'll be happy to assist you!	3:54:12 AM

	Whom Would You Like to Connect With?	3:54:12 AM
tanya ouble	Technical Support (QB & App Hosting)	3:54:26 AM
Acebuddy	Welcome to Ace Support.	3:54:26 AM
	Please chose an option :	3:54:26 AM
tanya ouble	I'd like to raise a Request	3:54:32 AM
Acebuddy	Please select your request type.	3:54:32 AM
tanya ouble	Other Request	3:54:38 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	3:54:38 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:54:38 AM
tanya ouble	Setback	3:54:56 AM
Acebuddy	Please select your request type.	3:54:56 AM
tanya ouble	Setback	3:55:10 AM
Acebuddy	Welcome to Ace Support.	3:55:10 AM
	Please chose an option :	3:55:10 AM
tanya ouble	I'd like to report an Issue	3:55:14 AM
Acebuddy	Please select an option!	3:55:14 AM
tanya ouble	Other Issue	3:55:19 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:55:19 AM
tanya ouble	can't access webdav folders. ticket number 758194	3:55:35 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:55:36 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:55:36 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	3:55:52 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	3:56:10 AM
	Thank you for sharing the ticket number.	3:56:43 AM
	Kindly allow me two minutes to check the same.	3:56:46 AM
	Thank you for your patience.	4:00:26 AM
	We have reviewed your ticket and would like to take remote access of your local PC to assist you further.	4:01:17 AM
	May I take the remote access of your local computer?	4:01:24 AM
tanya ouble	yes	4:01:30 AM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	4:01:35 AM

	https://assist.acecloudhosting.com/join/3372635669	4:01:56 AM
	Kindly paste this link in the browser of local computer and join the session.	4:02:01 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	4:03:52 AM
	Thank you for your patience.	4:08:14 AM
	As you confirmed that your issue has been resolved.	4:08:44 AM
	Is there anything else I may help you with ?	4:08:48 AM
tanya oubre	no, that was all. thank you	4:09:13 AM
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	4:09:19 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	4:09:26 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:09:29 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	4:09:32 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81591 Stelck

Email: shalyn@dfctahoe.com ☎ 8312929875

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

16 Sep, 9:16:31 PM

Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 25 Secs
City: OLYMPIC VALLEY
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 59 Secs

Stelck	Hello, I am your Acebuddy	16 Sep, 9:16:32 PM
Acebuddy	Hello Shalyn Stelck, I'm your Ace Buddy. I'll be happy to assist you!	9:16:33 PM
	Whom Would You Like to Connect With?	9:16:33 PM
Stelck	Technical Support (QB & App Hosting)	9:16:40 PM
Acebuddy	Welcome to Ace Support.	9:16:40 PM
	Please chose an option :	9:16:40 PM
Stelck	I'd like to report an Issue	9:16:43 PM
Acebuddy	Please select an option!	9:16:43 PM
Stelck	Other Issue	9:16:49 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:16:49 PM
Stelck	I cannot log into Sage 100 Contractor within my remote desktop session	9:17:06 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:17:08 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:17:08 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	9:17:58 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	9:18:04 PM
	Hello Shalyn	9:18:11 PM
Stelck	Hi Sujeet how are you?	9:18:40 PM
Sujeet Kumar Suman	I'm doing well, thank you for asking.	9:19:10 PM
	How are you doing?	9:19:18 PM
Stelck	I am well thank you. I'm having issues getting into my Sage 100 Contractor software within the remote desktop session.	9:19:41 PM
	<i>9:20:03 PMStelck is sharing a file with you</i> <i>image.png - (Size:9.63 KB)</i>	9:20:03 PM
	<i>This is the error message I'm getting. I am in the office (not remote) and my manager was able to log</i>	
Sujeet Kumar Suman		

	I deeply apologize for the inconvenience caused to you.	9:20:20 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:20:31 PM
Stelck	Server name is DFC. User name is shalyn.s@myrealdata.net	9:21:04 PM
Sujeet Kumar Suman	Thank you for the information.	9:21:25 PM
	Are you the only one experiencing this issue, or are others affected as well?	9:21:30 PM
Stelck	A remote person experienced this this morning and then me. My manager who is also in the office was able to log in without issue	9:22:02 PM
Sujeet Kumar Suman	Have you experienced this issue previously?	9:22:09 PM
Stelck	no	9:22:14 PM
Sujeet Kumar Suman	May I take the remote access of your server?	9:22:33 PM
Stelck	Yes give me 30 seconds please	9:22:48 PM
Sujeet Kumar Suman	Sure, please take your time	9:22:56 PM
Stelck	okay, you may go ahead	9:23:29 PM
Sujeet Kumar Suman	Thanks for the confirmation !	9:23:40 PM
	Kindly close all important tabs and documents for not to breach any security concern.	9:23:44 PM
Stelck	good to go	9:23:57 PM
Sujeet Kumar Suman	Knldy approve.	9:24:07 PM
Stelck	approve	9:24:11 PM
Sujeet Kumar Suman	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.	9:24:27 PM
	Thank you for your patience.	9:34:13 PM
	As checked, we need to reboot the server to apply the changes.	9:34:13 PM
Stelck	Okay, do you know about how long that will take?	9:34:33 PM
	Am I able to leave the office while this happens as we have an offsite? If not, I will have to reopen an IT support session later today	9:34:52 PM
Sujeet Kumar Suman	Less than 5 mins.	9:35:25 PM
Stelck	Okay go ahead! thank you	9:35:54 PM
Sujeet Kumar Suman	The reboot will take only about 5 minutes. If you're okay with that, I can proceed now; otherwise, we can schedule it for tomorrow.	9:36:31 PM
Stelck	Please proceed	9:37:02 PM
Sujeet Kumar Suman	Kindly guide all users to log out from the server, please	9:37:18 PM
	Thank you for understanding and cooperating with us.	9:38:03 PM
Stelck	I believe they're all out. Anybody logged in, can you force log them out?	9:38:11 PM

Sujeet Kumar Suman	Thanks for the confirmation !	9:38:51 PM
	We have rebooted the server from the backend. Once it is back online, we will inform you."	9:39:32 PM
Stelck	tahnks	9:39:48 PM
Sujeet Kumar Suman	Thank you for your patience.	9:41:31 PM
	The server is back online. Please log in and check if you are still experiencing the issue.	9:41:32 PM
Stelck	ok one moment	9:41:53 PM
Sujeet Kumar Suman	Sure, please take your time	9:42:01 PM
Stelck	the entire remote session seems to be frozen. i can't open anything	9:43:44 PM
Sujeet Kumar Suman	Now ,try again.	9:44:18 PM
Stelck	That worked! Thanks so much. I have to log off asap. But I really appreciate your help!	9:45:26 PM
Sujeet Kumar Suman	Thanks for the confirmation !	9:45:30 PM
	Most welcome.	9:45:44 PM
	Is there anything else I may help you with ?	9:45:50 PM
	Are we still connected here?	9:50:02 PM
	Are we still connected here?	9:52:58 PM
	Are we still connected here?	9:55:26 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.	9:55:30 PM

Sujeet Kumar Suman has ended this chat session

9:55:32 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81075 Megan

Email: megan@cbhardware.com

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

2 Sep, 8:21:33 PM

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 : 8 Mins 18 Secs

Megan	Hello, I am your Acebuddy	2 Sep, 8:21:34 PM
Acebuddy	Hello Megan, I'm your Ace Buddy. I'll be happy to assist you!	8:21:34 PM
	Whom Would You Like to Connect With?	8:21:34 PM
Megan	Technical Support (QB & App Hosting)	8:21:40 PM
Acebuddy	Welcome to Ace Support.	8:21:40 PM
	Please chose an option :	8:21:40 PM
Megan	I'd like to report an Issue	8:22:13 PM
Acebuddy	Please select an option!	8:22:13 PM
Megan	Other Issue	8:22:18 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:22:18 PM
Megan	my coworker Ricki is unable to log on to the server	8:22:34 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:22:34 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:22:34 PM
	<i>Arjun Sikarwar declined the transfer request.</i>	8:22:37 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:22:38 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	8:22:46 PM
Megan	hello	8:23:00 PM
Sujeet Kumar Suman	Hello Magan	8:23:10 PM
Megan	I need to get my co worker Ricki back on the servier her log on is typically Trainee03, she was kicked off and now nothing will work to get her back on	8:23:30 PM
	**server	8:23:40 PM
Sujeet Kumar Suman	No worries, I will surely help you with this issue.	8:24:04 PM
Megan	fantastic	8:24:14 PM
Sujeet Kumar Suman	Is Ricki getting an error while accessing the server?	8:26:04 PM

Megan	yes	8:26:08 PM
Sujeet Kumar Suman	Could you please share a screenshot of the prompt that appears when you click on it?	8:26:27 PM
Megan	i can not as i am on my computer	8:26:41 PM
Sujeet Kumar Suman	Is anyone else facing the same problem, or is it only Ricki?	8:27:09 PM
Megan	only Ricki	8:27:31 PM
Sujeet Kumar Suman	Okay, but for troubleshooting, we need to connect to Ricki's local system to assist. (Edited)	8:27:50 PM
Megan	sounds like a great idea	8:28:18 PM
	don't worry about it we will figure out how to fix this internally.	8:29:16 PM
Sujeet Kumar Suman	Could you please guide Ricki to connect with us directly via chat or by calling our toll-free number: 888-415-5240?	8:29:32 PM
	Is there anything else I may help you with ?	8:29:44 PM
Megan	no thank you	8:29:49 PM

Megan has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details ----- 22 Sep, 10:22:15 PM

#81795 carrie morrell
Email: officemanager@woodlawnandlandscaping.com ☎ 2527275301
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 47 Secs
City: NEWPORT
State: North Carolina
Country: UNITED STATES

Chat Transcript ----- Chat Duration : 37 Mins 11 Secs

carrie morrell	Hello, I am your Acebuddy	22 Sep, 10:22:17 PM
Acebuddy	Hello Carrie, I'm your Ace Buddy. I'll be happy to assist you!	10:22:17 PM
	Whom Would You Like to Connect With?	10:22:17 PM
carrie morrell	Technical Support (QB & App Hosting)	10:22:22 PM
Acebuddy	Welcome to Ace Support.	10:22:22 PM
	Please chose an option :	10:22:22 PM
carrie morrell	I'd like to report an Issue	10:22:27 PM
Acebuddy	Please select an option!	10:22:27 PM
carrie morrell	QuickBooks Issue	10:22:31 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:22:31 PM
carrie morrell	Other QB related issue	10:22:36 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:22:37 PM
carrie morrell	quickbooks won't print checks to redirect to my main printer, same issue as before that i walways have	10:23:01 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:23:01 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:23:01 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	10:24:45 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	10:24:50 PM
carrie morrell	please review older notes, i'm having the same issue with the printer	10:25:19 PM
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.	10:25:48 PM
	Could you please share the ticket number if you have?	10:26:07 PM
carrie morrell	739647	10:27:02 PM
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.	10:27:32 PM
carrie morrell	k	10:27:52 PM
Abhay Kumar Saraswat	Thank you for your patience.	10:31:30 PM
	I would to know that are you the only one facing the issue, or is someone else also experiencing the same problem?	10:31:46 PM
carrie morrell	just me	10:32:02 PM
Abhay Kumar Saraswat	Alright, and how long have you been experiencing this?	10:33:02 PM
carrie morrell	started today	10:33:13 PM

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Sep, 1:00:20 AM

#81095 genevaeneva Long
Email: geneva@bowlus.com 📞 18052789840
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 21 Secs
City: SANTA BARBARA
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 3 Mins 42 Secs

genevaeneva Long	Hello, I am your Acebuddy	3 Sep, 1:00:21 AM
Acebuddy	Hello Genevaeneva Long, I'm your Ace Buddy. I'll be happy to assist you!	1:00:22 AM
	Whom Would You Like to Connect With?	1:00:22 AM
genevaeneva Long	Technical Support (QB & App Hosting)	1:00:24 AM
Acebuddy	Welcome to Ace Support.	1:00:24 AM
	Please chose an option :	1:00:24 AM
genevaeneva Long	I'd like to report an Issue	1:00:29 AM
Acebuddy	Please select an option!	1:00:29 AM
genevaeneva Long	Other Issue	1:00:33 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:00:33 AM
genevaeneva Long	We couldn't connect to the Remote Desktop Gateway because the connection to the remote PC failed. If this keeps happening, contact your network administrator for assistance. Error code: 0x5000004	1:00:37 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:00:38 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:00:38 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	1:01:00 AM
genevaeneva Long	myrealdata\BRCAAdmin	1:01:02 AM

Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	1:01:28 AM
genevaeneva Long	I think this issue is resolved now	1:02:08 AM
Anjainay Singh	I understand your concern and assure you that I will assist you in resolving your issue.	1:02:21 AM
	Genevaeneva Long, Is there anything else I may help you with?	1:02:36 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	1:03:14 AM
	I will keep this ticket issue under observation.	1:03:32 AM
	I will also share the ticket id with you over the mail once this chat is disconnected.	1:03:53 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:04:01 AM
	<i>Anjainay Singh has ended this chat session</i>	1:04:04 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Sep, 9:50:40 PM

#81437 Kristi Johnson
Email: kristi@groundscapeconcepts.com
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 27 Secs
City: SODDY DAISY
State: Tennessee
Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 46 Secs

Kristi Johnson	Hello, I am your Acebuddy	11 Sep, 9:50:41 PM
Acebuddy	Hello Kristi Johnson, I'm your Ace Buddy. I'll be happy to assist you!	9:50:41 PM

	Whom Would You Like to Connect With?	9:50:41 PM
Kristi Johnson	Technical Support (QB & App Hosting)	9:50:47 PM
Acebuddy	Welcome to Ace Support.	9:50:47 PM
	Please chose an option :	9:50:47 PM
Kristi Johnson	I'd like to raise a Request	9:50:54 PM
Acebuddy	Please select your request type.	9:50:55 PM
Kristi Johnson	Setup Ace Server	9:51:02 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	9:51:02 PM
Kristi Johnson	Microsoft Windows	9:51:06 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	9:51:06 PM
	Do you need any further assistance on the topic?	9:51:06 PM
Kristi Johnson	Yes	9:51:13 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:51:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:51:13 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	9:51:22 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	9:51:29 PM
Kristi Johnson	Password not working. same issue previously with other log in's today.	9:52:25 PM
Anjainay Singh	I understand your concern and issue you are facing at your end due it.	9:53:21 PM
	I will surely assist you with in resolving this issue.	9:53:41 PM
	Could you please confirm since when you are facing this issue?	9:53:55 PM
Kristi Johnson	We are onboarding today. I have done this with other logins and it says login failed. This is the first time logging in	9:54:59 PM
Anjainay Singh	Thankyou for your confirmation Kristi, allow me a moment to login into your server from my end and inspect the issue.	9:55:32 PM
	May I take the remote access of your local computer?	9:57:17 PM
Kristi Johnson	sure	9:57:27 PM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	9:57:42 PM
	https://assist.acecloudhosting.com/join/4092299671	9:58:33 PM
	Please copy this URL at your browser.	9:58:44 PM
	Download the file and click on it and you need to accept and continue so that I can access your machine.	9:59:08 PM
	We are connected.	9:59:37 PM

	Please stay connected.	10:10:02 PM
	Hello Kristi.	10:12:30 PM
	Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji to share your positive feedback	10:12:46 PM
	I will also share the ticket id with you over the mail once this chat is disconnected.	10:13:19 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:13:23 PM
	<i>Anjainay Singh has ended this chat session</i>	10:13:27 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Sep, 4:23:49 PM


#81161 sales
Email: sales@jmautoracing.com 📞 18559988726
Department: Support(QB & App Hosting)
Operator: Vikas Singh Chauhan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 19 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 35 Secs

sales	Hello, I am your Acebuddy	4 Sep, 4:23:50 PM
Acebuddy	Hello Sales, I'm your Ace Buddy. I'll be happy to assist you!	4:23:51 PM
	Whom Would You Like to Connect With?	4:23:51 PM
sales	Technical Support (QB & App Hosting)	4:23:56 PM
Acebuddy	Welcome to Ace Support.	4:23:56 PM

	Please chose an option :	4:23:56 PM
sales	I'd like to report an Issue	4:24:04 PM
Acebuddy	Please select an option!	4:24:04 PM
sales	Password Reset	4:24:08 PM
Acebuddy	Please select an option below	4:24:08 PM
sales	Not Enrolled to Selfcare Portal	4:24:16 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	4:24:16 PM
	Do you need any further assistance on the topic?	4:24:16 PM
sales	Yes	4:24:20 PM
Acebuddy	Please wait while we connect you to our Support Representative	4:24:20 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:24:20 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	4:24:30 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	4:24:44 PM
sales	Hello good morning... do you have access to the email support@acecloudinghosting.com?	4:25:05 PM
Vikas Singh Chauhan	Yes, please let me know how can I assist you today ?	4:25:55 PM
sales	I forgot my admin password on quickbooks and it's trying to send a token that I need to verify	4:26:22 PM
	<i>4:26:35 PMsales is sharing a file with you</i> 1_image.png - (Size:14.6 KB)	4:26:35 PM
Vikas Singh Chauhan	I will surely help you with this issue.	4:26:48 PM
	<i>4:26:53 PMsales is sharing a file with you</i> image.png - (Size:12.38 KB)	4:26:53 PM
	Let me check if we have received the token.	4:27:16 PM
sales	Thank you	4:27:22 PM
Vikas Singh Chauhan	Please allow me 4-5 minutes.	4:27:24 PM
	Could you please try the below token and let me know if it works or not.	4:29:27 PM
	e248aee7f2674db0	4:29:28 PM
sales	You are the best	4:29:43 PM
	Thank you	4:29:45 PM
	It worked	4:29:47 PM
Vikas Singh Chauhan	Great!!	4:29:59 PM
	Is there anything else I may help you with ?	4:30:04 PM
sales		4:30:10 PM

	Nope all good	
	THank you	4:30:12 PM
Vikas Singh Chauhan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	4:30:18 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	4:30:23 PM
	<i>Vikas Singh Chauhan has ended this chat session</i>	4:30:26 PM
		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Sep, 6:12:49 PM

#81627 James D'Ippolito

Email: james@hbastax.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 7 Secs

City: LEWIS CENTER

State: Ohio

Country: UNITED STATES

James D'Ippolito	Hello, I am your Acebuddy	17 Sep, 6:12:50 PM
Acebuddy	Hello James D'ippolito, I'm your Ace Buddy. I'll be happy to assist you!	6:12:51 PM
	Whom Would You Like to Connect With?	6:12:51 PM
James D'Ippolito	Technical Support (QB & App Hosting)	6:12:54 PM
Acebuddy	Welcome to Ace Support.	6:12:54 PM
	Please chose an option :	6:12:54 PM
James D'Ippolito	I'd like to raise a Request	6:13:00 PM
Acebuddy	Please select your request type.	6:13:00 PM
James D'Ippolito	Password Reset	6:13:03 PM
Acebuddy	Please select an option below	6:13:03 PM
James D'Ippolito	Already Enrolled to Selfcare Portal	6:13:08 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	6:13:08 PM
	Do you need any further assistance on the topic?	6:13:08 PM
James D'Ippolito	Yes	6:13:13 PM
Acebuddy	Please wait while we connect you to our Support Representative	6:13:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:13:13 PM
	<i>Manish Singh accepted the chat transfer request.</i>	6:13:16 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	6:13:20 PM
James D'Ippolito	Hello	6:13:27 PM
	I am trying to reset password and receive this error.	6:13:42 PM
	<i>6:13:55 PMJames D'Ippolito is sharing a file with you</i> <i>1_image.png - (Size:20.11 KB)</i>	6:13:55 PM
Manish Singh	Kindly allow me two minutes to check the same.	6:14:35 PM
	<i>6:18:01 PMManish Singh is sharing a file with you</i> <i>image.png - (Size:88.61 KB)</i>	6:18:01 PM
	<i>Kindly select forgot password and then add your username James.DIppolito</i>	
	After that you can reset your password	6:18:12 PM
	Kindly let me know if you are able to reset your password.	6:19:19 PM
	Are we still connected here?	6:21:43 PM
James D'Ippolito	Had to take a call real quick	6:22:01 PM
Manish Singh	Alright, please let me know if you are able to reset it	6:23:11 PM
	Are we still connected here?	6:27:46 PM
		6:29:21 PM

	Are we still connected here?	
James D'Ippolito	yes	6:30:10 PM
Manish Singh	Have you tried resetting the password	6:31:06 PM
	Are we still connected here?	6:34:25 PM
James D'Ippolito	Sorry. I was on a call. I am trying now	6:35:57 PM
	How do I get to that screen you showed?	6:37:21 PM
	<i>6:37:47 PMJames D'Ippolito is sharing a file with you</i> <i>image.png - (Size:19.21 KB)</i> <i>This is where i can go</i>	6:37:47 PM
Manish Singh	Log out once and try https://selfcare.acecloudhosting.com/	6:38:15 PM
	<i>6:39:13 PMManish Singh is sharing a file with you</i> <i>image.png - (Size:88.61 KB)</i>	6:39:13 PM
	<i>Then click on forgot password after that add your username James.DIppolito</i>	
	Are we still connected here?	6:41:00 PM
	Are we still connected here?	6:42:42 PM
	Are we still connected here?	6:47:24 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.	6:47:29 PM
<i>Manish Singh has ended this chat session</i>		6:47:30 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Sep, 1:18:08 AM

#81657 Erica Shepp

Email: erica@sasisprinklers.com ☎ 14356699793

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop
Average Response Time: 22 Secs
City: LOS ANGELES
State: California
Country: UNITED STATES

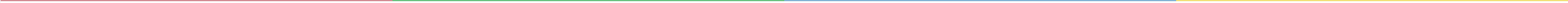
Chat Transcript

Chat Duration : 12 Mins 18 Secs

Erica Shepp	Hello, I am your Acebuddy	18 Sep, 1:18:09 AM
Acebuddy	Hello Erica Shepp, I'm your Ace Buddy. I'll be happy to assist you!	1:18:10 AM
	Whom Would You Like to Connect With?	1:18:10 AM
Erica Shepp	Technical Support (QB & App Hosting)	1:18:18 AM
Acebuddy	Welcome to Ace Support.	1:18:18 AM
	Please chose an option :	1:18:18 AM
Erica Shepp	I'd like to report an Issue	1:18:23 AM
Acebuddy	Please select an option!	1:18:23 AM
Erica Shepp	QuickBooks Issue	1:18:28 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:18:28 AM
Erica Shepp	QuickBooks is Frozen	1:18:32 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	1:18:32 AM
	Was that helpful?	1:18:32 AM
Erica Shepp	No	1:18:40 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	1:18:40 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:18:40 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	1:19:01 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1:19:05 AM
	Hello Erica	1:19:09 AM
Erica Shepp	Hello Shashwat. How are you today	1:19:35 AM
Shashwat Verma	Good, How are you doing? (Edited)	1:19:46 AM
Erica Shepp	Pretty good, thanks!	1:20:00 AM
	My Quickbooks keep freezing up though	1:20:09 AM
Shashwat Verma	I will surely help you with this issue.	1:20:21 AM
Erica Shepp	Even when I use the utility that restarts it	1:20:23 AM
Shashwat Verma		

	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	1:20:29 AM
Erica Shepp	That freezes too	1:20:29 AM
	Not sure. I am the only one on right now	1:20:45 AM
	We just have two users	1:20:53 AM
Shashwat Verma	Okay, is it started by using any particular feature of the Qb?	1:21:11 AM
Erica Shepp	Hmm	1:21:32 AM
	Well I was working on payroll, and it said I needed the payroll update and that's when it freezes. But before that, I was trying to incorporate our accountant's changes to our company file and was unable to	1:22:23 AM
Shashwat Verma	Okay, got it.	1:22:33 AM
	Thanks for the confirmation !	1:22:35 AM
Erica Shepp	Yes :)	1:22:40 AM
Shashwat Verma	I have made the changes	1:22:55 AM
	Try now to access the Qb	1:23:00 AM
Erica Shepp	Okay!	1:23:06 AM
Shashwat Verma	Is the issue resolved?	1:23:30 AM
Erica Shepp	It is slow	1:23:47 AM
	I click to open the app, but the program is not loading	1:24:02 AM
Shashwat Verma	Okay	1:24:10 AM
	Try now	1:24:24 AM
Erica Shepp	Trying	1:24:38 AM
Shashwat Verma	No problem	1:24:46 AM
Erica Shepp	It gets the circlie, like it's loading, but then nothing happens	1:25:13 AM
Shashwat Verma	Got it	1:25:21 AM
	Let me reboot the server from backend	1:25:33 AM
Erica Shepp	OPkay	1:25:39 AM
Shashwat Verma	But it requires atleast 6-7 mins as you are on shared server hence we have to prompt all other users as you are Qb launching issue now	1:26:13 AM
Erica Shepp	Shall we proceed?	1:26:44 AM
	Yes	1:26:49 AM
Shashwat Verma	We have started the process, once completed will update you one email	1:27:29 AM
	Hopefully this will resolve your issue	1:27:40 AM
		1:27:48 AM

