

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Sep, 4:44:05 AM

#81048 Eden Conrad

Email: order@prodigalsonventures.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 32 Secs

City: Langley

State: British Columbia

Country: Canada

Chat Transcript

Chat Duration : 50 Mins 20 Secs

Eden Conrad	Hello, I am your Acebuddy	2 Sep, 4:44:06 AM
Acebuddy	Hello Eden Conrad, I'm your Ace Buddy. I'll be happy to assist you!	4:44:06 AM
	Whom Would You Like to Connect With?	4:44:06 AM
Eden Conrad	Technical Support (QB & App Hosting)	4:44:12 AM
Acebuddy	Welcome to Ace Support.	4:44:12 AM
	Please chose an option :	4:44:12 AM
Eden Conrad	I'd like to report an Issue	4:44:18 AM
Acebuddy	Please select an option!	4:44:18 AM
Eden Conrad	QuickBooks Issue	4:44:22 AM
Acebuddy	What type of QuickBooks Issue are you facing?	4:44:22 AM
Eden Conrad	Other QB related issue	4:44:28 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:44:28 AM
Eden Conrad	"QuickBooks Desktop has reached the expiration date and will no longer open company files."	4:44:49 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:44:50 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:44:50 AM

	<i>Ashutosh Mishra accepted the chat transfer request.</i>	4:45:29 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	4:45:48 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:46:16 AM
Eden Conrad	Hi there, the servername is ProdigalSon.myrealdatal.net and my user name is edenca	4:46:58 AM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	4:49:26 AM
	Thank you for your patience.	4:54:57 AM
Eden Conrad	no worries	4:55:02 AM
Ashutosh Mishra	I have checked the license details in the QuickBooks application and indeed it shows the product expiry date is 9/1/2025.	4:55:57 AM
Eden Conrad	So how does that get corrected?	4:56:14 AM
Ashutosh Mishra	You can upgrade to QuickBooks Enterprise 2024. We can also assist you acquire new license for the same.	4:59:19 AM
Eden Conrad	Let's please do that	4:59:33 AM
Ashutosh Mishra	Thanks for the confirmation !	5:00:11 AM
	After this chat I will send you all the details over the email address so we can initiate the process to acquire the license.	5:01:01 AM
	Apart from this, Is there anything else I may help you with ?	5:01:53 AM
Eden Conrad	No, this is our biggest concern at the moment :)	5:02:58 AM
Ashutosh Mishra	Sure, I will send you all the information over the email so you can choose new license and eventually install over the server.	5:04:13 AM
Eden Conrad	Isn't this something you all do as part of the maintenance of the server?	5:04:36 AM
Ashutosh Mishra	Since the issue is related to the license expiry itself hence you would have to purchase new license to continue using the services of the application.	5:06:13 AM
Eden Conrad	What is the quickest and easiest way to get this done?	5:07:20 AM
Ashutosh Mishra	I will send you the details about different licenses you can choose from and the number of user licenses you would require, as well as the associated form to fill up the information and we will purchase the license on your behalf.	5:09:44 AM
	Once the license has been received from Intuit we will proceed to install it on the server.	5:10:29 AM
Eden Conrad	Whatever is the same or similar to what we have currently is fine	5:10:47 AM
Ashutosh Mishra	Sure, since we require a formal approval over the email, I will send the email to registered contact after this chat and once the approval is received, we will proceed accordingly.	5:13:53 AM
	Is there anything else I may help you with ?	5:14:06 AM
Eden Conrad	What is the email address you have listed?	5:14:31 AM
Ashutosh Mishra	We would require approval from [Pjorssen@prodigalsonventures.com] (mailto:Pjorssen@prodigalsonventures.com)	5:15:10 AM
Eden Conrad		

	The reason why I ask is because Peter (pjorssen@prodigalsonventures.com) is currently on a cruise ship and won't have access to his email while he is out of signal, and I need to facilitate getting us up and running ASAP as it is our financial year end	5:15:12 AM
Ashutosh Mishra	In that case someone else would have to approve the changes however he/she needs to be registered contact.	5:19:26 AM
Eden Conrad	What registered names do you have?	5:19:39 AM
Ashutosh Mishra	Currently only Peter Jorssen is the registered contact. If you would like to become the registered contact please send your details such as name, email and phone number and I will forward the concern to relevant department to make the changes.	5:21:05 AM
Eden Conrad	Let's change the registered contact to be Oren Perry, whose email is oren@prodigalsonventures.com and phone number is 604.808.4554, and is the other owner of the company. In the meantime, how fast can I get this resolved? If we are able to get access to Peter's email to get the paperwork done, how does that get handled?	5:22:25 AM
Ashutosh Mishra	As much as I would like to expedite this however, I will have to forward this to the relevant department to make the required changes, and this could take 6 to 12 hours.	5:24:07 AM
Eden Conrad	It's better than nothing. In the meantime, can I also have the relevant forms sent to Peter's email so that I can try to contact him on the cruise ship to get this moving	5:24:38 AM
Ashutosh Mishra	Yes, I will surely send all the required details to Peter.	5:25:37 AM
	Is there anything else I may help you with ?	5:26:17 AM
Eden Conrad	How large is the file? Is it going to be light enough that he will easily be able to open it if he has poor signal?	5:26:42 AM
Ashutosh Mishra	Yes, it would be a simple email, and the attachments (if any) would be quite small and can be opened even at slow internet speeds.	5:27:41 AM
Eden Conrad	Perfect.	5:28:05 AM
	Once he replies to the email with the attachment, if anything, what are the steps that follows? How will we know the software is up and running?	5:28:34 AM
Ashutosh Mishra	We will share all the updates over the email, you can also reach us anytime over the chat or call support to know about the current status.	5:29:37 AM
Eden Conrad	Can another email be CC'd?	5:29:48 AM
	Again, keeping in mind that Peter isn't going to have sufficient access and it's other people who are actually affected by the licensing issue	5:30:07 AM
Ashutosh Mishra	Sure we can add other emails in CC too.	5:31:20 AM
Eden Conrad	Thank you	5:31:26 AM
	Can you please also CC: order@prodigalsonventures.com	5:31:36 AM
	accountant@prodigalsonventures.com	5:31:39 AM
	and oren@prodigalsonventures.com	5:31:46 AM
Ashutosh Mishra	Yes I will add both the emails.	5:32:16 AM
Eden Conrad	there should be 3 emails	5:32:24 AM

Ashutosh Mishra	Yes I mean registered contact that is Peter's email and all the three emails mentioned by you.	5:33:25 AM
Eden Conrad	Thank you	5:33:33 AM
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:33:52 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	5:34:03 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

Ashutosh Mishra has ended this chat session

5:34:26 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Sep, 1:58:27 PM

#81765 Mary Clancy

Email: mary@r2rconsulting.net ☎ 3867880909

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: 40 Secs

City: OAK BROOK

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 59 Secs

Mary Clancy	Hello, I am your Acebuddy	22 Sep, 1:58:29 PM
Acebuddy	Hello Mary Clancy, I'm your Ace Buddy. I'll be happy to assist you!	1:58:31 PM
	Whom Would You Like to Connect With?	1:58:31 PM
Mary Clancy	Technical Support (QB & App Hosting)	1:58:40 PM
Acebuddy	Welcome to Ace Support.	1:58:40 PM
	Please chose an option :	1:58:40 PM
Mary Clancy	I'd like to report an Issue	1:58:49 PM
Acebuddy	Please select an option!	1:58:49 PM
Mary Clancy	Other Issue	1:58:56 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:58:56 PM
Mary Clancy	Need help with an app installed, files moved	1:59:17 PM
Acebuddy	Please wait while we connect you to a Support Representative	1:59:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:59:18 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	1:59:31 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	1:59:48 PM
Mary Clancy	Hi. I have CFS Tax 25 Payroll system installed on my server. I was trying to move where the files get backed up to upon exit of the program, wanted to move from the C drive to the D drive, but now none of my clients are in the program when I open it. Can you please help ?	2:01:35 PM
Vikas Singh Chauhan	I will be surely assisting you with this.	2:02:27 PM
	Are you looking to move files from C drive to D drive ?	2:02:48 PM
Mary Clancy	When I look in the C drive on CFSLib PR2025 PR2025, all my files are there	2:02:49 PM
	In my last message, I meant when I look in the PR2025db files they are still there	2:03:38 PM
	No I don't want to move them. Just need to figure out why they aren't showing when I open the program.	2:04:03 PM
Vikas Singh Chauhan	Kindly help me with your server name and user name?	2:04:54 PM
Mary Clancy	Server name is R2RCLLC.myrealdata.net and user name is Mary Clancy	2:05:48 PM
Vikas Singh Chauhan	Okay	2:05:57 PM
	Allow me to connect to server.	2:06:05 PM
Mary Clancy	ok	2:07:14 PM
Vikas Singh Chauhan	May I take the remote access of your local computer?	2:07:28 PM
Mary Clancy	that's the computer I log into the server on?	2:08:18 PM
Vikas Singh Chauhan	I mean the local computer ?	2:08:58 PM

Mary Clancy	ok. I'm currently chatting with you on the server. will we get disconnected?	2:09:31 PM
Vikas Singh Chauhan	No, the link I will share, you can open it in your local laptop.	2:10:08 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	2:10:17 PM
Mary Clancy	ok	2:10:17 PM
Vikas Singh Chauhan	https://assist.acecloudhosting.com/join/4172691242	2:10:40 PM
	Kindly paste this link in the browser of local computer and join the session.	2:10:48 PM
Mary Clancy	ok hang on	2:11:18 PM
Vikas Singh Chauhan	Sure	2:13:04 PM
Mary Clancy	should be all set	2:14:11 PM
Vikas Singh Chauhan	Okay, let me check.	2:14:22 PM
	Is there anything else I may help you with ?	2:30:50 PM
Mary Clancy	No, not today. I appreciate your help	2:31:00 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.	2:31:06 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	2:31:11 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Have a good one Mary.	2:31:21 PM
Mary Clancy	you too	2:31:26 PM
	<i>Vikas Singh Chauhan has ended this chat session</i>	2:31:29 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81076 exactproducts

Email: exactproducts@yahoo.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 11 Secs

City: MCKINNEY

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 23 Secs

exactproducts	Hello, I am your Acebuddy	2 Sep, 8:24:17 PM
Acebuddy	Hello Tracey Xu, I'm your Ace Buddy. I'll be happy to assist you!	8:24:17 PM
	Whom Would You Like to Connect With?	8:24:17 PM
exactproducts	Technical Support (QB & App Hosting)	8:24:26 PM
Acebuddy	Welcome to Ace Support.	8:24:26 PM
	Please chose an option :	8:24:26 PM
exactproducts	I'd like to report an Issue	8:24:37 PM
Acebuddy	Please select an option!	8:24:37 PM
exactproducts	Other Issue	8:24:44 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:24:44 PM
exactproducts	My coworker can't sign on my account	8:25:19 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:25:20 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:25:20 PM
exactproducts	Thank you	8:25:32 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:26:03 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:26:10 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:26:20 PM
exactproducts	TraceyX.q3	8:27:19 PM
Manish Singh	Kindly check now.	8:27:57 PM
	Please make sure to use the Log Off option when disconnecting from the server, instead of simply	

	closing the window. If the session is closed improperly, it may go into a disconnected state , which can prevent you from logging in again until the session is cleared.	8:29:18 PM
exactproducts	My coworker can't sign in because I didn't sign off?	8:30:45 PM
Manish Singh	May I know the username of your coworker?	8:31:34 PM
exactproducts	She want to sign on my account	8:32:46 PM
Manish Singh	You both cannot sign in the same account at the same time, Tracey.	8:33:24 PM
exactproducts	not same time	8:33:38 PM
Manish Singh	Your session will logout once she is able to access your account.	8:34:12 PM
exactproducts	She is not able sign on my account even I am not on	8:34:49 PM
Manish Singh	Alright! (Edited)	8:34:55 PM
	May I take the remote access of your coworker local computer?	8:35:14 PM
exactproducts	sure	8:35:25 PM
	do you need her email?	8:35:42 PM
Manish Singh	https://assist.acecloudhosting.com/join/6932024492	8:35:53 PM
	Kindly paste this link in the browser of local computer and join the session.	8:35:59 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:36:06 PM
exactproducts	Before I tell her to do so, do we need your help every time she needs to sign on	8:37:18 PM
	because it happened last Friday also	8:37:51 PM
Manish Singh	Alright, let us check once what issue she is facing while accessing server.	8:39:20 PM
	Are we still connected here?	8:41:33 PM
exactproducts	yes	8:41:49 PM
Manish Singh	Kindly ask your coworker to access the link so that I can take remote access of her local computer.	8:42:28 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.	8:44:54 PM
exactproducts	ok	8:45:25 PM
	how do i logoff?	8:52:51 PM
Manish Singh	Using log off icon on your desktop screen.	8:53:27 PM
	<i>8:56:25 PM Manish Singh is sharing a file with you image.png - (Size:3.76 KB)</i>	8:56:25 PM
	<i>Kindly click on this icon.</i>	
	Yes, Losie can access server now with your credentials.	8:58:25 PM
	As on the RDP link of Losie, RDP gateway was missing added that to resolve the issue.	8:58:53 PM
		8:58:56 PM

	Is there anything else I may help you with ?	
exactproducts	Will she able to sign on with no problem from now on?	9:01:20 PM
Manish Singh	Yes, she will access the server with no problem.	9:01:37 PM
	Educate her how to log off and login to the server.	9:01:57 PM
	Is there anything else I may help you with ?	9:02:03 PM
exactproducts	no thank you!	9:02:25 PM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	9:02:29 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:02:36 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	9:02:39 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	9:02:40 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Sep, 12:19:42 AM

#81702 Leigh Meyers

Email: leigh@meinekecpa.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: 7 Secs

City: LAHAINA

State: Hawaii

Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 30 Secs

Leigh Meyers	Hello, I am your Acebuddy	19 Sep, 12:19:43 AM
Acebuddy	Hello Leigh Meyers, I'm your Ace Buddy. I'll be happy to assist you!	12:19:43 AM
	Whom Would You Like to Connect With?	12:19:43 AM
Leigh Meyers	Technical Support (QB & App Hosting)	12:19:49 AM
Acebuddy	Welcome to Ace Support.	12:19:49 AM
	Please chose an option :	12:19:49 AM
Leigh Meyers	Restart	12:19:59 AM
Acebuddy	Hello Leigh Meyers, I'm your Ace Buddy. I'll be happy to assist you!	12:19:59 AM
	Whom Would You Like to Connect With?	12:19:59 AM
Leigh Meyers	Technical Support (QB & App Hosting)	12:20:11 AM
Acebuddy	Welcome to Ace Support.	12:20:11 AM
	Please chose an option :	12:20:11 AM
Leigh Meyers	I'd like to raise a Request	12:20:17 AM
Acebuddy	Please select your request type.	12:20:17 AM
Leigh Meyers	Password Reset	12:20:22 AM
Acebuddy	Please select an option below	12:20:22 AM
Leigh Meyers	Not Enrolled to Selfcare Portal	12:20:28 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	12:20:28 AM
	Do you need any further assistance on the topic?	12:20:28 AM
Leigh Meyers	Yes	12:22:24 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:22:24 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:22:24 AM
	<i>Gaurav kumar declined the transfer request.</i>	12:22:26 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	12:22:27 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	12:22:34 AM
	Hello Leigh. how are you?	12:23:14 AM

Are we still connected here? 12:23:55 AM

Are we still connected here? 12:24:42 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. 12:27:10 AM

Anjainay Singh has ended this chat session 12:27:13 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 3 Sep, 8:40:55 PM

#81121 diana vonwelczeck

Email: diana@galleriatilesf.com ☎ 14157173122

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: SANTA CLARA

State: California

Country: UNITED STATES

Chat Transcript Chat Duration : 47 Mins 13 Secs

diana vonwelczeck	Hello, I am your Acebuddy	3 Sep, 8:40:56 PM
Acebuddy	Hello Diana Vonwelczeck, I'm your Ace Buddy. I'll be happy to assist you!	8:40:57 PM
	Whom Would You Like to Connect With?	8:40:57 PM
diana vonwelczeck	I reset my password in the portal link but when i sign in to my account now, it says I need to reset my password. But I just did!	8:42:08 PM
Acebuddy	You have chosen an Invalid Option. Please try Again!	8:42:08 PM
	Whom Would You Like to Connect With?	8:42:08 PM
diana vonwelczeck	Technical Support (QB & App Hosting)	8:42:23 PM

Acebuddy	Welcome to Ace Support.	8:42:23 PM
	Please chose an option :	8:42:23 PM
diana vonwelckeck	I'd like to report an Issue	8:42:31 PM
Acebuddy	Please select an option!	8:42:31 PM
diana vonwelckeck	Password Reset	8:42:35 PM
Acebuddy	Please select an option below	8:42:35 PM
diana vonwelckeck	Already Enrolled to Selfcare Portal	8:42:40 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	8:42:40 PM
	Do you need any further assistance on the topic?	8:42:40 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:28:10 PM
	<i>Ended due to chat idle timeout</i>	9:28:10 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Sep, 9:00:53 PM

#81898 jeff

Email: jeff@innovatedemo.com 18594335248

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: LEXINGTON

State: Kentucky

Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 18 Secs

jeff Hello, I am your Acebuddy

24 Sep, 9:00:53 PM

Acebuddy	Hello Jeff, I'm your Ace Buddy. I'll be happy to assist you!	9:00:54 PM
	Whom Would You Like to Connect With?	9:00:54 PM
jeff	Technical Support (QB & App Hosting)	9:01:01 PM
Acebuddy	Welcome to Ace Support.	9:01:01 PM
	Please chose an option :	9:01:01 PM
jeff	I'd like to raise a Request	9:01:08 PM
Acebuddy	Please select your request type.	9:01:08 PM
jeff	Other Request	9:01:12 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.	9:01:12 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:01:12 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:36:12 PM
	<i>Ended due to chat idle timeout</i>	9:36:12 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Sep, 4:59:30 PM

#81244 George Fowler

Email: gpmfowler@gmail.com 8478991763

Department: Support(QB & App Hosting)

Operator: Shubham Gupta

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 35 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

George Fowler	Hello, I am your Acebuddy	7 Sep, 4:59:31 PM
Acebuddy	Hello Gpmfowler, I'm your Ace Buddy. I'll be happy to assist you!	4:59:32 PM
	Whom Would You Like to Connect With?	4:59:32 PM
George Fowler	Technical Support (QB & App Hosting)	4:59:37 PM
Acebuddy	Welcome to Ace Support.	4:59:37 PM
	Please chose an option :	4:59:37 PM
George Fowler	I'd like to report an Issue	4:59:44 PM
Acebuddy	Please select an option!	4:59:44 PM
George Fowler	QuickBooks Issue	5:00:06 PM
Acebuddy	What type of QuickBooks Issue are you facing?	5:00:06 PM
George Fowler	QuickBooks Update	5:00:43 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.	5:00:43 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.	5:00:43 PM
	Do you need any further assistance on the topic?	5:00:43 PM
George Fowler	Yes	5:01:05 PM
Acebuddy	Please wait while we connect you to our Support Representative	5:01:05 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:01:05 PM
	<i>Shubham Gupta accepted the chat transfer request.</i>	5:01:22 PM
Shubham Gupta	Thank you for contacting Ace Cloud Hosting. My name is Shubham Gupta. I will be assisting you today.	5:01:30 PM
George Fowler	hello shubham can you help me with one of my quickbooks files. my colleague has made updates in quickbooks that i am not seeing in my file	5:02:05 PM
Shubham Gupta	Sure, I will definitely help you in this.	5:02:40 PM
	Gpmfowler please confirm your business name that is registered with ACE.	5:02:48 PM
	This message has been deleted	5:03:07 PM
George Fowler	Candlelite	5:03:30 PM
Shubham Gupta	Thank you for the details, Kindly allow me sometime to open the account and the server on my end.	5:04:02 PM
George Fowler	ok	5:05:04 PM
Shubham Gupta	Could you please confirm if you are logged in with username GeorgeF?	5:05:47 PM

George Fowler	yes i am	5:06:39 PM
Shubham Gupta	May I take the remote access of your server?	5:07:09 PM
George Fowler	yes	5:07:29 PM
Shubham Gupta	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	5:08:25 PM
George Fowler	ok i will contact you later	5:32:13 PM
Shubham Gupta	Thank you for the confirmation, as discussed kindly let us know once fran is available.	5:32:58 PM
	I will be sharing teh ticket ID over the email.	5:33:06 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:33:10 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	5:33:16 PM
<i>Shubham Gupta has ended this chat session</i>		5:33:19 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Sep, 3:32:25 PM

#81229 krisika

Email: krisika@hkidata.com 7383092838

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 1 Min 36 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 1 Hour 9 Mins

krisika	Hello, I am your Acebuddy	6 Sep, 3:32:26 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	3:32:27 PM
	Whom Would You Like to Connect With?	3:32:27 PM
krisika	Technical Support (QB & App Hosting)	3:32:29 PM
Acebuddy	Welcome to Ace Support.	3:32:29 PM
	Please chose an option :	3:32:29 PM
krisika	I'd like to report an Issue	3:32:37 PM
Acebuddy	Please select an option!	3:32:37 PM
krisika	Other Issue	3:32:41 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:32:41 PM
krisika	Hi	3:33:01 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:33:02 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:33:02 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	3:33:06 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	3:33:16 PM
	Your previous chat is still connected, have to launched remote connection link on your local system browser?	3:34:00 PM
krisika	Yes	3:34:46 PM
Shubham Maurya	https://assist.acecloudhosting.com/join/3162209058	3:35:47 PM
	Kindly paste this link in the browser of local computer and join the session.	3:35:52 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	3:35:58 PM
	We will be closing that previous chat session and continue over here.	3:36:23 PM
	This Ping result should be less than 31-41 to get a good performance of Internet.	3:41:59 PM
krisika	This is interent issue ?	3:43:26 PM
Shubham Maurya	yes, still let me try to change few settings.	3:45:24 PM
krisika	Ok	3:45:38 PM
Shubham Maurya	Please can you confirm me your location so that I can set nearest server.	3:46:02 PM
krisika	Borsad location	3:47:34 PM
Shubham Maurya	Thanks for the confirmation, please hold on let me check.	3:48:44 PM
	Currently we are downloading new RDP application ace connect to check if it works or not, but you can see that download speed is not good for this which is due to Internet connection which you are using right now.	3:53:23 PM

	Ping is a network utility that measures the latency (delay) between your device and another device (usually a server) on the internet. High ping means your data is taking too long to reach its destination and return. This can cause several issues like this download taking too long right now.	3:55:41 PM
	Your network is having ping issues right now, so if you can please try to switch to a different ISP to get better Internet connectivity because in this network few webpages might work well but some of them will still face issues like this download and RDP which you are trying to use.	3:57:53 PM
	This is 72 MB file and till now only 3 MB is downloaded so far.	3:58:22 PM
krisika	How to problem slove ?	3:58:29 PM
Shubham Maurya	Permanent solution is to change ISP or connection type which you are using, like if you are using WIFI then switch to wired connection with a better speed coverage.	4:01:38 PM
	Temp solutions we can try Restart Router/Modem, Close Unnecessary Apps, Change DNS or VPN.	4:02:44 PM
	Can you try to reboot your router device, then main device which is connected with Internet cable coming from outside of premises?	4:04:18 PM
krisika	The router is connected and turned on.	4:08:40 PM
Shubham Maurya	Yes, you need to restart it or just unplug the power cable to router and plug it back to perform reboot.	4:09:55 PM
krisika	Ok	4:10:39 PM
Shubham Maurya	Once done please let me know are remote session is not working right now.	4:13:09 PM
	Have you rebooted router or your computer?	4:14:17 PM
krisika	Yes	4:14:31 PM
Shubham Maurya	Okay, please try to use the application now.	4:18:49 PM
	We have even changed your system DNS to google DNS manually.	4:19:15 PM
	<i>4:23:42 PM Shubham Maurya is sharing a file with you image.png - (Size:694 Bytes)</i>	4:23:42 PM
	<i>This is how top network Icon will look when your Internet connection is working good, this shows that</i>	
	<i>4:24:55 PM Shubham Maurya is sharing a file with you image.png - (Size:6.82 KB)</i>	4:24:55 PM
	<i>This is how your RDP network connection is showing, low signal means network connectivity issues will</i>	
krisika	Ok	4:27:27 PM
	Thank you	4:27:53 PM
Shubham Maurya	Thank you for your understanding with us Krisika, Please try to switch your Internet connection and we will also keep working on your escalated case, Please can you share any date and time window when we can perform OS upgrade on server?	4:30:54 PM
krisika	Call nilay sir and discuss	4:39:01 PM
Shubham Maurya	Sure, Thanks for the confirmation Krisika.	4:40:10 PM
	We will forward your request to our escalation team.	4:40:27 PM
krisika	Thank you	4:40:27 PM