	Is that work for you?	
Erica Shepp	I am thinking - I do get messages that I am low on storage space.	1:28:38 AM
	From Quickbooks, when I am in the program	1:28:54 AM
	But I think I have had trouble deleting items before	1:29:05 AM
Shashwat Verma	No problem, will keep that updated from our side, as you are on shared server	1:29:13 AM
Erica Shepp	Oh I see	1:29:38 AM
	Okay I will wait for a few minutes then	1:29:49 AM
Shashwat Verma	Sure it will be completed in next 6 mins	1:30:01 AM
	Is there anything else I may help you with ?	1:30:04 AM
Erica Shepp	no. Thanks very much	1:30:13 AM
Shashwat Verma	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	1:30:18 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:30:25 AM
	<i>Shashwat Verma has ended this chat session</i>	1:30:27 AM




Chat Transcript

Hello, I am your Acebuddy

Visitor Details ----- 24 Sep, 8:36:34 PM

#81893 tim
Email: tim@commonwealthroofing.com
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 53 Secs
City: LOUISVILLE
State: Kentucky
Country: UNITED STATES

Chat Transcript		Chat Duration : 6 Mins 1 Sec
tim	Hello, I am your Acebuddy	24 Sep, 8:36:35 PM
Acebuddy	Hello Tim, I'm your Ace Buddy. I'll be happy to assist you!	8:36:35 PM
	Whom Would You Like to Connect With?	8:36:35 PM
tim	Technical Support (QB & App Hosting)	8:36:41 PM
Acebuddy	Welcome to Ace Support.	8:36:41 PM
	Please chose an option :	8:36:41 PM
tim	I'd like to report an Issue	8:36:48 PM
Acebuddy	Please select an option!	8:36:48 PM
tim	Other Issue	8:36:54 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:36:55 PM
tim	Setting up one of our users, one time password that was issued already expired and he hasn't gotten to sign in yet	8:37:21 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:37:22 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:37:22 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	8:37:35 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:37:39 PM
	Hello Tim	8:37:43 PM
	How are you?	8:37:46 PM
tim	Good	8:38:00 PM
	Im setting up one of users (he has been out) and his one time password says expired but its his first time connecting to the server. Seeing what we need to do get a new password for him so he can get logged in	8:38:36 PM
Shashwat Verma	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:38:46 PM
tim	WickerStrategic@myrealdata.net Username: MichaelSasse	8:38:49 PM
	WickerStrategic.myrealdata.net **	8:39:07 PM
Shashwat Verma	Do you have the access of myportal, most probably Brooks Wicker have the access of the same, so you can directly reset the password for the user from the portal?	8:40:11 PM
tim	I don't. Do I have to call Brooks (he is our accountant)	8:40:36 PM
Shashwat Verma	Either you can use the myportal or email us the reset request for the user from brooks@wickergroup.com	8:41:58 PM
	Will get this done for you	8:42:06 PM
tim		

	Ok. thanks	8:42:19 PM
	<i>tim has ended this chat session</i>	8:42:36 PM
		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Sep, 5:31:48 AM

#81929 Eduardo
Email: corporateit@sdf-itc.com 📞 15125169214
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 43 Secs
City: MEXICO CITY
State: Ciudad De Mexico
Country: MEXICO

Chat Transcript

Chat Duration : 19 Mins 48 Secs

Eduardo	Hello, I am your Acebuddy	25 Sep, 5:31:49 AM
Acebuddy	Hello Eduardo, I'm your Ace Buddy. I'll be happy to assist you!	5:31:50 AM
	Whom Would You Like to Connect With?	5:31:50 AM
Eduardo	Technical Support (QB & App Hosting)	5:31:56 AM
Acebuddy	Welcome to Ace Support.	5:31:56 AM
	Please chose an option :	5:31:56 AM
Eduardo	I'd like to report an Issue	5:32:02 AM
Acebuddy	Please select an option!	5:32:02 AM
Eduardo	Other Issue	5:32:08 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:32:08 AM

Eduardo	Sage update failing, keeps showing "Sage 50" is running, although users are disconnected and sage is closed in all sessions	5:32:43 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:32:44 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:32:44 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	5:33:25 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	5:33:30 AM
Eduardo	Hello Abhay	5:33:55 AM
	<i>5:34:19 AM</i> Eduardo is sharing a file with you image.png - (Size:24.05 KB) <i>This is the error message. Sage is closed</i>	5:34:19 AM
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.	5:34:56 AM
	I will be surely assisting you with this.	5:35:10 AM
Eduardo	Thanks	5:35:48 AM
Abhay Kumar Saraswat	Is this for account: SDF International Trading Company LLC?	5:35:52 AM
Eduardo	Correct, current session is ITC1_ADMIN_DH	5:36:05 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	5:36:57 AM
	Kindly allow me two minutes to check the same.	5:37:02 AM
Eduardo	Thanks	5:37:39 AM
Abhay Kumar Saraswat	I apologize for any delay. Thank you for your patience.	5:41:40 AM
	Can I take the remote session of your server?	5:41:53 AM
Eduardo	Sure, go ahead	5:42:09 AM
Abhay Kumar Saraswat	Thank you.	5:43:03 AM
	Please show the error again?	5:44:34 AM
Eduardo	I'll appear in a bit	5:45:26 AM
	Awesome, you joined and it allow me to install it haha	5:45:46 AM
Abhay Kumar Saraswat	Great, please go ahead.	5:45:51 AM
Eduardo	OK, allow me to finish the update	5:46:00 AM
Abhay Kumar Saraswat	Sure.	5:46:05 AM
Eduardo	OK, not sure what happened, but it worked this time, thanks. Sorry about that	5:47:52 AM
Abhay Kumar		5:48:00 AM

Saraswat	No worries.	
	As per the error, someone was using Sage 50 at that time.	5:48:17 AM
	It's possible that one of the disconnected users still had the application running in the background, which prevented you from proceeding further. After 15 minutes of disconnection, the server automatically logs out that user.	5:49:41 AM
	Is there anything else I may help you with ?	5:50:12 AM
Eduardo	Ahhh that makes sense, thanks for the explanation	5:50:17 AM
Abhay Kumar Saraswat	My pleasure to assist you and guide you in this.	5:50:33 AM
Eduardo	Thanks	5:51:15 AM
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	5:51:25 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	5:51:29 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:51:33 AM

Abhay Kumar Saraswat has ended this chat session

5:51:38 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Sep, 10:39:06 PM

#82094 BENEDICT GEORGE

Email: benedictgeorgecpa@gmail.com 📞 18179383608

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 14 Secs
City: FT WORTH
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 40 Mins 17 Secs

BENEDICT GEORGE	Hello, I am your Acebuddy	30 Sep, 10:39:06 PM
Acebuddy	Hello Benedict George, I'm your Ace Buddy. I'll be happy to assist you!	10:39:07 PM
	Whom Would You Like to Connect With?	10:39:07 PM
BENEDICT GEORGE	Technical Support (QB & App Hosting)	10:39:14 PM
Acebuddy	Welcome to Ace Support.	10:39:14 PM
	Please chose an option :	10:39:14 PM
BENEDICT GEORGE	I'd like to report an Issue	10:39:23 PM
Acebuddy	Please select an option!	10:39:23 PM
BENEDICT GEORGE	Other Issue	10:39:29 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:39:29 PM
BENEDICT GEORGE	My ATX is taking too much time to update or complete a form. When contacting ATX support they said it is lack of enough capacity on the portal. Often the software uses 80 to 95% of the memory and 60% of the CPU for a single operation. which slow down .	10:42:54 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:42:54 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:42:54 PM
	<i>Gaurava Tyagi declined the transfer request.</i>	10:43:00 PM
	<i>Manish Singh accepted the chat transfer request.</i>	10:43:10 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	10:43:14 PM
	<i>Manish Singh is transferring the chat to Yash Kalra.</i>	10:43:40 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	10:43:42 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	10:43:45 PM
BENEDICT GEORGE	Hi Manish.	10:43:45 PM
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:43:48 PM
BENEDICT GEORGE	Benedict George	10:44:08 PM
Yash Kalra	Hello Benedict	10:44:09 PM

BENEDICT GEORGE	Hi Yash	10:44:26 PM
Yash Kalra	Kindly allow me two minutes to check the same.	10:44:30 PM
	Benedict, upon checking from the backend I found that your server BenedictGeorge has 6 Gb of RAM and currently ATX 2024 is utilizing most of the RAM.	10:49:40 PM
	Please stay connected while we are increasing some RAM from the backend for the testing purpose.	10:50:30 PM
	Also, please may I take the remote access of your server?	10:50:59 PM
BENEDICT GEORGE	yes. Please	10:51:59 PM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	10:52:07 PM
BENEDICT GEORGE	I will close down ATX	10:53:09 PM
Yash Kalra	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:54:24 PM
	Benedict, we assisted you with the atx issue. Is there anything else I may help you with ?	11:18:21 PM
BENEDICT GEORGE	No . Thank you so much	11:18:59 PM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	11:19:06 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:19:20 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! Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	11:19:21 PM
	<i>Yash Kalra has ended this chat session</i>	11:19:24 PM



Chat Transcript

Hello, I am your Acebuddy

#81483 Laura Baker
Email: admin@wiseproductsinc.com 📞 9032277882
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 52 Secs
City: HONEY GROVE
State: Texas
Country: UNITED STATES

Laura Baker	Hello, I am your Acebuddy	12 Sep, 11:55:31 PM
Acebuddy	Hello Laura Baker, I'm your Ace Buddy. I'll be happy to assist you!	11:55:32 PM
	Whom Would You Like to Connect With?	11:55:32 PM
Laura Baker	Technical Support (QB & App Hosting)	11:55:35 PM
Acebuddy	Welcome to Ace Support.	11:55:35 PM
	Please chose an option :	11:55:35 PM
Laura Baker	I'd like to report an Issue	11:55:40 PM
Acebuddy	Please select an option!	11:55:40 PM
Laura Baker	QuickBooks Issue	11:55:45 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:55:45 PM
Laura Baker	QuickBooks Update	11:55:48 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	11:55:48 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	11:55:48 PM
	Do you need any further assistance on the topic?	11:55:48 PM
Laura Baker	Yes	11:55:58 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:55:58 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:55:58 PM

	Abhay Kumar Saraswat accepted the chat transfer request.	11:56:04 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	11:56:10 PM
Laura Baker	where do I find the 2025 quickbooks link all I see is the 2024	11:56:22 PM
Abhay Kumar Saraswat	Hello Laura, Thank you for connecting with me earlier. I've completed the pending updates for QuickBooks 2024 .	11:57:40 PM
	I would like to inform you that Intuit has not made any official announcement regarding the 2025 version yet.	11:58:20 PM
Laura Baker	okay so just use the 2024 link then	11:58:32 PM
Abhay Kumar Saraswat	Yes, this is the most recently updated version of QuickBooks .	11:59:28 PM
	https://quickbooks.intuit.com/learn-support/en-us/other-questions/quickbooks-enterprise-desktop-2025-released/00/1504133?utm_source=chatgpt.com	11:59:46 PM
Laura Baker	ok thanks	11:59:51 PM
Abhay Kumar Saraswat	Here is the official Intuit link where you can check the details. They mentioned last year that there is no release date for QuickBooks 2025 , and that was their most recent announcement.	13 Sep, 12:01:00 AM
	Is there anything else I may help you with ?	12:01:06 AM
	Are we connected here?	12:02:02 AM
	Are we still connected here?	12:03:01 AM
	Are we still connected here?	12:04:01 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	12:05:02 AM
	Abhay Kumar Saraswat has ended this chat session	12:05:04 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details ----- 15 Sep, 10:59:55 PM

#81549 Sulaiman
Email: sma@thesmaoffice.com ☎ 13106160232
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 2 Secs

City: WEST HOLLYWOOD

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 20 Secs

Sulaiman	Hello, I am your Acebuddy	15 Sep, 10:59:56 PM
Acebuddy	Hello Sulaiman, I'm your Ace Buddy. I'll be happy to assist you!	10:59:57 PM
	Whom Would You Like to Connect With?	10:59:57 PM
Sulaiman	Technical Support (QB & App Hosting)	11:00:02 PM
Acebuddy	Welcome to Ace Support.	11:00:02 PM
	Please chose an option :	11:00:02 PM
Sulaiman	I'd like to raise a Request	11:00:08 PM
Acebuddy	Please select your request type.	11:00:08 PM
Sulaiman	Other Request	11:00:17 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:00:17 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:00:17 PM
Sulaiman	Yes, I'm facing issues with my server	11:00:24 PM
Acebuddy	Please select an option!	11:00:24 PM
Sulaiman	QuickBooks Issue	11:00:28 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:00:28 PM
Sulaiman	Other QB related issue	11:00:36 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:00:36 PM
Sulaiman	Rep please	11:00:44 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:00:45 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:00:45 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	11:00:59 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	11:01:08 PM
Sulaiman	Hi	11:01:15 PM