Shubham Maurya	Is there anything else I may help you with ?	4:40:30 PM
krisika	No	4:40:33 PM
	Thank you	4:40:37 PM
Shubham Maurya	You are most welcome.	4:40:52 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:40:54 PM
	<i>Shubham Maurya has ended this chat session</i>	4:42:00 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details	25 Sep, 9:28:16 AM
#81934 gemma	
Email: gemma@am.consulting +639178137837	
Department: Support(QB & App Hosting)	
Operator: Rohan	
Website: https://www.acecloudhosting.com/support-chat.php	
Operating System: Microsoft Windows	
Browser: Microsoft Edge	
Device: Desktop	
Average Response Time: 54 Secs	
City: MAG-ASA WANG SAPA	
State: Bulacan	
Country: PHILIPPINES	

Chat Transcript	Chat Duration : 50 Mins 10 Secs
gemma	Hello, I am your Acebuddy
Acebuddy	Hello Gemma, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
gemma	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :

gemma	I'd like to raise a Request	9:28:39 AM
Acebuddy	Please select your request type.	9:28:39 AM
gemma	Other Request	9:29:14 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.	9:29:14 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:29:14 AM
gemma	Yes, I'm facing issues with my server	9:29:26 AM
Acebuddy	Please select an option!	9:29:26 AM
gemma	QuickBooks Issue	9:29:32 AM
Acebuddy	What type of QuickBooks Issue are you facing?	9:29:32 AM
gemma	Other QB related issue	9:30:04 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:30:04 AM
gemma	I am saving a report to our OneDrive, but it seems that QB is not mapped. May I kindly ask you to map QB to OneDrive, please?	9:31:00 AM
Acebuddy	Please wait while we connect you to a Support Representative	9:31:01 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:31:01 AM
	<i>Rohan accepted the chat transfer request.</i>	9:31:08 AM
	<i>9:31:08 AM gemma is sharing a file with you <u>1_image.png</u> - (Size:12.64 KB)</i>	9:31:08 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	9:31:15 AM
	Hello Gemma, How are you doing today ?	9:31:25 AM
gemma	Hi Rohan	9:31:33 AM
	not great	9:31:40 AM
	can you help with my issues please?	9:31:50 AM
Rohan	I do apologise for the inconvenience caused to you.	9:32:22 AM
	I will surely help you with this issue.	9:32:27 AM
	Kindly allow me 3-4 minutes to check the same.	9:32:34 AM
	I believe you're encountering this issue on the server, correct?	9:35:16 AM
gemma	yes	9:35:25 AM
Rohan	May I take the remote access of your server?	9:36:27 AM
gemma	sure	9:36:32 AM
Rohan	Prior providing the access, I would suggest you to close any important documents at your end.	9:36:53 AM
gemma	ok	9:37:08 AM

	done	9:37:49 AM
Rohan	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.	9:38:41 AM
gemma	ok	9:38:53 AM
Rohan	Is this the first time you are facing this issue?	9:39:39 AM
gemma	yes, but yesterday Vikas created a new .rdp for me because it was lost	9:40:11 AM
Rohan	Thanks for the confirmation !	9:40:37 AM
	Could you please close everything and check again ?	9:40:50 AM
gemma	ok	9:40:57 AM
Rohan	Please allow me some time	9:45:02 AM
	I would need the remote access of your Local PC	9:47:41 AM
	May I take the remote access of your local computer?	9:47:46 AM
	Are we still connected here?	9:49:58 AM
	Are we still connected here?	9:51:21 AM
gemma	hi rohan	9:52:12 AM
Rohan	Yes Gemma	9:52:20 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:52:25 AM
gemma	ok	9:52:35 AM
Rohan	Kindly Copy and Paste the below link in any browser of your Local PC and Join the session https://assist.acecloudhosting.com/join/5292506857	9:53:10 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.	9:56:06 AM
	Gemma, Do you always save Report at this location ?	10:07:22 AM
	Is there anything else I may help you with ?	10:17:53 AM
gemma	that's all for now rohan	10:18:14 AM
Rohan	Thanks for the confirmation !	10:18:16 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:18:22 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	
		10:18:25 AM

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

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

Rohan has ended this chat session

10:18:27 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Sep, 10:46:14 PM

#81856 Catalina

Email: accounting@fgs-a.com 7865015913

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 46 Secs

City: MIAMI

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 46 Mins 24 Secs

Catalina	Hello, I am your Acebuddy	23 Sep, 10:46:16 PM
Acebuddy	Hello Catalina, I'm your Ace Buddy. I'll be happy to assist you!	10:46:17 PM
	Whom Would You Like to Connect With?	10:46:17 PM
Catalina	Managed IT	10:46:45 PM
Acebuddy	Please wait while we connect you to an available Representative.	10:46:45 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:46:45 PM
	<i>Ayush Kishor accepted the chat transfer request.</i>	10:46:51 PM
Ayush Kishor		

	Thank you for choosing ACE cloud Hosting, my name is Ayush. How may I assist you today?	10:47:32 PM
Catalina	I am trying to give access to a person in QB, but I believe I need to buy another user, can you please confirm?	10:48:09 PM
Ayush Kishor	Before proceeding, could you please confirm your company name or Customer ID?	10:49:34 PM
Catalina	FGS DESIGN LLC	10:51:25 PM
Ayush Kishor	Please stay connected, I am transferring your chat to the concerned department.	10:52:21 PM
	<i>Ayush Kishor is transferring the chat to Support(QB & App Hosting).</i>	10:52:36 PM
Catalina	thanks	10:52:37 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	10:52:51 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	10:53:00 PM
	Hello Catalina	10:53:17 PM
	How are you doing today?	10:53:24 PM
Catalina	GOOD	10:53:36 PM
Abhay Kumar Saraswat	Great.	10:53:46 PM
	Is it regarding to add new user to your account?	10:54:06 PM
Catalina	CORRECT	10:55:16 PM
Abhay Kumar Saraswat	Okay.	10:55:26 PM
Catalina	IT IS FOR qb	10:56:20 PM
	QB	10:56:22 PM
Abhay Kumar Saraswat	I see there are currently three active users on your account. Would you like to add a fourth user to access QuickBooks?	10:56:23 PM
Catalina	I gave Rodrigo access to the RDP, but he can't log in to QB.	10:57:35 PM
	he doesn't have a username and password	10:57:59 PM
	<i>10:58:27 PM Catalina is sharing a file with you</i>	10:58:27 PM
	<i><u>Screen Shot 2025-09-23 at 12.40.19 PM.png</u> - (Size:322.17 KB)</i>	
Abhay Kumar Saraswat	Thank you for sharing the screenshot.	10:58:50 PM
	Do you have the admin password?	10:59:06 PM
Catalina	We only have Cata and Admin	10:59:08 PM
	yes	10:59:14 PM
Abhay Kumar Saraswat	Okay.	10:59:20 PM
	Kindly allow me two minutes to check the same.	10:59:24 PM

Catalina	ok	10:59:34 PM
Abhay Kumar Saraswat	Please allow me 2-3 more minutes to check details on your server.	11:02:31 PM
	Please stay with me.	11:02:40 PM
Catalina	Thanks	11:02:49 PM
Abhay Kumar Saraswat	Thank you for your patience.	11:04:53 PM
	I've checked and found that you are using QuickBooks Enterprise with a 3-user license. You'd like to add Rodrigo as the third user, correct? (Edited)	11:06:29 PM
Catalina	yes please	11:06:52 PM
Abhay Kumar Saraswat	Great.	11:06:59 PM
	May I show you the process by taking a remote session?	11:07:27 PM
Catalina	ok	11:08:28 PM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	11:08:56 PM
	https://assist.acecloudhosting.com/join/9682225710	11:09:04 PM
Catalina	ok	11:09:06 PM
Abhay Kumar Saraswat	Kindly paste this link in the browser of local computer and join the session.	11:09:08 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:12:20 PM
	Thank you for your patience.	11:27:26 PM
	As disucssed, You can ask Rodrigo to log in and re-initiate the chat if any issue persists, or you may contact us directly at 888-415-5240 (toll-free).	11:27:39 PM
	Are we still connected here?	11:28:40 PM
	Are we still connected here?	11:30:01 PM
	Are we still connected here?	11:31:35 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.	11:32:36 PM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	11:32:40 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Sep, 12:03:14 AM

#81043 Patricia Joanne Don Francesco

Email: trish@metro-az.com 6023181033

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 11 Secs

City: SCOTTSDALE

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 9 Secs

Patricia Joanne Don Francesco	Hello, I am your Acebuddy	2 Sep, 12:03:14 AM
Acebuddy	Hello Patricia Joanne Don Francesco, I'm your Ace Buddy. I'll be happy to assist you!	12:03:15 AM
	Whom Would You Like to Connect With?	12:03:15 AM
Patricia Joanne Don Francesco	Technical Support (QB & App Hosting)	12:03:18 AM
Acebuddy	Welcome to Ace Support.	12:03:19 AM
	Please chose an option :	12:03:19 AM
Patricia Joanne Don Francesco	I'd like to report an Issue	12:03:23 AM
Acebuddy	Please select an option!	12:03:23 AM
Patricia Joanne Don Francesco	QuickBooks Issue	12:03:28 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:03:28 AM
Patricia Joanne Don Francesco	Other QB related issue	12:03:42 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:03:42 AM
Patricia Joanne Don Francesco	can not get the site to co	12:03:59 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:04:00 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	12:04:00 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	12:04:17 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	12:04:23 AM
	Hello Patricia	12:04:30 AM
Patricia Joanne Don Francesco	thanks I can not get conected to your site it just shows a red screen	12:05:07 AM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	12:05:33 AM
	Are you the only one experiencing this issue, or are others affected as well?	12:05:41 AM
Patricia Joanne Don Francesco	just this site all outhter sites are working and function=ing i have interest connect internet is working fine	12:06:08 AM
Sujeet Kumar Suman	Are you encountering any errors when trying to access it?	12:06:26 AM
Patricia Joanne Don Francesco	oo just the ace site	12:06:39 AM
Sujeet Kumar Suman	When was the last time you were able to access the server?	12:06:50 AM
Patricia Joanne Don Francesco	earleir today	12:07:01 AM
Sujeet Kumar Suman	Thank you for the information.	12:07:05 AM
	No worries, I will definitely assist you with this.	12:07:14 AM
	May I take the remote access of your local computer?	12:07:23 AM
Patricia Joanne Don Francesco	yes	12:07:27 AM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	12:07:40 AM
Patricia Joanne Don Francesco	ove forward	12:07:49 AM
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/5582516747	12:07:52 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:11:29 AM
	Thank you for your patience.	12:16:46 AM
	As per discussion over the remote session, The issue is resolved.	12:16:57 AM
	Is there anything else I may help you with ?	12:17:00 AM
	Are we still connected here?	12:19:13 AM
	Are we still connected here?	12:21:15 AM
	Are we still connected here?	12:23:04 AM

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

12:23:08 AM

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

12:23:14 AM

Sujeet Kumar Suman has ended this chat session

12:23:24 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Sep, 8:12:38 PM

#82080 Jerry Monts De Oca

Email: jerry@worldwidedoors.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: ODESSA

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 23 Secs

Jerry Monts De Oca	Hello, I am your Acebuddy	30 Sep, 8:12:38 PM
Acebuddy	Hello Jerry Monts De Oca, I'm your Ace Buddy. I'll be happy to assist you!	8:12:39 PM
	Whom Would You Like to Connect With?	8:12:39 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.	8:43:01 PM
	<i>Ended due to chat idle timeout</i>	8:43:01 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Sep, 2:47:41 AM

#81297 Amy Wiggins

Email: awdiver@yahoo.com ☎ 2178170131

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: 49 Secs

City: GEORGE TOWN

State: Cayman Islands

Country: CAYMAN ISLANDS

Chat Transcript

Chat Duration : 19 Mins 49 Secs

Amy Wiggins	Hello, I am your Acebuddy	9 Sep, 2:47:43 AM
Acebuddy	Hello Amy Wiggins, I'm your Ace Buddy. I'll be happy to assist you!	2:47:43 AM
	Whom Would You Like to Connect With?	2:47:43 AM
Amy Wiggins	Technical Support (QB & App Hosting)	2:47:49 AM
Acebuddy	Welcome to Ace Support.	2:47:49 AM
	Please chose an option :	2:47:49 AM
Amy Wiggins	I'd like to report an Issue	2:47:57 AM
Acebuddy	Please select an option!	2:47:57 AM
Amy Wiggins	Other Issue	2:48:01 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:48:01 AM
Amy Wiggins	Hello. We recently migrated to a new Quickbooks Server. Our previous server had Microsoft Excel available. It is not installed on our new Server instance and we need from reports from Quickbooks. Please help!	2:49:42 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:49:43 AM
<i>Acebuddy (bot) forwarded the chat request</i>		2:49:43 AM
<i>Anjainay Singh accepted the chat transfer request.</i>		2:50:01 AM

Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	2:50:08 AM
Amy Wiggins	Hi Anjainay. Thank you for your help.	2:50:27 AM
Anjainay Singh	Hello Amy, how are you?	2:50:46 AM
	I got your concern and assure you a proper resolution in resolving this issue.	2:51:54 AM
Amy Wiggins	I am well, just sad that I cannot access Excel any more like I used to be able to.	2:52:17 AM
Anjainay Singh	Please allow me two minutes so that I can look into it and provide you a proper resolution.	2:53:45 AM
Amy Wiggins	OK, thank you.	2:53:52 AM
Anjainay Singh	As I can see server does not have Excel Installed and we need to install it on server.	2:57:03 AM
Amy Wiggins	Yes, that is correct. It's not installed, but it was on our previous server.	2:57:34 AM
Anjainay Singh	I am installing it on server, however we need an authorization from [emily@snap.ky] (mailto:emily@snap.ky) to support@acecloudhosting.com so that we can install it on server.	2:59:35 AM
	Please also note that adding Excel on server would cost \$5.99/user/month.	3:00:03 AM
Amy Wiggins	OK, I will talk to her asking her to send an e-mail to authorize it.	3:00:17 AM
Anjainay Singh	Sure once she send it I will instantly install it on server as it will take 15-20 minutes Amy.	3:01:05 AM
	I will contact her on your behalf regarding excel addition.	3:01:59 AM
	Once installation is done I will let you know over an email.	3:02:19 AM
	Are we still connected here?	3:02:48 AM
Amy Wiggins	Yes, just a moment, just asking Emil.	3:03:07 AM
Anjainay Singh	Sure Amy.	3:03:09 AM
Amy Wiggins	OK, thank you. I've notified Emily and hopefully she'll send the e-mail when she has a moment.	3:06:42 AM
Anjainay Singh	Amy Wiggins, Is there anything else I may help you with?	3:06:44 AM
Amy Wiggins	That's it. Thank you.	3:06:51 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	3:06:57 AM
	Please share your positive feedback	3:07:20 AM
Amy Wiggins	OK thank you.	3:07:23 AM
Anjainay Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:07:30 AM

Anjainay Singh has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Sep, 2:51:48 PM

#81228 krisika

Email: krisika@hkidata.com 7383092838

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 2 Mins 31 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 44 Mins 50 Secs

krisika	Hello, I am your Acebuddy	6 Sep, 2:51:50 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	2:51:50 PM
	Whom Would You Like to Connect With?	2:51:50 PM
krisika	Technical Support (QB & App Hosting)	2:51:56 PM
Acebuddy	Welcome to Ace Support.	2:51:56 PM
	Please chose an option :	2:51:56 PM
krisika	I'd like to report an Issue	2:52:01 PM
Acebuddy	Please select an option!	2:52:01 PM
krisika	Other Issue	2:52:04 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:52:05 PM
krisika	Hi	2:52:15 PM
Acebuddy	Please wait while we connect you to a Support Representative	2:52:16 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:52:16 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	2:52:23 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	2:53:13 PM

krisika	Server in working speed very slow in all users	2:54:16 PM
Shubham Maurya	As we can see, there is an ongoing ticket regarding QuickBooks not responding on the server. We truly understand, Krisika, that this is not the kind of experience we want any of our customers to go through. Please rest assured that we're doing our best to resolve this as quickly and smoothly as possible for you.	2:54:59 PM
	Let me check the ticket details to share you latest update on the ticket as per our escalation team.	2:56:08 PM
krisika	Quickbook open but server in all process working very slow	2:57:11 PM
Shubham Maurya	Thank you so much for your patience, Krisika. As per the latest update from our escalation team, it appears that updating the server's operating system is necessary in order to proceed with further troubleshooting.	2:59:38 PM
	We do understand let me check if we can perform few steps to make it work.	3:00:25 PM
	To help minimize any disruption to your operations, we'd like to propose scheduling this upgrade over a weekend. Please let us know which upcoming weekend would be most convenient for you, and we'll do our best to accommodate your preferred timing.	3:01:33 PM
	We also wanted to inform you that, as per our previous representative on chat, a recent test showed high latency on your current network connection. If possible, could you check whether there is an alternative internet connection available at the moment that we can test with? This will help us narrow down the issue more efficiently.	3:04:20 PM
krisika	Another no interent	3:07:18 PM
Shubham Maurya	You can also give a try with mobile hotspot to test?	3:08:47 PM
krisika	No mobile hospot	3:09:12 PM
	Only one interent connection	3:09:39 PM
Shubham Maurya	We do understand Krisika, but as per the test your current Internet connection is facing latency issues and from our end we'll be upgrading the OS version to make it more stable.	3:11:49 PM
	Let me perform server reboot once again and check if it works for you or not.	3:12:24 PM
krisika	Ok	3:13:56 PM
	Server in working speed very slow	3:19:23 PM
	All users issue	3:19:38 PM
Shubham Maurya	Thanks for your patience, as we have already rebooted the server and you are still facing same issue which is due to Internet connectivity.	3:21:49 PM
	Let me check using remote if we can perform any further steps on your local machine to optimize Internet connectivity.	3:23:02 PM
	May I take the remote access of your local computer?	3:23:09 PM
krisika	Yes	3:23:24 PM
Shubham Maurya	https://assist.acecloudhosting.com/join/3162209058	3:25:05 PM
	Kindly paste this link in the browser of local computer and join the session.	3:25:12 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	3:25:17 PM

Are we still connected here?	3:32:24 PM
Are we still connected here?	3:34:07 PM
Are we still connected here?	3:35:30 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.	3:36:30 PM
<i>Shubham Maurya has ended this chat session</i>	3:36:40 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details	24 Sep, 9:18:50 PM
#81903 kendrakphillips	
Email: kendrakphillips@gmail.com ☎ 9038261554	
Department: Support(QB & App Hosting)	
Operator: Manish Singh	
Website: https://www.acecloudhosting.com/support-chat.php	
Operating System: Mac OS	
Browser: Google Chrome	
Device: Desktop	
Average Response Time: 41 Secs	
City: ROUND ROCK	
State: Texas	
Country: UNITED STATES	

Chat Transcript	Chat Duration : 21 Mins 50 Secs
kendrakphillips	Hello, I am your Acebuddy
Acebuddy	Hello Kendrakphillips, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
kendrakphillips	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :

kendrakphillips	I'd like to report an Issue	9:18:57 PM
Acebuddy	Please select an option!	9:18:57 PM
kendrakphillips	QuickBooks Issue	9:19:05 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:19:05 PM
kendrakphillips	Other QB related issue	9:19:08 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:19:08 PM
	<i>9:19:33 PM kendrakphillips is sharing a file with you PNG image.png - (Size:71.63 KB)</i>	9:19:33 PM
	Please wait while we connect you to a Support Representative	9:19:33 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:19:33 PM
	<i>Arun Sharma declined the transfer request.</i>	9:19:36 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:20:24 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:20:33 PM
	I will surely help you with this issue.	9:21:23 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?	9:24:20 PM
kendrakphillips	This is teh second time I've chatted about this issue this morning. We only have one user	9:24:46 PM
Manish Singh	Kindly allow me two minutes to check the same.	9:25:34 PM
	May I take the remote access of your server?	9:26:38 PM
kendrakphillips	My server or my computer	9:27:00 PM
Manish Singh	Server, kendra	9:27:14 PM
kendrakphillips	Yes	9:27:19 PM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	9:27:27 PM
kendrakphillips	I have nothing open on the server	9:27:41 PM
	i assume you want me to log in	9:28:59 PM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:29:31 PM
	yes	9:29:37 PM
	Are we still connected here?	9:35:17 PM
kendrakphillips	yes	9:35:25 PM
Manish Singh	Seems like everything working fine as you are able to successfully able to access company file.	9:36:46 PM
kendrakphillips	Okay, I was able to log in after the first chat as well and then got the same message so we'll see i guess	9:37:17 PM

Manish Singh	Yes, we will take follow up on this case.	9:37:41 PM
	Is there anything else I may help you with ?	9:37:46 PM
	Are we still connected here?	9:38:06 PM
	Are we still connected here?	9:39:39 PM
	Are we still connected here?	9:40:34 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.	9:40:39 PM
	<i>Manish Singh has ended this chat session</i>	9:40:41 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Sep, 1:06:23 AM

#81921 shannon

Email: shannon@deyoungmw.com ☎ 7133766700

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: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 3 Secs

shannon	Hello, I am your Acebuddy	25 Sep, 1:06:23 AM
Acebuddy	Hello Shannon, I'm your Ace Buddy. I'll be happy to assist you!	1:06:24 AM
	Whom Would You Like to Connect With?	1:06:24 AM
shannon	Technical Support (QB & App Hosting)	1:08:42 AM
Acebuddy	Welcome to Ace Support.	1:08:42 AM

	Please chose an option :	1:08:42 AM
shannon	I'd like to report an Issue	1:08:55 AM
Acebuddy	Please select an option!	1:08:55 AM
shannon	QuickBooks Issue	1:08:59 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:08:59 AM
shannon	QuickBooks is Frozen	1:09:06 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	1:09:06 AM
	Was that helpful?	1:09:06 AM
	<i>Ended due to chat idle timeout</i>	1:42:27 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	1:42:27 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Sep, 7:51:36 PM

#81838 tclark

Email: tclark@peakmedicalpc.com

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: 20 Secs

City: PARK CITY

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 33 Secs

tclark Hello, I am your Acebuddy

23 Sep, 7:51:37 PM

Acebuddy	Hello Tclark, I'm your Ace Buddy. I'll be happy to assist you!	7:51:38 PM
	Whom Would You Like to Connect With?	7:51:38 PM
tclark	Technical Support (QB & App Hosting)	7:51:49 PM
Acebuddy	Welcome to Ace Support.	7:51:49 PM
	Please chose an option :	7:51:49 PM
tclark	I'd like to report an Issue	7:52:34 PM
Acebuddy	Please select an option!	7:52:34 PM
tclark	QuickBooks Issue	7:52:39 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:52:39 PM
tclark	Other QB related issue	7:52:48 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:52:49 PM
tclark	My computer is stuck on refreshing list	7:53:04 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:53:05 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:53:05 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:54:24 PM
	<i>Manish Singh is transferring the chat to Sanyam Madan.</i>	7:54:36 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	7:54:39 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	7:54:48 PM
	Hello , how are you doing	7:55:01 PM
tclark	thank you	7:55:01 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:55:13 PM
tclark	good... I am stuck on refreshing list on QB and cannot get into my system	7:55:29 PM
Sanyam Madan	Can you please confirm your server name as well as username ?	7:56:23 PM
tclark	QBNXTPRE1 and username is tclark	7:56:45 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	7:56:58 PM
	Is it happening to just you or all the users?	8:00:56 PM
tclark	Just to me	8:01:04 PM
Sanyam Madan	Please check at your end, if it is working fine now	8:01:27 PM
tclark	it is now working. Thank you	8:02:08 PM
Sanyam Madan	Is there anything else I may help you with ?	8:02:20 PM
tclark	No I am good, thanks again	8:02:37 PM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	8:02:44 PM

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

8:03:06 PM

Sanyam Madan has ended this chat session

8:03:10 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Sep, 5:08:15 PM

#81530 Raphael Silva

Email: rsilva@bostonmarineservices.com

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 6 Secs

City: CHARLESTOWN

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 18 Secs

Raphael Silva	Hello, I am your Acebuddy	15 Sep, 5:08:53 PM
Acebuddy	Hello Raphael Silva, I'm your Ace Buddy. I'll be happy to assist you!	5:08:54 PM
	Whom Would You Like to Connect With?	5:08:54 PM
Raphael Silva	Technical Support (QB & App Hosting)	5:09:19 PM
Acebuddy	Welcome to Ace Support.	5:09:23 PM
	Please chose an option :	5:09:23 PM
Raphael Silva	I'd like to raise a Request	5:10:24 PM
Acebuddy	Please select your request type.	5:10:28 PM
Raphael Silva	Password Reset	5:10:35 PM
Acebuddy	Please select an option below	5:10:39 PM