	I created a folder named Shared with Jovi under Client Data	11:01:48 PM
	I would like to duplicate 3 set of books and copy them into this folder named Shared with Jovi	11:02:13 PM
	It is essential these are copies so the original set of books can remain the same	11:02:29 PM
	Would you kindly assist	11:02:37 PM
Ashutosh Mishra	Hello Sulaiman, I understand you would like to make three different copies of your QuickBooks company file and save them in "Shared" folder under Client Data drive. Is that correct?	11:03:56 PM
	Are we still connected here?	11:06:01 PM
Sulaiman	That is correct	11:07:26 PM
	Actually there are 4 different copies	11:07:58 PM
	Would you like the names of these companies?	11:08:10 PM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:08:54 PM
Sulaiman	SM Advisors	11:09:04 PM
	SM_Sulaiman	11:09:08 PM
Ashutosh Mishra	Please also help with the name of the company files.	11:09:12 PM
Sulaiman	4 companies: Chocolate Porcelain Productions, Rocket Hinds Productions Happy Mel Boopy Natalie Hinds	11:10:15 PM
Ashutosh Mishra	Thank you for providing the details.	11:11:49 PM
Sulaiman	My pleasure	11:12:39 PM
	With regard to the copy of the books. Would it be possible to use the same login and password to log into the original set of books and the copy at the same time?	11:13:50 PM
Ashutosh Mishra	Yes you can use the same login credentials, May I take the remote access of your server and I can show you by duplicating one of the company files?	11:14:42 PM
Sulaiman	No. I am working on something else	11:15:08 PM
	Thank you for confirming that	11:15:17 PM
	If you would be so kind to create those duplicated files, that is appreciated	11:15:48 PM
Ashutosh Mishra	I see, sure in that case we would perform the request from the backend. Please let me know the location of the company files. We would duplicate the files and inform you over the email once the task is completed.	11:16:20 PM
Sulaiman	The file are are all located in seperate folders under Client Data	11:17:36 PM
	I would appreciate staying on line with you while the request is completed	11:18:02 PM
Ashutosh Mishra	We would also request users to stop working on the file or let us know a suitable timeframe when users will not be working on the files so that there is no discrepancy and the company file data is at a common point before duplication for all users.	11:18:02 PM
Sulaiman	Users have been alerted. The files are available. Proceed proceed.	11:18:44 PM
Ashutosh Mishra	Thanks for the confirmation !	11:18:53 PM

Sulaiman	Thank you	11:26:12 PM
Ashutosh Mishra	I have created the duplicate folders and copied the company files in them and also renamed the files adding (duplicate)" as a suffix for easy identification.	11:28:39 PM
	Is there anything else I may help you with ?	11:28:43 PM
Sulaiman	I will check them now	11:29:18 PM
	Please hold a minutes	11:29:22 PM
Ashutosh Mishra	Sure	11:29:32 PM
Sulaiman	files look good. Thank you for your prompt attention and support	11:30:59 PM
Ashutosh Mishra	Thanks for the confirmation !	11:31:01 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	11:31:05 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	11:31:13 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/)	
Ashutosh Mishra has ended this chat session		11:31:16 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Sep, 7:57:53 PM

#81327 steven.nguyen

Email: steven.nguyen@covenanteyes.com 📞 5717650652

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge
Device: Desktop
Average Response Time: 37 Secs
City: ARLINGTON
State: Virginia
Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 52 Secs

steven.nguyen	Hello, I am your Acebuddy	9 Sep, 7:57:53 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	7:58:12 PM
steven.nguyen	Hi, we would like to install OpenSSH server on our Ace cloud hosted VM	7:59:20 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	8:00:02 PM
	Steven, you want to know if we can install open SSH software on the server, right?	8:03:04 PM
	Steven, we need to consult with our security team to confirm whether we are permitted to install it on our server.	8:03:29 PM
steven.nguyen	OpenSSH Server software specific	8:03:34 PM
Sanyam Madan	We will share the ticket ID with you via email after this chat and keep you updated through email.	8:04:04 PM
	We have shared the request with our security team	8:04:22 PM
steven.nguyen	ty	8:04:31 PM
Sanyam Madan	Is there anything else I may help you with ?	8:04:38 PM
steven.nguyen	Not at this time	8:05:09 PM
	Actually do you support receiving SFTP/SSH/SCP? Can you confirmed if they allow setup of an incoming server transfer port?	8:06:05 PM
Sanyam Madan	We have noted down your request , regarding your query about "receiving SFTP/SSH/SCP? " as well as OpenSSH server installation	8:07:27 PM
steven.nguyen	ty	8:07:59 PM
Sanyam Madan	we will transfer this request to our security team and then we will give updates over email	8:08:21 PM
	Is there anything else I may help you with ?	8:08:24 PM
steven.nguyen	no that is all	8:08:36 PM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	8:08:54 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:08:57 PM
	<i>Sanyam Madan has ended this chat session</i>	8:09:00 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Sep, 1:21:35 AM

#81923 Karen Vang
Email: karen@sequoiariverlands.org
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: FRESNO
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 10 Secs

Karen Vang	Hello, I am your Acebuddy	25 Sep, 1:21:36 AM
Acebuddy	Hello Karen Vang, I'm your Ace Buddy. I'll be happy to assist you!	1:21:37 AM
	Whom Would You Like to Connect With?	1:21:37 AM
Karen Vang	Technical Support (QB & App Hosting)	1:21:48 AM
Acebuddy	Welcome to Ace Support.	1:21:48 AM
	Please chose an option :	1:21:48 AM
Karen Vang	I'd like to raise a Request	1:21:55 AM
Acebuddy	Please select your request type.	1:21:55 AM
Karen Vang	Other Request	1:22:14 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.	1:22:14 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:22:14 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	1:57:47 AM
	Ended due to chat idle timeout	1:57:47 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Sep, 10:36:12 PM

#81270 Jeni Lyles
Email: bookkeepingbyj@gmail.com 📞 503.908.0436
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 34 Secs
City: SEATTLE
State: Washington
Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 10 Secs

Jeni Lyles	Hello, I am your Acebuddy	8 Sep, 10:36:13 PM
Acebuddy	Hello Jeni Lyles, I'm your Ace Buddy. I'll be happy to assist you!	10:36:13 PM
	Whom Would You Like to Connect With?	10:36:13 PM
Jeni Lyles	Technical Support (QB & App Hosting)	10:36:18 PM
Acebuddy	Welcome to Ace Support.	10:36:18 PM
	Please chose an option :	10:36:18 PM
Jeni Lyles	I'd like to raise a Request	10:36:28 PM
Acebuddy	Please select your request type.	10:36:29 PM
Jeni Lyles	Other Request	10:36:38 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	10:36:38 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:36:38 PM

Jeni Lyles	Restart	10:36:56 PM
Acebuddy	Hello Jeni Lyles, I'm your Ace Buddy. I'll be happy to assist you!	10:36:56 PM
	Whom Would You Like to Connect With?	10:36:56 PM
Jeni Lyles	Technical Support (QB & App Hosting)	10:37:00 PM
Acebuddy	Welcome to Ace Support.	10:37:00 PM
	Please chose an option :	10:37:00 PM
Jeni Lyles	I'd like to report an Issue	10:37:08 PM
Acebuddy	Please select an option!	10:37:08 PM
Jeni Lyles	Other Issue	10:37:13 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:37:13 PM
Jeni Lyles	My shared folder on the RDP has stopped finding my remote desktop. When I try to add things to the folder to access on my own computer it now says - can't find target. Can I get these relinked please?	10:38:29 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:38:30 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:38:30 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	10:38:43 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	10:38:53 PM
	Hello Jeni, I will be surely assisting you with this. Kindly help me with your server name and user name?	10:39:21 PM
Jeni Lyles	Server Name: ClackaTax.myrealdata.net RDGateway Server: RDG.myrealdata.net Username: booksaccess12	10:40:07 PM
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.	10:40:58 PM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	10:42:08 PM
Jeni Lyles	Just for me	10:42:22 PM
Ashutosh Mishra	May I take the remote access of your local computer to make the required changes and redirect folder again?	10:44:23 PM
Jeni Lyles	Yes	10:44:47 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	10:44:53 PM
Jeni Lyles	okay	10:45:27 PM
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.	10:45:31 PM
	https://assist.acecloudhosting.com/join/7262441384	10:45:33 PM
Jeni Lyles	Thank you	10:54:43 PM
Ashutosh Mishra	As per discussion over the remote session, The folder "Scan: in C drive did show up on RDP and we crerated a shortcut on desktop for easy accessibility.	10:54:59 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this	

	chat.	10:55:06 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	10:55:16 PM

Ashutosh Mishra has ended this chat session

10:55:23 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Sep, 11:25:04 PM

#81397 Melissa Parker
Email: melissa@redline-cbm.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: ANNA
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Min 22 Secs

Melissa Parker	Hello, I am your Acebuddy	10 Sep, 11:25:05 PM
Acebuddy	Hello Melissa Parker, I'm your Ace Buddy. I'll be happy to assist you!	11:25:05 PM
	Whom Would You Like to Connect With?	11:25:05 PM

Melissa Parker	Technical Support (QB & App Hosting)	11:25:35 PM
Acebuddy	Welcome to Ace Support.	11:25:35 PM
	Please chose an option :	11:25:35 PM
Melissa Parker	I'd like to raise a Request	11:25:51 PM
Acebuddy	Please select your request type.	11:25:51 PM
Melissa Parker	Password Reset	11:26:10 PM
Acebuddy	Please select an option below	11:26:10 PM
Melissa Parker	Already Enrolled to Selfcare Portal	11:26:19 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	11:26:19 PM
	Do you need any further assistance on the topic?	11:26:19 PM
Melissa Parker	No	11:26:27 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	11:26:27 PM
	<i>Acebuddy has ended this chat session</i>	11:26:28 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Sep, 3:08:38 AM

#81707 julie rogers

Email: julie@beckyrivardcpa.com

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: 1 Min 2 Secs

City: TRUCKEE

State: California

Country: UNITED STATES

julie rogers	Hello, I am your Acebuddy	19 Sep, 3:08:39 AM
Acebuddy	Hello Julie Rogers, I'm your Ace Buddy. I'll be happy to assist you!	3:08:40 AM
	Whom Would You Like to Connect With?	3:08:40 AM
julie rogers	Managed Security	3:08:55 AM
Acebuddy	Please wait while we connect you to an available Representative.	3:08:55 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:08:55 AM
	<i>Moin Latief accepted the chat transfer request.</i>	3:09:05 AM
	<i>Moin Latief is transferring the chat to Ayush Kishor.</i>	3:09:14 AM
	<i>Ayush Kishor accepted the chat transfer request.</i>	3:09:17 AM
Ayush Kishor	Thank you for choosing ACE cloud Hosting, my name is Ayush. How may I assist you?	3:09:51 AM
julie rogers	Hi Ayush, I'm trying to rest my password, and I can't remember any the security questions.	3:11:31 AM
Ayush Kishor	May I know your company name?	3:11:48 AM
julie rogers	Becky Rivard CPA	3:13:17 AM
Ayush Kishor	Kindly stay connected, transferring this chat to the concerned department.	3:13:28 AM
julie rogers	Perfect!	3:13:51 AM
	<i>Ayush Kishor is transferring the chat to Support(QB & App Hosting).</i>	3:13:54 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	3:14:47 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	3:14:55 AM
	I will be surely assisting you with this. Kindly help me with your user name? (Edited)	3:15:13 AM
julie rogers	Julie.R@myrealddata.net.rdp	3:15:53 AM
Yash Kalra	Kindly allow me two minutes to check the same.	3:16:06 AM
julie rogers	OK	3:16:19 AM
Yash Kalra	Julie, please use the below attach link to reset your password. ACE Cloud Hosting	3:18:33 AM
	Please use the "Forgot your password? option"	3:18:59 AM
julie rogers	I have tried that, but I can't remember any of my questions	3:19:13 AM
Yash Kalra	Julie, if possible, please use "Email Verification" option as an alternate to Security Questions	3:21:13 AM
julie rogers	I have done that as well, but it doesn't look my email address. its something else\	3:22:05 AM
	the email that is showing is: sn*****@u2***.com	3:24:01 AM
Yash Kalra	Okay, please allow me moment to check this from the backend.	3:24:47 AM

julie rogers	ok	3:25:16 AM
Yash Kalra	May I take the remote access of your local computer?	3:26:04 AM
julie rogers	yes	3:26:14 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	3:26:19 AM
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/2812454201	3:26:33 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:28:27 AM
	Julie, we assisted you with the password reset issue. Is there anything else I may help you with? (Edited)	3:38:00 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:39:20 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks! 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/)	3:40:10 AM
	<i>Yash Kalra has ended this chat session</i>	3:40:12 AM




Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81252 George Fowler

Email: gpmfowler@gmail.com  8478991763

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

8 Sep, 1:48:56 AM

Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 4 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 49 Secs

George Fowler	Hello, I am your Acebuddy	8 Sep, 1:48:57 AM
Acebuddy	Hello Gpmfowler, I'm your Ace Buddy. I'll be happy to assist you!	1:48:58 AM
	Whom Would You Like to Connect With?	1:48:58 AM
George Fowler	Technical Support (QB & App Hosting)	1:49:04 AM
Acebuddy	Welcome to Ace Support.	1:49:04 AM
	Please chose an option :	1:49:04 AM
George Fowler	I'd like to report an Issue	1:49:18 AM
Acebuddy	Please select an option!	1:49:18 AM
George Fowler	QuickBooks Issue	1:49:31 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:49:31 AM
George Fowler	Other QB related issue	1:49:49 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:49:49 AM
George Fowler	quickbooks file synicing issues	1:50:08 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:50:09 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:50:09 AM
George Fowler	cing	1:50:10 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	1:50:42 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	1:50:52 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:51:28 AM
George Fowler	Candlelite	1:51:57 AM
	GeorgeF	1:51:59 AM
Ashutosh Mishra	Thank you for providing the details.	1:53:40 AM
George Fowler	hello this is the most recent message i received regarding my issue	1:53:42 AM
	Dear George gpmfowler, Greetings from Ace Cloud! Ticket ID: 763199 Following up on our recent chat, we attempted to restore your company files from earlier dates (September 4-6), but unfortunately, the restored files also exhibited missing data. We then accessed the files via user profiles for Fran and	

	<p>Matt—where the correct data initially appeared to be visible—but upon closer inspection, their files also showed inconsistencies. Since we confirmed that all users are accessing the files from the same server location, this rules out any discrepancies caused by accessing different file paths. As the next step, we recommend the following: Perform a Verify and Rebuild Data on each affected company file Run QuickBooks Tool Hub to check for file damage and repair To proceed with these actions, we will need administrative credentials. As you had to step away earlier, kindly let us know your availability so we can reconnect in real time and continue with the troubleshooting. Looking forward to your response. Please feel free to reach us if you need further assistance. You may contact us on our 24/7 helpline on 888-415-5240 (toll-free) or you may reach us on our instant chat support through Ace Cloud Hosting We would love to hear from you, please share your feedback at quality@acecloudhosting.com.</p>	1:53:43 AM
	<p>my company files are missing data. can you please assist</p>	1:55:16 AM
Ashutosh Mishra	<p>I will surely help you with this issue.</p>	1:55:48 AM
	<p>Kindly allow me two minutes to check the same.</p>	1:55:53 AM
	<p>May I take remote access of your server? (Edited)</p>	1:56:16 AM
George Fowler	<p>yes</p>	1:57:45 AM
Ashutosh Mishra	<p>Prior providing the access, I would suggest you to close any important documents at your end.</p>	1:58:01 AM
George Fowler	<p>ok all set</p>	1:59:07 AM
Ashutosh Mishra	<p>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.</p>	2:34:46 AM
<p>Ended due to chat idle timeout</p>		2:34:46 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81857 Claudia GOMEZ

Email: claudiagomezis@hotmail.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 31 Secs


23 Sep, 10:56:32 PM

City: LAREDO
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 17 Secs

Claudia GOMEZ	Hello, I am your Acebuddy	23 Sep, 10:56:33 PM
Acebuddy	Hello Claudia Gomez, I'm your Ace Buddy. I'll be happy to assist you!	10:56:34 PM
	Whom Would You Like to Connect With?	10:56:34 PM
Claudia GOMEZ	Technical Support (QB & App Hosting)	10:56:42 PM
Acebuddy	Welcome to Ace Support.	10:56:42 PM
	Please chose an option :	10:56:42 PM
Claudia GOMEZ	I'd like to report an Issue	10:56:50 PM
Acebuddy	Please select an option!	10:56:50 PM
Claudia GOMEZ	Other Issue	10:56:55 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:56:55 PM
Claudia GOMEZ	I am having troubl using the excel program. This issue happened about 3 weeks ago as well.	10:57:50 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:57:51 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:57:51 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	10:58:15 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	10:58:30 PM
	Hello Claudia, I will be surely assisting you with this. Kindly help me with your server name and user name?	10:59:15 PM
Claudia GOMEZ	It is thru my employer	11:01:25 PM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	11:02:31 PM
	May I take the remote access of your server?	11:05:55 PM
	Are we still connected here?	11:08:01 PM
Claudia GOMEZ	Do I need to login thru the cloud	11:08:32 PM
Ashutosh Mishra	May i know Is this issue occurring only for you, or are other users on the server also experiencing it?	11:10:52 PM
	Please also share a screenshot of any message or prompt when the issue appears.	11:11:32 PM
Claudia GOMEZ	Just mine for now. I had this same issue before when using excel thru the cloud.	11:12:42 PM
	My coworkers had an issues as well but they said it had to do the type of subscription my boss had so he changed it.	11:13:25 PM
Ashutosh Mishra	Yes, it seems that Microsoft 365 is installed on the server with your own license.	11:15:48 PM

	May I take the remote access of your server to find out if issue is related to licensing or Ace server related?	11:16:51 PM
	Are we still connected here?	11:18:38 PM
	Are we still connected here?	11:20:22 PM
Claudia GOMEZ	yes	11:21:14 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	11:22:05 PM
	Please perform the task that causes issue with excel.	11:23:06 PM
	Are we still connected here?	11:25:19 PM
	We have assisted you to successfully sign in to your Microsoft 365 account and Excel is available now.	11:35:57 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. (Edited)	11:38:55 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	11:40:45 PM
	<i>Ashutosh Mishra has ended this chat session</i>	11:40:50 PM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81744 Saadia Zafar

Email: saadia313@yahoo.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Apple iPhone

20 Sep, 4:33:45 AM

Browser: Apple Safari
Device: Mobile
City: POMPANO BEACH
State: Florida
Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 5 Secs

Saadia Zafar	Hello, I am your Acebuddy	20 Sep, 4:33:46 AM
Acebuddy	Hello Saadia Zafar, I'm your Ace Buddy. I'll be happy to assist you!	4:33:47 AM
	Whom Would You Like to Connect With?	4:33:47 AM
Saadia Zafar	Technical Support (QB & App Hosting)	4:33:57 AM
Acebuddy	Welcome to Ace Support.	4:33:57 AM
	Please chose an option :	4:33:57 AM
Saadia Zafar	I'd like to raise a Request	4:34:11 AM
Acebuddy	Please select your request type.	4:34:11 AM
Saadia Zafar	Other Request	4:34:31 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	4:34:31 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	4:34:31 AM
Saadia Zafar	Yes, I'm facing issues with my server	4:34:57 AM
Acebuddy	Please select an option!	4:34:58 AM
Saadia Zafar	Other Issue	4:35:05 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:35:05 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.	5:05:52 AM
	Ended due to chat idle timeout	5:05:52 AM



#81853 Bill Rossi
Email: brossi@rossi-inc.com 📞 17082288177
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: CROWN POINT
State: Illinois
Country: UNITED STATES

Bill Rossi	Hello, I am your Acebuddy	23 Sep, 10:13:27 PM
Acebuddy	Hello Bill Rossi, I'm your Ace Buddy. I'll be happy to assist you!	10:13:28 PM
	Whom Would You Like to Connect With?	10:13:28 PM
Bill Rossi	Technical Support (QB & App Hosting)	10:13:32 PM
Acebuddy	Welcome to Ace Support.	10:13:32 PM
	Please chose an option :	10:13:32 PM
Bill Rossi	I'd like to report an Issue	10:14:42 PM
Acebuddy	Please select an option!	10:14:42 PM
Bill Rossi	QuickBooks Issue	10:14:48 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:14:48 PM
Bill Rossi	QuickBooks Update	10:15:15 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	10:15:15 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	10:15:15 PM
	Do you need any further assistance on the topic?	10:15:15 PM
Bill Rossi	No	10:16:52 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	10:16:52 PM
	Acebuddy has ended this chat session	10:16:52 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Sep, 6:38:05 AM

#81304 George Fowler
Email: gpmfowler@gmail.com ☎ 8478991763
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 28 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES


Chat Transcript

Chat Duration : 51 Mins 58 Secs

George Fowler	Hello, I am your Acebuddy	9 Sep, 6:38:07 AM
Acebuddy	Hello George Fowler, I'm your Ace Buddy. I'll be happy to assist you!	6:38:08 AM
	Whom Would You Like to Connect With?	6:38:08 AM
George Fowler	Technical Support (QB & App Hosting)	6:38:12 AM
Acebuddy	Welcome to Ace Support.	6:38:12 AM
	Please chose an option :	6:38:12 AM
George Fowler	I'd like to report an Issue	6:38:23 AM
Acebuddy	Please select an option!	6:38:23 AM
George Fowler	QuickBooks Issue	6:38:36 AM
Acebuddy	What type of QuickBooks Issue are you facing?	6:38:36 AM
George Fowler	Other QB related issue	6:38:55 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:38:55 AM
George Fowler		

	company file not appearing	6:39:41 AM
Acebuddy	Please wait while we connect you to a Support Representative	6:39:41 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:39:41 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	6:41:01 AM
	<i>Shubham Kataria is transferring the chat to Yash Kalra.</i>	6:41:26 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	6:41:29 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	6:41:32 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:41:35 AM
George Fowler	hello yash can you help me add a company file to my colleagues QB login	6:41:49 AM
	my name is GeorgeF	6:41:58 AM
	company name is candlelite	6:42:02 AM
Yash Kalra	Kindly allow me two minutes to check the same.	6:42:15 AM
George Fowler	ok	6:43:16 AM
Yash Kalra	George, upon checking I just found you have reached to us earlier as well for the similar issue.	6:43:34 AM
	Please allow 2-3 minutes to check the case.	6:44:04 AM
George Fowler	yes that is correct. the user mattb needs one more file corrected	6:44:07 AM
	i need to add firehouse grill inc file to his Qb login	6:44:26 AM
Yash Kalra	George, May I take the remote access of your Mattb's local computer?	6:45:53 AM
George Fowler	yes	6:47:13 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	6:47:18 AM
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/2092083702	6:47:31 AM
	https://assist.acecloudhosting.com/join/4902344924 Please provide us the access from the local computer. (Edited)	7:01:37 AM
George Fowler	are you with me?	7:12:41 AM
Yash Kalra	Yes	7:12:46 AM
	We are still connected on the remote session.	7:13:07 AM
	Are we still connected here?	7:15:33 AM
	George, we assisted you regarding the QuickBooks file issue. Is there anything else I may help you with ?	7:29:22 AM
George Fowler	that is alll	7:29:29 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	7:29:35 AM

	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:29:43 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	7:29:45 AM

	<i>Yash Kalra has ended this chat session</i>	7:30:05 AM
		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details	24 Sep, 10:54:13 PM
<p>#81911 ap</p> <p>Email: ap@joannabranzellinteriordesign.com 📞 7756222680</p> <p>Department: Support(QB & App Hosting)</p> <p>Operator: Sujeet Kumar Suman</p> <p>Website: https://www.acecloudhosting.com/support-chat.php</p> <p>Operating System: Microsoft Windows</p> <p>Browser: Microsoft Edge</p> <p>Device: Desktop</p> <p>Average Response Time: 50 Secs</p> <p>City: RENO</p> <p>State: Nevada</p> <p>Country: UNITED STATES</p>	