Raphael Silva	Not Enrolled to Selfcare Portal	5:10:52 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.	5:10:52 PM
	Do you need any further assistance on the topic?	5:10:52 PM
Raphael Silva	Yes	5:17:27 PM
Acebuddy	Please wait while we connect you to our Support Representative	5:17:31 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:17:32 PM
	<i>Yash Ahi accepted the chat transfer request.</i>	5:17:48 PM
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.	5:17:52 PM
	Hi Raphael. How are you doing today?	5:18:06 PM
	I will surely help you with this issue.	5:19:01 PM
	Could you please help me with your server name or business name?	5:19:04 PM
	Are we still connected here?	5:20:36 PM
	Are we still connected here?	5:22:07 PM
	Are we still connected here?	5:23:22 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	5:25:02 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:25:08 PM
	<i>Yash Ahi has ended this chat session</i>	5:25:12 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Sep, 10:38:48 PM

#81272 Kierra Calingaert

Email: kierra@persinggroup.com ☎ 7758304412

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 6 Secs

City: RENO

State: Nevada

Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 40 Secs

Kierra Calingaert	Hello, I am your Acebuddy	8 Sep, 10:38:49 PM
Acebuddy	Hello Kierra Calingaert, I'm your Ace Buddy. I'll be happy to assist you!	10:38:50 PM
	Whom Would You Like to Connect With?	10:38:50 PM
Kierra Calingaert	Technical Support (QB & App Hosting)	10:39:04 PM
Acebuddy	Welcome to Ace Support.	10:39:04 PM
	Please chose an option :	10:39:04 PM
Kierra Calingaert	I'd like to raise a Request	10:39:10 PM
Acebuddy	Please select your request type.	10:39:10 PM
Kierra Calingaert	Password Reset	10:39:14 PM
Acebuddy	Please select an option below	10:39:14 PM
Kierra Calingaert	Not Enrolled to Selfcare Portal	10:39:19 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	10:39:19 PM
	Do you need any further assistance on the topic?	10:39:19 PM
Kierra Calingaert	Yes	10:40:36 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:40:36 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:40:36 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	10:40:45 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	10:40:52 PM
	Hello Kierra	10:41:01 PM
	Are we still connected here?	10:42:02 PM
	Are we still connected here?	10:44:06 PM
	Are we still connected here?	10:52:17 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:52:28 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Sep, 6:03:49 PM

#81199 Greg Schantz

Email: greg.schantz@nutrallifebiosciences.com 15613028106

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 27 Secs

City: ALPHARETTA

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 29 Mins 6 Secs

Greg Schantz	Hello, I am your Acebuddy	5 Sep, 6:03:50 PM
Acebuddy	Hello Greg Schantz, I'm your Ace Buddy. I'll be happy to assist you!	6:03:51 PM
	Whom Would You Like to Connect With?	6:03:51 PM
Greg Schantz	Technical Support (QB & App Hosting)	6:04:15 PM
Acebuddy	Welcome to Ace Support.	6:04:15 PM
	Please chose an option :	6:04:15 PM
Greg Schantz	I'd like to report an Issue	6:04:24 PM
Acebuddy	Please select an option!	6:04:24 PM
Greg Schantz	QuickBooks Issue	6:04:27 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:04:27 PM
Greg Schantz	Other QB related issue	6:04:35 PM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:04:35 PM
	<i>6:05:26 PM Greg Schantz is sharing a file with you</i> <u>Screenshot 2025-09-05 at 8.34.05 AM.png</u> - (Size:22.85 KB)	6:05:26 PM
	<i>Cant import webconnect file for banking</i>	
	Please wait while we connect you to a Support Representative	6:05:27 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:05:27 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	6:05:31 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	6:05:50 PM
	Hello , how are you doing	6:06:13 PM
Greg Schantz	Fine	6:06:40 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:06:55 PM
Greg Schantz	Nutra Ace	6:07:18 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	6:07:37 PM
	Greg , it is taking more time than usual	6:10:30 PM
	please allow me 2 more minutes	6:10:37 PM
	Greg , I just checked and is showing that your C drive space has been completely exhausted	6:13:09 PM
Greg Schantz	We have virtually nothing stored on the C drive	6:13:36 PM
	<i>6:13:38 PM Sanyam Madan is sharing a file with you</i> <u>image.png</u> - (Size:4.36 KB)	6:13:38 PM
Sanyam Madan	Currently I am trying to free up some space in your C drive	6:14:19 PM
	<i>6:15:17 PM Greg Schantz is sharing a file with you</i> <u>Screenshot 2025-09-05 at 8.44.14 AM.png</u> - (Size:143.17 KB)	6:15:17 PM
	<i>I show plenty of space. I checked before chat</i>	
	<i>6:15:42 PM Greg Schantz is sharing a file with you</i> <u>Screenshot 2025-09-05 at 8.44.14 AM.png</u> - (Size:143.17 KB)	6:15:42 PM
	Greg , thats the D drive	6:16:56 PM
	Your C drive has 0% free space left	6:17:14 PM
Greg Schantz	We don't store anything on the C drive. All files are put into Dropbox.	6:17:28 PM
Sanyam Madan	I am trying to free up some space	6:17:28 PM
	<i>6:19:24 PM Sanyam Madan is sharing a file with you</i> <u>image.png</u> - (Size:10.14 KB)	6:19:24 PM
	Greg , these 2 users can try to free up some space from there end too	6:20:00 PM
	They are utilizing 24 GB of space from the C drive	6:20:32 PM

Greg Schantz	I don't even see the C drive. All i see is MyPc, which apparently is the D drive	6:21:10 PM
Sanyam Madan	Go to Start > Run and type "C:" without the quotes. Then click on OK	6:21:23 PM
	This way you can also see your C drive	6:21:42 PM
	C:Drive contains user profiles, application folders, cache files and client data	6:22:42 PM
Greg Schantz	how do i get to start	6:22:59 PM
Sanyam Madan	Type windows +R on the keyboard	6:24:16 PM
	then Type C:	6:24:30 PM
	For the time being, we will add 5 GB of space to the server to allow you to import your files.	6:26:52 PM
	Later on, you can try to free up some space on your end. Alternatively, if you prefer, we can share the storage pricing options with you.	6:27:44 PM
Greg Schantz	Check free space now please	6:29:16 PM
Sanyam Madan	We have added 5 GB from our side	6:29:39 PM
	<i>6:29:42 PMSanyam Madan is sharing a file with you image.png - (Size:2.43 KB)</i>	6:29:42 PM
	This is your free space now	6:29:50 PM
	You can now import your files	6:30:04 PM
Greg Schantz	i just deleted 220 files off my C: drive	6:30:23 PM
	<i>6:30:44 PMSanyam Madan is sharing a file with you image.png - (Size:4.15 KB)</i>	6:30:44 PM
Sanyam Madan	It only freed up 1 % of the space	6:31:00 PM
Greg Schantz	There's no easy way to see where the data is taking up space.	6:31:01 PM
	I have no idea how to see where the large files are located	6:31:26 PM
Sanyam Madan	After this chat , I will send you a detailed view of the C drive	6:31:45 PM
	From that you can figure out your larger files	6:32:02 PM
Greg Schantz	ok. Thanks	6:32:09 PM
Sanyam Madan	For the time being 5 gb has been added from our side so that you can import the files	6:32:30 PM
	Is there anything else I may help you with ?	6:32:37 PM
Greg Schantz	Good for now. Thanks!	6:32:47 PM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	6:32:51 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:32:54 PM
	<i>Sanyam Madan has ended this chat session</i>	6:32:57 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Sep, 11:25:05 PM

#81211 Karen Everhart

Email: sales@heritagepuzzle.com ☎ 336-650-6688

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: 43 Secs

City: WINSTON SALEM

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 12 Secs

Karen Everhart	Hello, I am your Acebuddy	5 Sep, 11:25:06 PM
Acebuddy	Hello Karen Everhart, I'm your Ace Buddy. I'll be happy to assist you!	11:25:07 PM
	Whom Would You Like to Connect With?	11:25:07 PM
Karen Everhart	Technical Support (QB & App Hosting)	11:25:12 PM
Acebuddy	Welcome to Ace Support.	11:25:13 PM
	Please chose an option :	11:25:13 PM
Karen Everhart	I'd like to report an Issue	11:25:19 PM
Acebuddy	Please select an option!	11:25:20 PM
Karen Everhart	Other Issue	11:25:24 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:25:24 PM
Karen Everhart	trying to install the new connect app and something doesn't seem to be working	11:25:46 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:25:46 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:25:46 PM

	<i>Anjainay Singh accepted the chat transfer request.</i>	11:25:55 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	11:26:01 PM
Karen Everhart	great	11:26:13 PM
Anjainay Singh	Hello Karen ,How are you?	11:26:27 PM
Karen Everhart	i'm good. I may have used the wrong user name when I tried to install the new connect app. Is it KarenEv	11:26:50 PM
Anjainay Singh	I understand your concern, your username is KarenEv@myrealdata.net	11:27:42 PM
Karen Everhart	ok. I had just put KarenEv. and then I had used lower case for heritagepuzzle.realdata.net for server name. Should I have used HeritagePuzzle@realdata.net with the capitals or does it matter?	11:28:34 PM
Anjainay Singh	Could you please confirm whether you are trying to setup ACE connect at your end?	11:28:36 PM
Karen Everhart	yes, that trying to set up Ace connect	11:28:49 PM
Anjainay Singh	I got it.	11:29:00 PM
	No it does not matter as server name is not case sensitive. (Edited)	11:29:33 PM
Karen Everhart	ok. So should I just start the process again using KarenEv@myrealdata.net as the username	11:30:03 PM
Anjainay Singh	Yes please try with that and let me know.	11:30:10 PM
Karen Everhart	ok.	11:30:21 PM
	it's still spinning....hang on	11:32:34 PM
Anjainay Singh	If you need my assistance I can assist you in setting up ACE connect over a remote session.	11:32:44 PM
Karen Everhart	yes, would love the help	11:33:32 PM
Anjainay Singh	Sure Karen.	11:33:40 PM
	Before taking remote session of your local machine I request you to please close important documents and folder at your end.	11:34:29 PM
Karen Everhart	nothing important is open	11:34:44 PM
Anjainay Singh	https://assist.acecloudhosting.com/join/1592686002	11:34:46 PM
	Please copy the URL and open it in your browser and download the remote.exe file.	11:35:12 PM
	Click on file located in download folder and select accept and continue.	11:35:39 PM
	We are connected.	11:36:17 PM
Karen Everhart	great	11:36:22 PM
Anjainay Singh	Please stay connected.	11:39:26 PM
	Please stay connected.	11:46:32 PM
	Hello Karen.	11:56:52 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.	11:57:10 PM
		11:57:57 PM

I will also share the ticket id with you over the mail once this chat is disconnected.