Chat Transcript

Chat Duration : 50 Mins 57 Secs

ap	Hello, I am your Acebuddy	24 Sep, 10:54:14 PM
Acebuddy	Hello Ap, I'm your Ace Buddy. I'll be happy to assist you!	10:54:15 PM
	Whom Would You Like to Connect With?	10:54:15 PM

ap	Technical Support (QB & App Hosting)	10:54:38 PM
Acebuddy	Welcome to Ace Support.	10:54:38 PM
	Please chose an option :	10:54:38 PM
ap	I'd like to report an Issue	10:54:45 PM
Acebuddy	Please select an option!	10:54:45 PM
ap	Password Reset	10:54:51 PM
Acebuddy	Please select an option below	10:54:51 PM
ap	Setback	10:55:01 PM
Acebuddy	Please select an option!	10:55:01 PM
ap	QuickBooks Issue	10:55:05 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:55:05 PM
ap	QuickBooks Login Issue	10:55:10 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	10:55:10 PM
	Was that helpful?	10:55:10 PM
ap	No	10:55:16 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	10:55:16 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:55:16 PM
ap	thank you.	10:55:34 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	10:55:36 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	10:55:40 PM
	Hello Joanna.	10:56:04 PM
ap	Hi Sujeet!	10:58:00 PM
Sujeet Kumar Suman	How are you doing?	10:58:09 PM
ap	doing well!	10:59:29 PM
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:59:56 PM
ap	hold on a moment	11:00:34 PM
Sujeet Kumar Suman	Sure, Please take you time.	11:01:00 PM
ap	joanna@joannabranzellinteriordesign.com	11:02:55 PM
	I am not sure if that is server name or username.	11:03:43 PM
Sujeet Kumar Suman	No issue.	11:03:56 PM
ap		

ap	yes	11:28:17 PM
Sujeet Kumar Suman	May I take the remote access of your server?	11:28:41 PM
	<i>11:29:07 PM</i> Map is sharing a file with you Screenshot 2025-09-24 105846.png - (Size:80.66 KB)	11:29:07 PM
	May I take the remote access of your server?	11:29:22 PM
ap	yes	11:30:29 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	11:30:41 PM
	Kindly Approve.	11:30:53 PM
ap	approved	11:31:05 PM
Sujeet Kumar Suman	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:31:23 PM
	Thank you for your patience.	11:43:41 PM
ap	I will reach out to Intuit at this time.	11:43:43 PM
	THanks,	11:43:44 PM
	Desktop is the WORST.	11:44:03 PM
Sujeet Kumar Suman	Thanks for the confirmation !	11:44:21 PM
	Is there anything else I may help you with ?	11:44:26 PM
ap	no, that's it.	11:44:36 PM
	THank you for your time, Sujeet.	11:44:42 PM
Sujeet Kumar Suman	Most welcome Joan	11:44:59 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	11:45:03 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:45:07 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	11:45:10 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	11:45:12 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Sep, 9:16:42 PM

#81847 Lucien Hache
Email: lhache@hacpen.com 📞 8295761111
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: NIZAO
State: Distrito Nacional
Country: DOMINICAN REPUBLIC

Chat Transcript

Chat Duration : 33 Mins 27 Secs

Lucien Hache	Hello, I am your Acebuddy	23 Sep, 9:16:44 PM
Acebuddy	Hello Lucien Hache, I'm your Ace Buddy. I'll be happy to assist you!	9:16:45 PM
	Whom Would You Like to Connect With?	9:16:45 PM
Lucien Hache	Technical Support (QB & App Hosting)	9:16:52 PM
Acebuddy	Welcome to Ace Support.	9:16:52 PM
	Please chose an option :	9:16:52 PM
Lucien Hache	I'd like to raise a Request	9:16:59 PM
Acebuddy	Please select your request type.	9:16:59 PM
Lucien Hache	Other Request	9:17:11 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:17:11 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:17:11 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:50:11 PM
	Ended due to chat idle timeout	9:50:11 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Sep, 3:48:09 AM

#81239 George Fowler
Email: gpmfowler@gmail.com 📞 8478991763
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 53 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 17 Secs

George Fowler	Hello, I am your Acebuddy	7 Sep, 3:48:10 AM
Acebuddy	Hello Gpmfowler, I'm your Ace Buddy. I'll be happy to assist you!	3:48:11 AM
	Whom Would You Like to Connect With?	3:48:11 AM
George Fowler	Technical Support (QB & App Hosting)	3:48:42 AM
Acebuddy	Welcome to Ace Support.	3:48:42 AM
	Please chose an option :	3:48:42 AM
George Fowler	I'd like to report an Issue	3:48:46 AM
Acebuddy	Please select an option!	3:48:46 AM
George Fowler	QuickBooks Issue	3:48:57 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:48:57 AM
George Fowler	Other QB related issue	3:50:02 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:50:02 AM

George Fowler	company files not updated	3:50:11 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:50:12 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:50:12 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	3:50:27 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	3:50:39 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:51:01 AM
George Fowler	hello ashutosh i am having trouble with some of my company files	3:51:04 AM
	Candlelite	3:51:08 AM
	GeorgeF	3:51:10 AM
Ashutosh Mishra	Thank you for providing the details.	3:52:08 AM
	May i know are you getting any message regarding updates when opening the company file, if so please share a screenshot.	3:53:04 AM
George Fowler	company file not found	3:54:01 AM
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?	3:55:48 AM
George Fowler	as far as i know it is only me	3:56:11 AM
Ashutosh Mishra	Is this the first time you are facing this issue?	3:56:28 AM
George Fowler	yes	3:56:33 AM
	but i did just add a new user to some of these files and so maybe an error happened there	3:56:58 AM
	i am not sure	3:56:59 AM
	and the user mattb is the one that got access to the files and now on my end some of my company files are not showing a last modified date and time	3:57:44 AM
Ashutosh Mishra	May I take the remote access of your server to identify the issue?	3:58:33 AM
George Fowler	yes	3:58:50 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	3:59:14 AM
George Fowler	we are all set thank you	4:17:07 AM
Ashutosh Mishra	As per discussion over the remote session, The issue is resolved by restoring the missing company file folder "Company Files July 8, 2024"	4:17:40 AM
	Thanks for the confirmation !	4:17:54 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	4:18:00 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.</p>	

	Thanks!	4:18:22 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
George Fowler	ok sure	4:18:22 AM
	<i>Ashutosh Mishra has ended this chat session</i>	4:18:27 AM



Chat Transcript

My password is not letting me logon to the server.

Visitor Details

27 Sep, 12:51:59 AM

#81998 michelle
Email: michelle@ifsgroupusa.com 📞 816-610-0096
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: <https://www.acecloudhosting.com/account-login/>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 35 Secs
City: KANSAS CITY
State: Missouri
Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 32 Secs

michelle	My password is not letting me logon to the server.	27 Sep, 12:51:59 AM
Siddhant	Thank you for contacting ACE. My name is Siddhant. I will be assisting you further.	12:52:08 AM
	<i>Siddhant is transferring the chat to Support(QB & App Hosting).</i>	12:52:33 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	12:53:01 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	12:53:07 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:53:09 AM

michelle	mfrisbie	12:54:02 AM
	IFSUSA	12:54:21 AM
Yash Kalra	Kindly allow me two minutes to check the same.	12:54:34 AM
	To help me assist you better, please answer the following questions: <div>1. Are you receiving any error message while attempting to connect to the Ace server? If yes, kindly share the exact message.</div> <div>2. Have you checked if your internet connection is stable? Also, have you tried connecting using a different network, such as a mobile hotspot?</div> <div>3. Are you using a Windows PC or a Mac?</div> <div>4. Is this issue occurring for all the users or is it just specific to you?</div>	12:55:56 AM
michelle	[Window Title] Remote Desktop Connection [Content] There was a problem connecting to the remote resource. Ask your network administrator for help. [^] Hide details [OK] [Expanded Information] Error code: 0x3000008 Extended error code: 0x0 Timestamp (UTC): 09/26/25 07:26:09 PM Press Ctrl+C to copy.	12:56:26 AM
Yash Kalra	May I take the remote access of your local computer?	12:57:09 AM
michelle	yes	12:57:15 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	12:57:21 AM
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/8832775549	12:57:32 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:59:01 AM
	Is there anything else I may help you with ?	1:10:05 AM
	Are we still connected here?	1:10:51 AM
	Are we still connected here?	1:12:39 AM
	Are we still connected here?	1:26:34 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.	1:26:37 AM
	<i>Yash Kalra has ended this chat session</i>	1:26:41 AM



Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	8:47:55 PM
linsey hempel	I can't get my Ace Connect app to open	8:48:06 PM
Sanyam Madan	Hello Linsey , how are you doing today	8:48:09 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:48:27 PM
linsey hempel	The Pinnacle Companies. LinseyH	8:49:22 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	8:49:28 PM
linsey hempel	I can get the old RDC to work.	8:49:33 PM
	just not the Ace Connect app.	8:49:37 PM
Sanyam Madan	Okay	8:49:49 PM
	May I take the remote access of your local computer?	8:49:52 PM
	Are we still connected here?	8:51:38 PM
	Are we still connected here?	8:53:03 PM
linsey hempel	yes	8:54:17 PM
	and yes	8:54:19 PM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	8:54:33 PM
linsey hempel	done	8:54:40 PM
Sanyam Madan	https://assist.acecloudhosting.com/join/1302808303	8:54:45 PM
	Kindly paste this link in the browser of local computer and join the session.	8:54:48 PM
linsey hempel	ok	8:58:21 PM
Sanyam Madan	Yes	8:58:52 PM
linsey hempel	its initiazing	8:59:59 PM
Sanyam Madan	Sure , please take your time	9:00:33 PM
linsey hempel	ok	9:04:37 PM
	its almost done	9:05:04 PM
Sanyam Madan	Okay (Edited)	9:05:14 PM
linsey hempel	its stuck at the last stage	9:08:16 PM
	<i>9:08:29 PMlinsey hempel is sharing a file with you</i> <i>image.png - (Size:37.28 KB)</i>	9:08:29 PM
Sanyam Madan	Please once check your C drive storage	9:08:53 PM
	This can happen due to lack of available space in your local system	9:09:22 PM
	<i>9:09:29 PMlinsey hempel is sharing a file with you</i> <i>image.png - (Size:26.83 KB)</i>	9:09:29 PM
	I am in now	9:09:43 PM

linsey hempel	i have plenty of space. looks like we're connected	9:09:44 PM
Sanyam Madan	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.	9:09:50 PM
	As per discussion over the remote session, The issue is resolved by setting up configuration on Ace connect	9:50:06 PM
	Since the issue is resolved and you have disconnected the chat	9:50:19 PM
	we will disconnect now	9:50:29 PM
	<i>Sanyam Madan has ended this chat session</i>	9:50:30 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 13 Sep, 9:42:18 PM

#81504 Faisal Khan
Email: khan@fsc-consulting.com ☎ 2103638468
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 12 Secs
City: SAN ANTONIO
State: Texas
Country: UNITED STATES

Chat Transcript Chat Duration : 9 Mins 29 Secs

Faisal Khan	Hello, I am your Acebuddy	13 Sep, 9:42:20 PM
Acebuddy	Hello Faisal Khan, I'm your Ace Buddy. I'll be happy to assist you!	9:42:21 PM
	Whom Would You Like to Connect With?	9:42:21 PM
Faisal Khan	Technical Support (QB & App Hosting)	9:42:25 PM

Acebuddy	Welcome to Ace Support.	9:42:25 PM
	Please chose an option :	9:42:25 PM
Faisal Khan	I'd like to report an Issue	9:42:33 PM
Acebuddy	Please select an option!	9:42:33 PM
Faisal Khan	Password Reset	9:42:45 PM
Acebuddy	Please select an option below	9:42:46 PM
Faisal Khan	Restart	9:42:54 PM
Acebuddy	Hello Faisal Khan, I'm your Ace Buddy. I'll be happy to assist you!	9:42:54 PM
	Whom Would You Like to Connect With?	9:42:54 PM
Faisal Khan	Technical Support (QB & App Hosting)	9:43:01 PM
Acebuddy	Welcome to Ace Support.	9:43:01 PM
	Please chose an option :	9:43:01 PM
Faisal Khan	I'd like to report an Issue	9:43:08 PM
Acebuddy	Please select an option!	9:43:08 PM
Faisal Khan	Other Issue	9:43:12 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:43:12 PM
Faisal Khan	can't login to my server	9:43:28 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:43:29 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:43:29 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:43:47 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:43:50 PM
	Hello Faisal	9:43:55 PM
	How are you?	9:43:59 PM
Faisal Khan	not good right now :(9:44:12 PM
	can't login to my server	9:44:20 PM
Shashwat Verma	I will surely help you with this issue.	9:44:26 PM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	9:44:31 PM
Faisal Khan	first time	9:44:43 PM
	seems like just me	9:44:47 PM
Shashwat Verma	Okay, will get this done.	9:45:04 PM
	May I take the remote access of your local computer?	9:45:07 PM

Faisal Khan	yes	9:45:12 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	9:45:26 PM
	https://assist.acecloudhosting.com/join/6872099508	9:45:27 PM
	Kindly Click on the link and open the downloaded file.	9:45:32 PM
	Issue resolved by changing the gateway	9:51:46 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:51:48 PM
Shashwat Verma has ended this chat session		9:51:50 PM



Chat Transcript

Hello, I am your Acebuddy

24 Sep, 11:17:15 PM

#81913 Rachel Hines

Email: rh@emersonrussell.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 45 Secs

City: CHATTANOOGA

State: Tennessee

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 34 Secs

Rachel Hines	Hello, I am your Acebuddy	24 Sep, 11:17:16 PM
Acebuddy	Hello Rachel Hines, I'm your Ace Buddy. I'll be happy to assist you!	11:17:17 PM
	Whom Would You Like to Connect With?	11:17:17 PM
Rachel Hines	Technical Support (QB & App Hosting)	11:17:25 PM
Acebuddy	Welcome to Ace Support.	11:17:25 PM

	Please chose an option :	11:17:25 PM
Rachel Hines	I'd like to report an Issue	11:17:30 PM
Acebuddy	Please select an option!	11:17:30 PM
Rachel Hines	Other Issue	11:17:35 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:17:35 PM
Rachel Hines	I'm trying to login to outlook through Ace and I keep getting an error message.	11:18:17 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:18:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:18:18 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:18:46 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:18:49 PM
	Hello Rachel	11:18:57 PM
Rachel Hines	Hello	11:19:02 PM
Shashwat Verma	How are you?	11:19:02 PM
Rachel Hines	I'm fine, but my Outlook email will not open though Ace, even though I can get into it just fine when outside of ace.	11:19:35 PM
Shashwat Verma	I will surely help you with this issue.	11:19:41 PM
	Could you please share a screenshot of the prompt that appears when you click on it?	11:19:47 PM
Rachel Hines	I click on it and it looks like it's loading then I get this error message.	11:20:01 PM
	<i>11:20:14 PMRachel Hines is sharing a file with you</i> 1_image.png - (Size:1.42 MB)	11:20:14 PM
Shashwat Verma	Okay	11:20:37 PM
	May I take the remote access of your server?	11:20:40 PM
Rachel Hines	Yes	11:20:49 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	11:20:55 PM
Rachel Hines	okay. done	11:21:20 PM
Shashwat Verma	Kindly accept the invite	11:21:37 PM
Rachel Hines	done	11:22:19 PM
Shashwat Verma	When you have last able to use it?	11:22:21 PM
Rachel Hines	I just set it up today for the first time	11:22:43 PM
Shashwat Verma	Kindly allow me two minutes to check the same.	11:23:06 PM
Rachel Hines	Alright	11:23:14 PM
	Now I can access it through google, but I need the desktop version to work through ACe for my job	11:24:38 PM
Shashwat Verma	Is that the same email address?	11:24:48 PM

	Sure	11:24:54 PM
Rachel Hines	Yes	11:24:55 PM
Shashwat Verma	Okay	11:24:58 PM
	Let me repair the office 365	11:26:48 PM
	Allow me 5 mins	11:26:53 PM
Rachel Hines	Alright	11:27:24 PM
Shashwat Verma	Rachel, to do the same, I need to logoff all others users on server for 5 mins	11:28:03 PM
	Shall I proceed?	11:28:09 PM
Rachel Hines	ok	11:28:13 PM
Shashwat Verma	Application repairing is in process, thanks for the patience.	11:31:27 PM
Rachel Hines	You're welcome	11:31:50 PM
Shashwat Verma	Kindly login the server now	11:34:41 PM
	Rachel, kindly connect to server	11:37:59 PM
Rachel Hines	Okay	11:38:13 PM
	I'm getting the same error message	11:39:31 PM
Shashwat Verma	Okay	11:39:45 PM
	Could you please once login the word for testing purpose	11:40:25 PM
Rachel Hines	I got another error message	11:41:00 PM
	<i>11:41:10 PMRachel Hines is sharing a file with you</i> 1_image.png - (Size:415.5 KB)	11:41:10 PM
Shashwat Verma	Rachel, are you using the same license used for other users on the server?	11:41:18 PM
Rachel Hines	I should be.	11:41:32 PM
Shashwat Verma	Kindly enter the details here	11:42:27 PM
Rachel Hines	ok	11:42:33 PM
	done	11:43:28 PM
Shashwat Verma	Try now	11:44:16 PM
	Okay	11:44:52 PM
Rachel Hines	Same error code	11:44:57 PM
Shashwat Verma	Allow me 1 min	11:45:00 PM
Rachel Hines	alright	11:45:08 PM
Shashwat Verma	Rachel, looks like the license configure for this email is other than E3, E5 or apps for enterprise, as our server only support these 3 license (Edited)	11:46:46 PM

Rachel Hines	My boss set up the accounts so they should all be under the same license	11:47:28 PM
	What would you suggest fom here?	11:47:44 PM
Shashwat Verma	As checked the office license you are using is client pre-owned, we suggest you to get this license details from the portal	11:48:08 PM
	From which the license is purchased.	11:48:21 PM
	Check whether it is under above 3	11:48:44 PM
	If yes, will try to check again	11:49:15 PM
	Hope you undertstand	11:49:23 PM
Rachel Hines	Alright I will email the person who set everything up	11:49:26 PM
Shashwat Verma	Got it, kindly mention the above license details	11:49:48 PM
Rachel Hines	I will. Is there anything else you need me to do?	11:50:07 PM
Shashwat Verma	Will keep this ticket is in open state and will followup	11:50:16 PM
	No that's fine	11:50:29 PM
	Is there anything else I may help you with ?	11:50:39 PM
Rachel Hines	Not today. I'll email my boss and we'll go from there.	11:51:40 PM
Shashwat Verma	Noted	11:51:44 PM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	11:51:47 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:51:49 PM
	<i>Shashwat Verma has ended this chat session</i>	11:51:51 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81762 Heather Nicklow

Email: heather@amc-pa.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

22 Sep, 12:16:18 AM

Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 7 Secs
City: NEW EAGLE
State: Pennsylvania
Country: UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 24 Secs

Heather Nicklow	Hello, I am your Acebuddy	22 Sep, 12:16:19 AM
Acebuddy	Hello Heather Nicklow, I'm your Ace Buddy. I'll be happy to assist you!	12:16:20 AM
	Whom Would You Like to Connect With?	12:16:20 AM
Heather Nicklow	Technical Support (QB & App Hosting)	12:16:31 AM
Acebuddy	Welcome to Ace Support.	12:16:31 AM
	Please chose an option :	12:16:31 AM
Heather Nicklow	I'd like to raise a Request	12:16:39 AM
Acebuddy	Please select your request type.	12:16:39 AM
Heather Nicklow	Setup Ace Server	12:16:53 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	12:16:53 AM
Heather Nicklow	Microsoft Windows	12:16:57 AM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	12:16:57 AM
	Do you need any further assistance on the topic?	12:16:57 AM
Heather Nicklow	Yes	12:17:03 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:17:03 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:17:03 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	12:17:49 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	12:18:04 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:18:16 AM
Heather Nicklow	hello. i have ACE remote hosting on my computer for another client	12:18:49 AM
	This is for Food Helpers	12:18:59 AM
	my email is Heather@amc-pa.com	12:19:06 AM
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.	12:19:48 AM
	May I know the username to setup ace server.	12:23:42 AM

Heather Nicklow	let me look it up	12:24:37 AM
Ashutosh Mishra	Sure	12:24:51 AM
Heather Nicklow	FoodHelpers.myrealdata.net	12:26:07 AM
	user name is FH_Heather	12:27:09 AM
	are you still there?	12:28:55 AM
Ashutosh Mishra	Yes	12:29:10 AM
	Please allow me to inform now RDP file (for server login) can be downloaded from My Portal, currently Shirley is My Portal admin and can help you download the RDP file as well as reset password if required.	12:31:15 AM
Heather Nicklow	so you can't help me download it?	12:32:13 AM
Ashutosh Mishra	I can also help you with this.	12:33:08 AM
	Please allow me few minutes I will send it to you over the email.	12:33:33 AM
Heather Nicklow	ok	12:33:39 AM
	shirley is in her 70's so i know she will not know how to do it. I have the login on my computer, just not on my laptop	12:34:14 AM
Ashutosh Mishra	Sure, I will send the RDP file to you.	12:35:54 AM
	We can also change the My Portal admin if that's the case. We would require approval from Shirley for this over the email.	12:36:17 AM
Heather Nicklow	ok	12:36:22 AM
	She is an employee of Food Helpers, I am the contracted Accountant so they probably want to leave it with her.	12:37:15 AM
Ashutosh Mishra	I see, Thanks for the confirmation !	12:38:00 AM
	I have sent the RDP file to you.	12:39:58 AM
Heather Nicklow	ok. do I need to stay on chat still	12:40:33 AM
Ashutosh Mishra	Sure, you can disconnect chat if no further assistance is required.	12:41:12 AM
	Is there anything else I may help you with ?	12:41:22 AM
Heather Nicklow	ok. thanks	12:41:24 AM
	no thank you	12:41:27 AM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:41:35 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!	12:41:40 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/>)

Ashutosh Mishra has ended this chat session

12:41:43 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Sep, 8:05:33 PM

#81749 Ralph Crivello
Email: eragourmetllc@gmail.com 📞 17722227463
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 45 Secs
City: NEW YORK
State: New York
Country: UNITED STATES


Chat Transcript

Chat Duration : 50 Mins 42 Secs

Ralph Crivello	Hello, I am your Acebuddy	20 Sep, 8:05:34 PM
Acebuddy	Hello Ralph Crivello, I'm your Ace Buddy. I'll be happy to assist you!	8:05:35 PM
	Whom Would You Like to Connect With?	8:05:35 PM
Ralph Crivello	Technical Support (QB & App Hosting)	8:05:54 PM
Acebuddy	Welcome to Ace Support.	8:05:54 PM
	Please chose an option :	8:05:54 PM
Ralph Crivello	I'd like to report an Issue	8:06:05 PM
Acebuddy		

	Please select an option!	8:06:05 PM
Ralph Crivello	Other Issue	8:06:10 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:06:12 PM
Ralph Crivello	Cannot access CLient Data on Z drive	8:06:26 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:06:27 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:06:27 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	8:06:36 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	8:06:44 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:07:03 PM
Ralph Crivello	hello	8:07:04 PM
	how are you today	8:07:10 PM
	how can I find that	8:07:32 PM
	I am logged into my server now	8:07:39 PM
Shubham Maurya	I'm good what about you Ralph !	8:07:45 PM
	you can share me the server name or CID if you have.	8:08:07 PM
Ralph Crivello	one second	8:08:31 PM
Shubham Maurya	ERA LLC please check if this business name is correct?	8:09:06 PM
Ralph Crivello	yes sir	8:09:24 PM
Shubham Maurya	Thanks for confirming, is there any error message while you are trying to access the folder?	8:10:03 PM
	when was the last time you were able to access it?	8:10:11 PM
Ralph Crivello	CID70080	8:10:21 PM
Shubham Maurya	Thanks for sharing it.	8:10:39 PM
Ralph Crivello	Yes the error is a "Network Error"	8:10:52 PM
	Windows cannot access....	8:11:01 PM
	"You do not have apersion to acess....	8:11:12 PM
	only the words are spelled correctly haha	8:11:37 PM
	"You do not have permission to access...."	8:11:49 PM
	"Contact your network administrator to request aces"	8:12:05 PM
	this is all files besides QB on the Client Data Z drive	8:12:16 PM
	it has been like this for several weeks	8:12:23 PM
Shubham Maurya	Thanks Ralph, for updating the error message which you are getting, we do apologize for the trouble	

	this may have caused you. please stay connected let me check the access provided to the folder which might be causing this issue.	8:14:47 PM
	Please hold on allow me some time to check.	8:15:00 PM
	May I take the remote access of your server?	8:16:52 PM
Ralph Crivello	yes	8:18:45 PM
	we are also due to renew our contract and require a password update	8:19:13 PM
	sorry did you request?	8:19:28 PM
Shubham Maurya	Prior providing the access, I would suggest you to close any important documents at your end.	8:19:32 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.	8:19:34 PM
Ralph Crivello	ok	8:19:43 PM
Shubham Maurya	Yes we are connected now.	8:19:44 PM
Ralph Crivello	here is the error	8:19:56 PM
	for all files	8:19:58 PM
Shubham Maurya	Sure we will help for that as well.	8:19:59 PM
Ralph Crivello	ok I will be right back	8:20:10 PM
Shubham Maurya	Sure, please take your time.	8:20:26 PM
	Please try to open the same error again.	8:21:40 PM
Ralph Crivello	there sorry I lost the your chat window for a second	8:22:33 PM
Shubham Maurya	No worries, I saw you were struggling to get it back and finally you did that !	8:23:04 PM
	So this file is created by you?	8:23:14 PM
	We are rebooting the server please stay connected, you will be logged out for a while.	8:24:57 PM
Ralph Crivello	all these files were generated by us yes	8:26:25 PM
	and placed on the Z drive	8:26:31 PM
	it looks like it is only Microsoft Word Documents	8:27:12 PM
	JPEG and PDFs open fine	8:27:27 PM
	QB open as well	8:27:31 PM
	but Microsoft and Excel files do not open	8:27:48 PM
Shubham Maurya	Alright, looks like we are also facing issue while accessing the drive so we need to reboot it once, shall we proceed?	8:27:53 PM
Ralph Crivello	yes	8:28:00 PM
Shubham Maurya	Thanks for the confirmation, try to open this chat on local system.	8:28:30 PM