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

11:58:17 PM

Anjainay Singh has ended this chat session

11:58:19 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Sep, 10:28:05 PM

#81760 Renee

Email: renee@getbetternumbers.com 16367519776

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 22 Secs

City: ST LOUIS

State: Missouri

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 22 Secs

Renee	Hello, I am your Acebuddy	21 Sep, 10:28:05 PM
Acebuddy	Hello Renee, I'm your Ace Buddy. I'll be happy to assist you!	10:28:07 PM
	Whom Would You Like to Connect With?	10:28:07 PM
Renee	Technical Support (QB & App Hosting)	10:28:12 PM
Acebuddy	Welcome to Ace Support.	10:28:12 PM
	Please chose an option :	10:28:12 PM
Renee	I'd like to report an Issue	10:28:18 PM
Acebuddy	Please select an option!	10:28:19 PM
Renee	Other Issue	10:28:23 PM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:28:23 PM
Renee	Where do I go to get the QR Code for google authenticator to login to my RDP?	10:28:54 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:28:55 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:28:55 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	10:30:27 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:30:30 PM
	Hello Renee	10:30:35 PM
	How are you?	10:30:41 PM
Renee	Hi! Great! Support has been very helpful today!	10:30:58 PM
	I'm logging in to my client's RDP and need to know how to get the link to google authenticator	10:31:28 PM
Shashwat Verma	Thanks	10:31:42 PM
	I will surely help you with this issue.	10:31:50 PM
	To setup the google authenticator app, kindly visit the web site selfcare.acecloudhosting.com	10:32:36 PM
	Use the same credentials of server in the login process	10:33:02 PM
	It will prompt you the steps to setup the same (Edited)	10:33:21 PM
	Are we still connected here?	10:37:48 PM
Renee	Yes...but the QR code isn't working on my authenticator	10:40:40 PM
Shashwat Verma	May I know if you have Google Authenticator or any other authenticator application?	10:43:11 PM
Renee	I have google authenticator	10:43:26 PM
Shashwat Verma	Once you scan the QR code do you get any message?	10:44:08 PM
Renee	Which user name and password for push notification do I use?	10:47:56 PM
	Is it the ace cloud hosting? or is it my gmail authenticator?	10:48:41 PM
Shashwat Verma	If you are trying to login to your client's RDP than the client's email is likely set to receive the verification code, I can disenroll the email from backend and you can setup new email to receive the code. Shall I proceed with this?	10:50:37 PM
Renee	I am here...And I don't want to disenroll his.	10:51:27 PM
	<i>10:51:41 PM Renee is sharing a file with you image.png - (Size: 95.76 KB)</i>	10:51:41 PM
	Once here the ap asked me to put in a user name and password	10:51:59 PM
Shashwat Verma	Please ignore these instructions as they are not required. Please note that there can be only one email that can receive the verification code.	10:53:50 PM
Renee	Are you saying authenticator can't be installed on 2 devices?	10:54:42 PM
Shashwat Verma	Each user/identity can only have a single registered email to receive the verification code. It is not possible to add multiple emails to get the code.	10:56:16 PM

Renee	I can get access to the email	10:57:59 PM
	NM, I've got it now...TY	10:59:11 PM
Shashwat Verma	Google authenticator app can be installed on any number of devices but when you login to server you get a prompt to enter the verification code, and it is sent to only one registered email. You can have same email registered for multiple RDP logins, but you cannot register multiple emails for one RDP login.	10:59:27 PM
	Is there anything else I may help you with ?	10:59:49 PM
Renee	No, but thank you for your assistance!	11:00:08 PM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:00:20 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!	11:00:24 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

Shashwat Verma has ended this chat session

11:00:28 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Sep, 7:06:07 PM

#81232 GEORGE MIRANDA

Email: georgem@hdmtax.com 12013946001

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: BOYDTON

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 49 Secs

GEORGE MIRANDA	Hello, I am your Acebuddy	6 Sep, 7:06:09 PM
Acebuddy	Hello George Miranda, I'm your Ace Buddy. I'll be happy to assist you!	7:06:10 PM
	Whom Would You Like to Connect With?	7:06:10 PM
GEORGE MIRANDA	Technical Support (QB & App Hosting)	7:06:23 PM
Acebuddy	Welcome to Ace Support.	7:06:23 PM
	Please chose an option :	7:06:23 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	7:44:59 PM
	<i>Ended due to chat idle timeout</i>	7:44:59 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Sep, 5:41:56 PM

#81939 freddy

Email: freddy@groundscapeconcepts.com ☎ 4235060926

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: SODDY DAISY

State: Tennessee

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 27 Secs

freddy

25 Sep, 5:41:57

	Hello, I am your Acebuddy	PM
Acebuddy	Hello Freddy Hyde, I'm your Ace Buddy. I'll be happy to assist you!	5:41:58 PM
	Whom Would You Like to Connect With?	5:41:58 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.	6:14:24 PM
	<i>Ended due to chat idle timeout</i>	6:14:24 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 26 Sep, 9:17:59 PM

#81985 Jay Thakor

Email: jay@hfcpllc.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: 25 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript Chat Duration : 28 Mins 18 Secs

Jay Thakor	Hello, I am your Acebuddy	26 Sep, 9:17:59 PM
Acebuddy	Hello Jay Thakor, I'm your Ace Buddy. I'll be happy to assist you!	9:18:00 PM
	Whom Would You Like to Connect With?	9:18:00 PM
Jay Thakor	Technical Support (QB & App Hosting)	9:18:11 PM
Acebuddy	Welcome to Ace Support.	9:18:11 PM
	Please chose an option :	9:18:11 PM

Jay Thakor	I'd like to report an Issue	9:18:31 PM
Acebuddy	Please select an option!	9:18:31 PM
Jay Thakor	Other Issue	9:18:35 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:18:35 PM
Jay Thakor	Unable to open the UltraTax CS 2019	9:18:46 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:18:47 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:18:47 PM
Jay Thakor	I want to connect with Shashwat Verma	9:19:00 PM
	I already had a conversation with him	9:19:18 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:19:47 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:19:53 PM
Jay Thakor	I already had a conversation	9:20:11 PM
	with Shashwat Verma	9:20:16 PM
	Anyway Hi Manish	9:20:30 PM
Manish Singh	Yes, he is not available right now.	9:20:32 PM
	Hii Jay, how may I assist you today?	9:20:56 PM
Jay Thakor	I am unable to open the 2019 UltraTax CS	9:20:57 PM
Manish Singh	I will surely help you with this issue.	9:21:06 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?	9:21:11 PM
	<i>9:21:14 PM Jay Thakor is sharing a file with you image.png - (Size:94.59 KB)</i>	9:21:14 PM
Jay Thakor	Limited to my account only	9:21:22 PM
Manish Singh	Alright	9:21:35 PM
Jay Thakor	Also, I am able to login with this same User ID and Password from 2020 UT to 2024 UT.	9:22:01 PM
	They all saved on Desktop.	9:22:15 PM
	Maybe you need to add the 2019 UT on Desktop	9:22:28 PM
Manish Singh	I will let me check once.	9:22:47 PM
Jay Thakor	Ok	9:22:52 PM
Manish Singh	May I take the remote access of your server?	9:24:23 PM
Jay Thakor	yes	9:24:29 PM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	9:24:35 PM
	As you would like to schedule a meeting with your IT Manager and Jessica, including our team, kindly	

	share the meeting link over email so that we can proceed with the request.	9:41:15 PM
Jay Thakor	Ok	9:41:32 PM
Manish Singh	Is there anything else I may help you with ?	9:41:35 PM
	Are we still connected here?	9:42:41 PM
	Are we still connected here?	9:43:40 PM
	Are we still connected here?	9:45:44 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.	9:46:16 PM
	<i>Manish Singh has ended this chat session</i>	9:46:17 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Sep, 12:15:16 AM

#81509 louispav

Email: louispav@dasystems.com 19495823908

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: 19 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 48 Secs

louispav	Hello, I am your Acebuddy	14 Sep, 12:15:17 AM
Acebuddy	Hello Louis Pavlovich, I'm your Ace Buddy. I'll be happy to assist you!	12:15:19 AM
	Whom Would You Like to Connect With?	12:15:19 AM

louispav	Technical Support (QB & App Hosting)	12:15:22 AM
Acebuddy	Welcome to Ace Support.	12:15:22 AM
	Please chose an option :	12:15:22 AM
louispav	I'd like to report an Issue	12:15:28 AM
Acebuddy	Please select an option!	12:15:28 AM
louispav	Other Issue	12:15:31 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:15:31 AM
louispav	I cannot connect to my remote computer/server	12:15:56 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:15:57 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:15:57 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	12:16:10 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:16:13 AM
	Hello Louis	12:16:23 AM
louispav	Hello again	12:16:37 AM
	I am now on the remote computer, so you can connect and see what I'm seeing	12:17:05 AM
Shashwat Verma	Okay	12:17:12 AM
	I will surely help you with this issue.	12:17:14 AM
	I would like to have your local pc access instead (Edited)	12:17:26 AM
louispav	yes, I'm on the local computer	12:18:09 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	12:18:14 AM
	https://assist.acecloudhosting.com/join/9042449120	12:18:15 AM
	Kindly Click on the link and open the downloaded file.	12:18:18 AM
louispav	I am getting the same issue	12:19:25 AM
Shashwat Verma	Okay	12:19:44 AM
louispav	it's just a blank screen under Join Session, nothing to confirm	12:19:47 AM
Shashwat Verma	Is the server screen is also blackout?	12:19:55 AM
louispav	yes	12:20:00 AM
	<i>Shashwat Verma has requested the visitor to grant remote access to their screen.</i>	12:20:20 AM
Shashwat Verma	Let me check	12:21:01 AM
louispav	same thing	12:21:58 AM
Shashwat Verma	Could please check your internet speed, as if the issue is with server only then you can run this file on your local easily	12:22:01 AM

	Run speed test on the browser	12:22:22 AM
	Also let me know when you have last rebooted your local pc?	12:23:19 AM
louispav	170 mbps	12:23:31 AM
	I can reboot now if you want	12:23:48 AM
Shashwat Verma	Let just check again to try the access with the link	12:24:10 AM
	https://assist.acecloudhosting.com/join/8142171869	12:24:17 AM
	Paste the link in your local pc browser	12:24:38 AM
louispav	same thing	12:26:11 AM
Shashwat Verma	Connected	12:26:28 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.	12:26:31 AM
louispav	funny, I just hit tab then Enter, pure guess, but it worked	12:26:50 AM
Shashwat Verma	No problem	12:26:56 AM
	As per the remote session, we have rebooted your local pc, hence chat got disconnected	12:33:04 AM
	<i>Shashwat Verma has ended this chat session</i>	12:33:06 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Sep, 9:29:35 PM

#81641 hitesh

Email: hitesh@patel.cpa

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 55 Secs

City: AHMEDABAD

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 23 Mins 1 Sec

hitesh	Hello, I am your Acebuddy	17 Sep, 9:29:36 PM
Acebuddy	Hello Hitesh Koshti, I'm your Ace Buddy. I'll be happy to assist you!	9:29:36 PM
	Whom Would You Like to Connect With?	9:29:36 PM
hitesh	Technical Support (QB & App Hosting)	9:29:47 PM
Acebuddy	Welcome to Ace Support.	9:29:47 PM
	Please chose an option :	9:29:47 PM
hitesh	I'd like to report an Issue	9:29:55 PM
Acebuddy	Please select an option!	9:29:55 PM
hitesh	Other Issue	9:30:35 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:30:35 PM
hitesh	i unable to connect remote computer	9:31:23 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:31:25 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:31:25 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:32:25 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	9:32:30 PM
	Hello Hitesh, I will be surely assisting you with this. Kindly help me with your server name and user name?	9:32:46 PM
hitesh	Pradip Patel & Co	9:33:18 PM
	RDP_Hitesh_PPC	9:33:26 PM
	i unable to connect remote computer	9:33:38 PM
	<i>9:33:45 PM hitesh is sharing a file with you</i>	9:33:45 PM
	<i><u>Screenshot 3.png</u> - (Size:65.44 KB)</i>	
	Look at this screenshort	9:34:12 PM
Ashutosh Mishra	Thank you for providing the details.	9:34:28 PM
	May i know Is this issue occurring only for you, or are other users on the server also experiencing it?	9:34:48 PM
hitesh	only me	9:36:01 PM
Ashutosh Mishra	Is this the first time you are facing this issue?	9:36:17 PM
hitesh	yes	9:36:24 PM
Ashutosh Mishra	Thanks for the confirmation !	9:36:31 PM

	Kindly allow me two minutes to check the same.	9:36:34 PM
hitesh	yes please	9:36:43 PM
Ashutosh Mishra	Sure	9:38:14 PM
	May I take the remote access of your local computer?	9:42:53 PM
hitesh	yes	9:43:09 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	9:43:14 PM
	Kindly paste this link in the browser of local computer and join the session.	9:43:30 PM
	https://assist.acecloudhosting.com/join/8292190318	9:43:31 PM
hitesh	Done	9:43:41 PM
Ashutosh Mishra	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.	9:48:37 PM
hitesh	Please Access my computer	9:48:42 PM
Ashutosh Mishra	Sure we are connected now.	9:49:12 PM
hitesh	ok Done	9:51:04 PM
Ashutosh Mishra	Is there anything else I may help you with ?	9:51:16 PM
hitesh	no thank you	9:51:52 PM
Ashutosh Mishra	As per discussion over the remote session, the issue did not occur again over remote session, and you were able to connect with Ace server.	9:52:18 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	9:52:24 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	9:52:32 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Ashutosh Mishra has ended this chat session</i>	9:52:37 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Sep, 4:44:49 PM

#81715 Sandy Hawkins

Email: sandy@aeroconcrete.net 5633496017

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: 18 Secs

City: ANOKA

State: Minnesota

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 36 Secs

Sandy Hawkins	Hello, I am your Acebuddy	19 Sep, 4:44:50 PM
Acebuddy	Hello Sandy Hawkins, I'm your Ace Buddy. I'll be happy to assist you!	4:44:52 PM
	Whom Would You Like to Connect With?	4:44:52 PM
Sandy Hawkins	Technical Support (QB & App Hosting)	4:45:00 PM
Acebuddy	Welcome to Ace Support.	4:45:00 PM
	Please chose an option :	4:45:00 PM
Sandy Hawkins	I'd like to report an Issue	4:45:08 PM
Acebuddy	Please select an option!	4:45:08 PM
Sandy Hawkins	Other Issue	4:45:16 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:45:16 PM
Sandy Hawkins	[Window Title] Remote Desktop Connection [Content] The connection was denied because the user account is not authorized for remote login. [^] Hide details [OK] [Expanded Information] Error code: 0x3 Extended error code: 0x9 Timestamp (UTC): 09/19/25 1	4:45:32 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:45:33 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:45:33 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	4:45:50 PM

Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	4:46:13 PM
Sandy Hawkins	good morning	4:47:21 PM
Vikas Singh Chauhan	I deeply apologize for the inconvenience caused to you.	4:47:48 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:47:56 PM
Sandy Hawkins	QBNXTENT	4:48:47 PM
	SandyH.ent	4:48:50 PM
Vikas Singh Chauhan	Thanks for the confirmation !	4:49:07 PM
	Kindly allow me 3-4 minutes to check the same.	4:49:22 PM
	We have checked the details, please try to login to the server after 30 minutes as the server is under maintenance.	4:53:41 PM
Sandy Hawkins	ok ty	4:53:53 PM
Vikas Singh Chauhan	Is there anything else I may help you with ?	4:54:04 PM
Sandy Hawkins	no thank you	4:54:46 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.	4:54:57 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	4:55:04 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:55:22 PM
	<i>Vikas Singh Chauhan has ended this chat session</i>	4:55:27 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details**#81991 John Bain****Email:** jbain@grimsleysinc.com**Department:** Support(QB & App Hosting)**Operator:** Acebuddy**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Mac OS**Browser:** Google Chrome**Device:** Desktop**City:** STILLWATER**State:** Oklahoma**Country:** UNITED STATES**Chat Transcript**

Chat Duration : 34 Mins 3 Secs

John Bain	Hello, I am your Acebuddy	26 Sep, 11:02:23 PM
Acebuddy	Hello John Bain, I'm your Ace Buddy. I'll be happy to assist you!	11:02:24 PM
	Whom Would You Like to Connect With?	11:02:24 PM
John Bain	Technical Support (QB & App Hosting)	11:02:30 PM
Acebuddy	Welcome to Ace Support.	11:02:30 PM
	Please chose an option :	11:02:30 PM
John Bain	I'd like to raise a Request	11:02:40 PM
Acebuddy	Please select your request type.	11:02:40 PM
John Bain	Password Reset	11:02:43 PM
Acebuddy	Please select an option below	11:02:44 PM
	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	11:02:52 PM
	Do you need any further assistance on the topic?	11:02:52 PM
John Bain	Not Enrolled to Selfcare Portal	11:02:52 PM
Acebuddy	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:36:27 PM
	<i>Ended due to chat idle timeout</i>	11:36:27 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Sep, 12:26:51 AM

#81958 thi

Email: thi@heroic.cpa

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: 40 Secs

City: BRADENTON

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 2 Mins

thi Hello, I am your Acebuddy 26 Sep, 12:26:51 AM

Acebuddy Hello Thi, I'm your Ace Buddy. I'll be happy to assist you! 12:26:52 AM

Whom Would You Like to Connect With? 12:26:52 AM

thi Managed IT 12:26:55 AM

Acebuddy Please wait while we connect you to an available Representative. 12:26:55 AM

Acebuddy (bot) forwarded the chat request 12:26:55 AM

Ayush Kishor accepted the chat transfer request. 12:27:06 AM

Ayush Kishor Thank you for choosing ACE cloud Hosting, my name is Ayush. How may I assist you today? 12:27:55 AM

thi Hi. After receiving the link for set up the password, I was able to sign in and was prompted to answer two security questions. Once I completed that step, I was directed to the Push Notification Authentication setup. However, I never received the code needed to complete the setup. I've attached what I did receive in this email for your reference. 12:28:47 AM

Ayush Kishor Before proceeding, may know you company name or customer ID? 12:29:37 AM

thi heroic solutions 12:29:51 AM

Ayush Kishor Please allow a moment, let me check 12:30:21 AM

thi I don't know the customer ID 12:30:26 AM

Ayush Kishor

	Kindly stay connected, I am transferring your chat to the concerned department	12:31:39 AM
thi	Thank you	12:31:57 AM
	<i>Ayush Kishor is transferring the chat to Support(QB & App Hosting).</i>	12:32:10 AM
	<i>Manish Singh accepted the chat transfer request.</i>	12:32:39 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	12:32:46 AM
	I will surely help you with this issue.	12:33:26 AM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	12:33:36 AM
thi	Hi, thank you so much	12:33:39 AM
	I think only me is affected to this issue	12:34:14 AM
Manish Singh	May I know your username?	12:34:19 AM
thi	tie.t@myrealdatal.net	12:34:33 AM
Manish Singh	May I take the remote access of your local computer?	12:34:54 AM
thi	Sure	12:35:00 AM
Manish Singh	https://assist.acecloudhosting.com/join/8392343433	12:35:09 AM
	Kindly paste this link in the browser of local computer and join the session.	12:35:15 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	12:35:17 AM
thi	Sure. I will do that	12:35:34 AM
Manish Singh	You have left the session (Edited)	12:37:11 AM
thi	I just downloaded, but it says the session just expired	12:37:30 AM
Manish Singh	https://assist.acecloudhosting.com/join/9332527535	12:37:39 AM
	Kindly use this link	12:37:48 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.	12:38:43 AM
thi	Are we good now	12:51:45 AM
	I never got the chance to set up the Authentication	12:53:19 AM
Manish Singh	Regarding the push MFA you need to enroll through your mobile phone	12:54:28 AM
	When you are trying to access the server	12:54:41 AM
thi	I tried it several hours ago	12:55:15 AM
Manish Singh	Alright, I have added you to the MFA group again try now.	12:55:34 AM
	Log off and login again.	12:56:06 AM
thi	I first never got a link to set up the password, after I was able to sign in and was prompted to answer	

two security questions. Once I completed that step, I was directed to the Push Notification Authentication setup.

12:57:20 AM

It is still the same

12:57:32 AM

Manish Singh

May I take the remote access of your local computer again?

12:57:55 AM

thi

Sure

12:58:03 AM

Manish Singh

<https://assist.acecloudhosting.com/join/2042393640>

12:58:31 AM

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

12:58:34 AM

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

1:07:34 AM

Kindly check with Elizabeth, regarding the MFA details like server name and port number.

1:27:51 AM

And let us know if the issue is resolved.

1:28:15 AM

Is there anything else I may help you with ?

1:28:18 AM

Are we still connected here?

1:29:13 AM

thi

No. That's all for today

1:29:16 AM

Manish Singh

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

1:29:21 AM

thi

You too

1:29:28 AM

Manish Singh

Thank you for your patience

1:29:30 AM

thi

Thank you so much

1:29:34 AM

Manish Singh

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

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

Thanks!

1:29:35 AM

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

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

Manish Singh has ended this chat session

1:29:40 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Sep, 12:19:25 AM

#81287 Aman Sajwani

Email: reliable_accounting@yahoo.com ☎ +1-(901) 881-1265

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 36 Secs

City: MEHMOODABAD

State: Sindh South

Country: PAKISTAN

Chat Transcript

Chat Duration : 32 Mins 54 Secs

Aman Sajwani	Hello, I am your Acebuddy	9 Sep, 12:19:25 AM
Acebuddy	Hello Reliable_accountingz, I'm your Ace Buddy. I'll be happy to assist you!	12:19:26 AM
	Whom Would You Like to Connect With?	12:19:26 AM
Aman Sajwani	Managed Security	12:20:04 AM
Acebuddy	Please wait while we connect you to an available Representative.	12:20:04 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:20:04 AM
	<i>Sushant accepted the chat transfer request.</i>	12:20:18 AM
Sushant	Thank you for contacting Ace Cloud Hosting. My name is Sushant. How may I assist you today?	12:20:50 AM
Aman Sajwani	I can not connect to my RDP	12:21:03 AM
	same problem I face early morning	12:21:14 AM
	<i>12:21:16 AMAman Sajwani is sharing a file with you 1_image.png - (Size:18.62 KB)</i>	12:21:16 AM
Sushant	Can you please let me know your company name?	12:21:35 AM
Aman Sajwani	Reliable accounting Solutions	12:21:50 AM
Sushant	Please wait while we connect you to our concern team.	12:23:35 AM
Aman Sajwani	ok	12:23:47 AM

	<i>Sushant is transferring the chat to Support(QB & App Hosting).</i>	12:23:56 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	12:24:14 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	12:24:20 AM
	Hello	12:24:38 AM
Aman Sajwani	I can not connect to my RDP same problem I face early morning	12:24:56 AM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	12:25:02 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:25:07 AM
	<i>12:25:11 AMAman Sajwani is sharing a file with you <u>1_image.png</u> - (Size:18.62 KB)</i>	12:25:11 AM
	Thank you for the screenshot.	12:25:26 AM
	Are you the only one experiencing this issue, or are others affected as well?	12:25:34 AM
Aman Sajwani	other also faced before	12:25:48 AM
	but resolve	12:25:51 AM
Sujeet Kumar Suman	Thank you for the information.	12:26:06 AM
	When was the last time you were able to access the server?	12:26:07 AM
Aman Sajwani	Im facing same issue 2nd time today	12:26:13 AM
	Today i was access	12:26:24 AM
Sujeet Kumar Suman	No worries,I will surely help you with this issue.	12:26:38 AM
	May I take the remote access of your local computer?	12:26:45 AM
Aman Sajwani	yes sure	12:26:51 AM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	12:27:00 AM
	Kindly paste this link in the browser of local computer and join the session. https://assist.aceclouddhosting.com/join/5312504735	12:27:13 AM
Aman Sajwani	ok	12:27:15 AM
	ok you are in	12:28:36 AM
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.	12:28:40 AM
	Thank you for your patience.	12:46:31 AM
	As per discussion over the remote session, The issue is resolved.	12:46:36 AM
	Is there anything else I may help you with ?	12:46:41 AM
	Are we still connected here?	12:48:12 AM
	Are we still connected here?	12:50:24 AM

Are we still connected here?

12:52:07 AM

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

12:52:12 AM

Sujeet Kumar Suman has ended this chat session

12:52:20 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Sep, 6:40:50 PM

#81941 Luke Packer

Email: ipacker@redcloudmining.com ☎ +16478075627

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 52 Secs

City: TORONTO

State: Ontario

Country: CANADA

Chat Transcript

Chat Duration : 1 Hour 20 Mins

Luke Packer	Hello, I am your Acebuddy	25 Sep, 6:40:50 PM
Acebuddy	Hello Luke Packer, I'm your Ace Buddy. I'll be happy to assist you!	6:40:51 PM
	Whom Would You Like to Connect With?	6:40:51 PM
Luke Packer	Technical Support (QB & App Hosting)	6:41:00 PM
Acebuddy	Welcome to Ace Support.	6:41:00 PM
	Please chose an option :	6:41:00 PM
Luke Packer	I'd like to report an Issue	6:41:07 PM
Acebuddy	Please select an option!	6:41:07 PM

Luke Packer	Other Issue	6:41:11 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:41:11 PM
Luke Packer	Issue copying reports exported into excel into a new excel on my non-remote desktop, the formulas are not being copied over and i am just stuck with teh values	6:41:55 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:41:56 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:41:56 PM
	<i>Manish Singh accepted the chat transfer request.</i>	6:42:40 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	6:42:44 PM
	I will surely help you with this issue.	6:44:01 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?	6:44:05 PM
Luke Packer	Its been an issue since we signed up with Ace	6:44:23 PM
Manish Singh	I apologize for the trouble you've experienced.	6:45:49 PM
	Kindly allow me two minutes to check the same.	6:45:54 PM
	As I can check you have Office 365 app for enterprise, May I know if you are having any ticket number regarding the same?	6:47:06 PM
Luke Packer	i do	6:47:37 PM
	I have an E3 account type	6:48:11 PM
Manish Singh	Kindly help me with the ticket number if you have.	6:48:28 PM
Luke Packer	ticket number to install it?	6:48:45 PM
Manish Singh	No when you have this issue and if there is any troubleshooting done. (Edited)	6:49:14 PM
Luke Packer	this is the first time i've reported it to ace	6:49:30 PM
Manish Singh	This message has been deleted	6:50:42 PM
	May I take the remote access of your server?	6:52:29 PM
Luke Packer	sure	6:53:24 PM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	6:53:48 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.	6:54:34 PM
	Can you please redirect me to the issue?	6:57:29 PM
Luke Packer	its an issue when i copy and paste from excel to my own desktop	6:59:07 PM
	<i>6:59:54 PMLuke Packer is sharing a file with you Screenshot 2025-09-25 092941.png - (Size:8.3 KB)</i>	6:59:54 PM
Manish Singh	*Check Protected View* If the source file opened in *Protected View*, click *Enable Editing* before copying formulas.	