	Are we still connected here?	8:34:26 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	8:56:14 PM
	<i>Shubham Maurya has ended this chat session</i>	8:56:16 PM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details	29 Sep, 9:24:12 PM
<p>#82040 Kellas Sanders</p> <p>Email: kujcich@smithandlambert.com</p> <p>Department: Support(QB & App Hosting)</p> <p>Operator: Manish Singh</p> <p>Website: https://www.acecloudhosting.com/support-chat.php</p> <p>Operating System: Microsoft Windows</p> <p>Browser: Google Chrome</p> <p>Device: Desktop</p> <p>Average Response Time: 37 Secs</p> <p>City: MORRIS CHAPEL</p> <p>State: Tennessee</p> <p>Country: UNITED STATES</p>	

Chat Transcript

Chat Duration : 13 Mins 28 Secs

Kellas Sanders	Hello, I am your Acebuddy	29 Sep, 9:24:13 PM
Acebuddy	Hello Kellas Sanders, I'm your Ace Buddy. I'll be happy to assist you!	9:24:14 PM
	Whom Would You Like to Connect With?	9:24:14 PM
Kellas Sanders	Technical Support (QB & App Hosting)	9:24:21 PM
Acebuddy	Welcome to Ace Support.	9:24:21 PM
	Please chose an option :	9:24:21 PM
Kellas Sanders	I'd like to report an Issue	9:24:28 PM
Acebuddy	Please select an option!	9:24:28 PM

Kellas Sanders	QuickBooks Issue	9:24:32 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:24:32 PM
Kellas Sanders	Other QB related issue	9:24:40 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:24:40 PM
Kellas Sanders	remote desktop connection - error "remote desktop can't find the computer..."	9:25:19 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:25:20 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:25:20 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:25:52 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:26:18 PM
Kellas Sanders	i am having issues connecting to my remote server	9:26:43 PM
Manish Singh	I will surely help you with this issue.	9:27:05 PM
Kellas Sanders	"remote desktop can't find the computer..."	9:27:09 PM
Manish Singh	Kindly allow me two minutes to check the same.	9:27:34 PM
	Kindly help me with your server name and user name?	9:28:42 PM
Kellas Sanders	Computer - LSL.myrealddata.net username - myrealddata\Shari.sm	9:29:27 PM
Manish Singh	May I take the remote access of your local computer?	9:31:36 PM
Kellas Sanders	yes	9:31:58 PM
Manish Singh	https://assist.acecloudhosting.com/join/3652665248	9:32:16 PM
	Kindly paste this link in the browser of local computer and join the session.	9:32:38 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:32:41 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.	9:34:02 PM
	As the RDG gateway was missing in RDP which was causing this server accessibility issue.	9:37:03 PM
	As the issue is resolved now.	9:37:12 PM
	Is there anything else I may help you with ?	9:37:14 PM
Kellas Sanders	Thank you!! no, that is all!	9:37:24 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	9:37:29 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:37:37 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!	9:37:40 PM

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

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

Manish Singh has ended this chat session

9:37:42 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Sep, 11:38:59 PM

#81444 KEITH
Email: ks.partsfast@gmail.com 📞 7133203009
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: 1 Min 2 Secs
City: HOUSTON
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 25 Secs

KEITH	Hello, I am your Acebuddy	11 Sep, 11:39:00 PM
Acebuddy	Hello Keith Sholar, I'm your Ace Buddy. I'll be happy to assist you!	11:39:01 PM
	Whom Would You Like to Connect With?	11:39:01 PM
KEITH	Technical Support (QB & App Hosting)	11:39:06 PM
Acebuddy	Welcome to Ace Support.	11:39:06 PM
	Please chose an option :	11:39:06 PM
KEITH	I'd like to report an Issue	11:39:10 PM

Acebuddy	Please select an option!	11:39:10 PM
KEITH	QuickBooks Issue	11:39:14 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:39:14 PM
KEITH	Other QB related issue	11:39:23 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:39:24 PM
KEITH	reboot our server or quickbooks	11:39:45 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:39:46 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:39:46 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	11:39:55 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	11:40:01 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:40:04 PM
KEITH	partsfast.realtimedata.net	11:40:16 PM
Yash Kalra	Kindly allow me two minutes to check the same.	11:40:31 PM
KEITH	ok one of my users had an update come thru	11:41:04 PM
Yash Kalra	Okay, thank you for letting us know.	11:41:57 PM
KEITH	its prompting other users to that we need a reboot	11:42:01 PM
	no worries	11:42:04 PM
Yash Kalra	Keith, please stay connected while are setting up the reboot script from the backend.	11:46:06 PM
	We have initiated the reboot script, and the reboot will begin within 5 minutes. Is there anything else I may help you with ?	11:47:45 PM
KEITH	what is this reboot script	11:48:44 PM
Yash Kalra	This script allows us to reboot the server by prompting users to log off, while we perform the reboot from the backend	11:50:33 PM
KEITH	ok. i just went around and got every off	11:51:11 PM
Yash Kalra	Please login to the server now.	11:51:11 PM
	Keith please ask the user to login to the sever now.	11:51:49 PM
	Is there anything else I may help you with ?	11:53:51 PM
KEITH	no we are good	11:55:10 PM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	11:55:15 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:55:21 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!

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

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

11:55:23 PM

Yash Kalra has ended this chat session

11:55:25 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Sep, 3:35:38 AM

#82059 Glen Willis
Email: mfstaxes@gmail.comm
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 42 Secs
City: VALDOSTA
State: Georgia
Country: UNITED STATES

Chat Transcript

Chat Duration : 48 Mins 24 Secs

Glen Willis	Hello, I am your Acebuddy	30 Sep, 3:35:39 AM
Acebuddy	Hello Glen Willis, I'm your Ace Buddy. I'll be happy to assist you!	3:35:39 AM
	Whom Would You Like to Connect With?	3:35:39 AM
Glen Willis	Technical Support (QB & App Hosting)	3:35:48 AM
Acebuddy	Welcome to Ace Support.	3:35:48 AM

	Please chose an option :	3:35:48 AM
Glen Willis	I'd like to report an Issue	3:35:55 AM
Acebuddy	Please select an option!	3:35:55 AM
Glen Willis	Other Issue	3:36:03 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:36:03 AM
Glen Willis	My drake 2023 wont open any of my return	3:36:32 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:36:32 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:36:32 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	3:36:35 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	3:36:57 AM
	I deeply apologize for the inconvenience caused to you.	3:37:12 AM
	Is this for account: Morgans Financial Services ?	3:37:54 AM
Glen Willis	yes	3:38:02 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	3:38:08 AM
	I will be surely assisting you with this.	3:38:16 AM
	Could you please elaborate what error you are getting?	3:38:37 AM
Glen Willis	no error is just wont open when you select	3:39:14 AM
Abhay Kumar Saraswat	Is this issue occurring only for you, or are other users on the server also experiencing it?	3:40:08 AM
Glen Willis	don't know i'm the only user right now	3:40:50 AM
Abhay Kumar Saraswat	How long have you been experiencing this issue?	3:41:55 AM
Glen Willis	have not been on for about 3 weeks just trying to send a copy of a tax return to a client I tried 2024 and it work but 2023 dont	3:43:14 AM
	I could try drake support tomorrow and see if there's a problem with the software	3:44:05 AM
Abhay Kumar Saraswat	May I take the remote access of your local computer to check the same?	3:44:38 AM
Glen Willis	yes	3:45:14 AM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	3:45:38 AM
	https://assist.acecloudhosting.com/join/5742300764	3:45:48 AM
	Kindly paste this link in the browser of local computer and join the session.	3:45:56 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:48:16 AM

	Thank you for your patience.	4:22:52 AM
	As you are connected with Drake support regarding this issue and confirmed to close this chat, we are closing it from our end.	4:23:32 AM
	Is there anything else I may help you with ?	4:23:35 AM
Glen Willis	no tanks	4:23:57 AM
Glen Willis has ended this chat session		4:24:03 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details1 Sep, 11:19:05 AM

#81031 rtatpati
Email: rtatpati@data-keeper.com 📞 19886750573
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 47 Secs
City: KOLAR
State: Karnataka
Country: INDIA

Chat TranscriptChat Duration : 46 Mins 23 Secs

rtatpati	Hello, I am your Acebuddy	1 Sep, 11:19:06 AM
Acebuddy	Hello Rtatpati, I'm your Ace Buddy. I'll be happy to assist you!	11:19:07 AM
	Whom Would You Like to Connect With?	11:19:07 AM
rtatpati	Technical Support (QB & App Hosting)	11:19:13 AM
Acebuddy	Welcome to Ace Support.	11:19:13 AM
	Please chose an option :	11:19:13 AM

rtatpati	I'd like to report an Issue	11:19:21 AM
Acebuddy	Please select an option!	11:19:21 AM
rtatpati	QuickBooks Issue	11:19:25 AM
Acebuddy	What type of QuickBooks Issue are you facing?	11:19:25 AM
rtatpati	QuickBooks Login Issue	11:19:37 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	11:19:37 AM
	Was that helpful?	11:19:37 AM
rtatpati	No	11:19:57 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	11:19:57 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:19:57 AM
	<i>Rohan accepted the chat transfer request.</i>	11:20:02 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	11:20:07 AM
rtatpati	Hi rohan yesterday also I could not access my QB files	11:20:23 AM
Rohan	I will surely help you with this issue.	11:20:27 AM
rtatpati	Ankit helped me to load	11:20:37 AM
	after that we changed folder name fromConseroglobal to Datakeeper	11:20:56 AM
Rohan	We do apologise for the inconvenience caused to you. We will surely look into this issue.	11:21:08 AM
rtatpati	I think thats why again I am unable to access the company files	11:21:12 AM
	and Datakeeper company file is missing in QB pro 12	11:21:44 AM
	please help me fast as today is critical deviverable day	11:22:02 AM
Rohan	Thank you for all the information. Kindly allow me 4–5 minutes to check.	11:22:41 AM
rtatpati	conseroglobal solutions folder in E drive of remote was changed to DataKeeper	11:23:21 AM
Rohan	Alright, Kindly allow me 4–5 minutes to check.	11:24:03 AM
rtatpati	ok	11:24:07 AM
	are you there rohan?	11:28:11 AM
Rohan	Rajita, Please allow me few more minutes, I'm having some issue while accessing your server since your server name was recently changed.	11:28:45 AM
rtatpati	jeff.hi is the name	11:29:10 AM
	h1	11:29:16 AM
	ok take your time	11:29:26 AM
Rohan	Alright, Could you please confirm whether you are unable to access the server or open QuickBooks Application ?	11:30:18 AM

rtatpati	datakeeper.myrealdata.net	11:30:20 AM
	I am able to access server	11:30:29 AM
Rohan	Thanks for the confirmation !	11:30:38 AM
rtatpati	but not company files in QB	11:30:40 AM
	both versions	11:30:44 AM
	I had done this yesterday with Ankit	11:30:54 AM
Rohan	May I know what error you are getting while accessing the QB Company file ?	11:31:02 AM
rtatpati	in the end we changed the E drive name from Consero global to Datakeeper	11:31:14 AM
Rohan	Thanks for the confirmation !	11:31:42 AM
rtatpati	Company files could not be found	11:31:47 AM
Rohan	May I take the remote access of your local computer?	11:31:47 AM
rtatpati	yes please	11:31:51 AM
Rohan	Prior providing the access, I would suggest you to close any important documents at your end.	11:31:59 AM
rtatpati	ok	11:32:04 AM
	done	11:32:17 AM
Rohan	Thanks for the confirmation !	11:32:28 AM
	Kindly Copy and Paste the below link in any browser of your Local PC and Join the session	11:33:03 AM
	https://assist.acecloudhosting.com/join/7202307072	
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:35:07 AM
rtatpati	ok	11:35:14 AM
Rohan	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.	12:05:29 PM
	<i>Ended due to chat idle timeout</i>	12:05:29 PM



Chat Transcript

Hello, I am your Acebuddy

#81900 Richard Reid
Email: richard@redstonefoods.ca
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: MISSISSAUGA
State: Ontario
Country: CANADA

Richard Reid	Hello, I am your Acebuddy	24 Sep, 9:16:44 PM
Acebuddy	Hello Richard Reid, I'm your Ace Buddy. I'll be happy to assist you!	9:16:44 PM
	Whom Would You Like to Connect With?	9:16:44 PM
Richard Reid	Technical Support (QB & App Hosting)	9:16:51 PM
Acebuddy	Welcome to Ace Support.	9:16:51 PM
	Please chose an option :	9:16:51 PM
Richard Reid	I'd like to raise a Request	9:17:08 PM
Acebuddy	Please select your request type.	9:17:08 PM
Richard Reid	Password Reset	9:17:38 PM
Acebuddy	Please select an option below	9:17:38 PM
Richard Reid	Not Enrolled to Selfcare Portal	9:17:44 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	9:17:44 PM
	Do you need any further assistance on the topic?	9:17:44 PM
Richard Reid	No	9:18:02 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	9:18:02 PM
Acebuddy has ended this chat session		9:18:02 PM