Use a Single Excel Instance
Ensure both the source and destination workbooks are opened in the *same Excel window* (instance).
To check:
Close all Excel files.
Reopen Excel → use *File > Open* for all files (don't double-click files separately).

7:00:53 PM

Copy-Paste Special
Use *Paste Special > Formulas* to explicitly paste formulas.

Export Source Data Properly
If copying from a third-party application (ERP, CRM, etc.), export as an Excel or CSV file, then open it in Excel.

Update Excel
Make sure Excel is updated, as older builds sometimes cause cross-instance paste issues.

Luke Packer	can you check my excel is updated in the rdp	7:01:30 PM
Manish Singh	And if the issue is related to your local system, we recommend that you contact your local IT support for further assistance.	7:01:56 PM
	If you are using Excel on your local machine, it will not affect any applications on the server, and vice versa.	7:03:40 PM
Luke Packer	yes can you ensure my office 365 is up to date on updates as it tells me updates are managed by system admin	7:05:51 PM
Manish Singh	The application is up to date Luke, we ensure that and run updates whenever needed.	7:06:09 PM
Luke Packer	its not in protected view, i dont have the option to even paste formulas, our old RDP doesnt have this issue, its the only excel workbook i have open	7:08:45 PM
Manish Singh	Excel cannot transfer formulas across different instances . Instead, it pastes only values , which is why you get that warning.	7:09:21 PM
Luke Packer	it can i was doing it for the last 6 years	7:10:13 PM
Manish Singh	Alright, let me check once.	7:10:41 PM
Luke Packer	i will open trugrid and do it right now	7:10:59 PM
Manish Singh	May I take the remote access of your local computer?	7:11:02 PM
Luke Packer	one minute	7:11:14 PM
Manish Singh	sure, please take your time	7:12:51 PM
	We need to make some changes in RDP to make it happen can we take remote session of your local system?	7:15:21 PM
Luke Packer	You can connect now	7:17:05 PM
Manish Singh	https://assist.acecloudhosting.com/join/5162129704	7:17:46 PM
	Kindly paste this link in the browser of local computer and join the session.	7:17:51 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:17:54 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:20:09 PM

We will Escalate this case and arrange a callback accordingly.	7:58:20 PM
Is there anything else I may help you with ?	7:58:25 PM
Are we still connected here?	7:59:55 PM
Are we still connected here?	8:00:55 PM
Are we still connected here?	8:01:06 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.	8:01:13 PM
<i>Manish Singh has ended this chat session</i>	8:01:16 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details	24 Sep, 9:24:05 AM
#81881 shari	
Email: shari@jkservicesinc.com 18054079440	
Department: Support(QB & App Hosting)	
Operator: Shubham Kataria	
Website: https://www.acecloudhosting.com/support-chat.php	
Operating System: Mac OS	
Browser: Mozilla Firefox	
Device: Desktop	
Average Response Time: 24 Secs	
City: MERIDIAN	
State: Idaho	
Country: UNITED STATES	

Chat Transcript	Chat Duration : 16 Mins 28 Secs
shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
shari	Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.	9:27:13 AM
	Please chose an option :	9:27:13 AM
shari	I'd like to report an Issue	9:27:16 AM
Acebuddy	Please select an option!	9:27:16 AM
shari	QuickBooks Issue	9:27:20 AM
Acebuddy	What type of QuickBooks Issue are you facing?	9:27:20 AM
shari	Other QB related issue	9:27:24 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:27:24 AM
shari	QB. Enterprise will not load	9:27:34 AM
Acebuddy	Please wait while we connect you to a Support Representative	9:27:34 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:27:34 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	9:27:47 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	9:27:54 AM
	Hello Shari	9:28:00 AM
	Kindly confirm if QB is not launching on your end.	9:28:13 AM
shari	enterprise	9:28:21 AM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:28:38 AM
shari	jksenterprise	9:30:07 AM
	sbray	9:30:08 AM
Shubham Kataria	Kindly confirm if you're receiving critical update error while launching QB	9:30:43 AM
shari	no just doesn't respond... I tried launching from the icon and from the file directly	9:31:13 AM
Shubham Kataria	Alright, let me check	9:31:22 AM
	Kindly try to launch now.	9:32:30 AM
shari	that time I received the critical update alert and then it loaded	9:33:27 AM
Shubham Kataria	Yes, there are updates pending in QB, once everyone will be log off from the server. We will install all the updates. (Edited)	9:33:44 AM
	As of now you may click on OK and it will open	9:34:02 AM
shari	we need to start forcing everyone off at a certain time	9:35:27 AM
	well if I am on I am actually working but they just leave their machines logged in all the time	9:35:48 AM
	aadmin and Joel users that is	9:35:56 AM
Shubham Kataria	No problem. Please let me know what time you plan to log off from the server. Once you're logged off, I will proceed with the QuickBooks update if you're currently able to access it.	9:36:46 AM

shari	I will be off the Enterprise server by 12am	9:37:08 AM
Shubham Kataria	Please confirm the time zone as well	9:37:24 AM
shari	that would be PST	9:37:33 AM
Shubham Kataria	Alright, I will schedule the QB update after 12 am	9:37:51 AM
	Please confirm if you are currently able to access QB	9:38:07 AM
	Are we still connected here?	9:39:20 AM
shari	yes I was loggin in	9:39:35 AM
	I am good so far	9:39:41 AM
	I will let you know if I have further issues	9:39:47 AM
Shubham Kataria	Alright, I will update your QB after 12 am	9:40:00 AM
	This message has been deleted	9:40:03 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.	9:40:27 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:40:30 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!	9:40:32 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shubham Kataria has ended this chat session</i>	9:40:34 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Sep, 10:23:58 PM

#81333 Bluetek IT

Email: ehow@bluetekusa.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: MECHANICSBURG

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins

Bluetek IT	Hello, I am your Acebuddy	9 Sep, 10:23:59 PM
Acebuddy	Hello Bluetek It, I'm your Ace Buddy. I'll be happy to assist you!	10:24:00 PM
	Whom Would You Like to Connect With?	10:24:00 PM
Bluetek IT	Technical Support (QB & App Hosting)	10:24:17 PM
Acebuddy	Welcome to Ace Support.	10:24:17 PM
	Please chose an option :	10:24:17 PM
Bluetek IT	I'd like to raise a Request	10:24:32 PM
Acebuddy	Please select your request type.	10:24:32 PM
Bluetek IT	Application Version Upgrade	10:24:38 PM
Acebuddy	Please select the application you would like to upgrade :	10:24:38 PM
Bluetek IT	QuickBooks	10:24:42 PM
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update via email.	10:24:42 PM
	<ul style="list-style-type: none">• QuickBooks Year• Variant : Pro / Premier / Enterprise / Accountant• License Number• Product Code	10:24:42 PM
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.	10:24:42 PM
	Do you need any further assistance on the topic?	10:24:42 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10:54:59 PM
	<i>Ended due to chat idle timeout</i>	10:54:59 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Sep, 12:50:27 AM

#81559 Peter Choi

Email: pchoi@phelandevco.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: NEWPORT BEACH

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 29 Secs

Peter Choi	Hello, I am your Acebuddy	16 Sep, 12:50:28 AM
Acebuddy	Hello Peter Choi, I'm your Ace Buddy. I'll be happy to assist you!	12:50:29 AM
	Whom Would You Like to Connect With?	12:50:29 AM
Peter Choi	Technical Support (QB & App Hosting)	12:50:35 AM
Acebuddy	Welcome to Ace Support.	12:50:35 AM
	Please chose an option :	12:50:35 AM
Peter Choi	I'd like to report an Issue	12:50:45 AM
Acebuddy	Please select an option!	12:50:45 AM
Peter Choi	QuickBooks Issue	12:50:49 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:50:49 AM
Peter Choi	QuickBooks is Frozen	12:50:53 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	12:50:53 AM
	Was that helpful?	12:50:53 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance,	
		1:23:57 AM

Kindly re-initiate the chat.

Ended due to chat idle timeout

1:23:57 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Sep, 4:44:40 AM

#81148 Scott Itri

Email: scott.itri@elitetaxpros.com 18015714011

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: WEST JORDAN

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 31 Secs

Scott Itri	Hello, I am your Acebuddy	4 Sep, 4:44:41 AM
Acebuddy	Hello Scott Itri, I'm your Ace Buddy. I'll be happy to assist you!	4:44:41 AM
	Whom Would You Like to Connect With?	4:44:41 AM
Scott Itri	Technical Support (QB & App Hosting)	4:44:57 AM
Acebuddy	Welcome to Ace Support.	4:44:57 AM
	Please chose an option :	4:44:57 AM
Scott Itri	I'd like to raise a Request	4:45:03 AM
Acebuddy	Please select your request type.	4:45:03 AM
Scott Itri	Reboot your Server	4:45:16 AM
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion.	4:45:16 AM

Do you need any further assistance on the topic?

4:45:16 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.

5:23:13 AM

Ended due to chat idle timeout

5:23:13 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Sep, 7:57:14 PM

#81422 pphan

Email: pphan@humanic.com

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 40 Secs

City: LAWRENCEVILLE

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 47 Secs

pphan	Hello, I am your Acebuddy	11 Sep, 7:57:15 PM
Acebuddy	Hello Pphan, I'm your Ace Buddy. I'll be happy to assist you!	7:57:16 PM
	Whom Would You Like to Connect With?	7:57:16 PM
pphan	Technical Support (QB & App Hosting)	7:57:22 PM
Acebuddy	Welcome to Ace Support.	7:57:22 PM
	Please chose an option :	7:57:22 PM
pphan	I'd like to report an Issue	7:57:28 PM
Acebuddy	Please select an option!	7:57:28 PM

pphan	Other Issue	7:57:36 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:57:36 PM
	<i>7:57:52 PM pphan is sharing a file with you</i> <u>1_image.png</u> - (Size:710.2 KB)	7:57:52 PM
	Please wait while we connect you to a Support Representative	7:57:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:57:52 PM
pphan	Low space in the server	7:57:59 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	7:58:09 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	7:58:21 PM
pphan	Hello, Can you look into this message I get when logging into ACE quickbooks hosting?	7:58:39 PM
	I only see my drive D visible but the system keeps saying C drive is now running low on C drive	7:59:12 PM
Vikas Singh Chauhan	I deeply apologize for the inconvenience caused to you.	7:59:17 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:59:25 PM
pphan	I don't think I have an access to C drive	7:59:27 PM
Vikas Singh Chauhan	Yes, C drive is hidden for security reasons and to prevent from accidental deletion.	8:00:02 PM
pphan	But I am afraid that the server will run out of space and we can't save anything on Quickbooks desktop	8:00:04 PM
	How to solve this issue and avoid the notification	8:00:31 PM
Vikas Singh Chauhan	No worries, I will check the C drive on the server and try to clean it up to free space.	8:00:41 PM
pphan	Yes, please	8:01:40 PM
Vikas Singh Chauhan	The account name is Humanic Inc ?	8:01:50 PM
pphan	YEs	8:02:33 PM
Vikas Singh Chauhan	Okay	8:02:52 PM
	Kindly allow me two minutes to check the same.	8:02:57 PM
pphan	yess	8:03:14 PM
	<i>8:04:14 PM Vikas Singh Chauhan is sharing a file with you</i> <u>image.png</u> - (Size:5.74 KB)	8:04:14 PM
Vikas Singh Chauhan	The current space left on the C drive is 9%.	8:04:33 PM
pphan	Yeah, do you know why this happen?	8:04:46 PM
Vikas Singh Chauhan	Please stay connected, I will try to clean the temporary files on the C drive.	8:04:56 PM
	It could be due to temporary files being populated after certain interval of time.	8:05:42 PM
pphan	Yes, could you please delete and free the space so we will no longer see that message?	8:06:37 PM
Vikas Singh Chauhan	Sure, I am working on it now, please allow me 3-4 more minutes.	8:09:01 PM

I will share the C drive detail after it.

8:09:12 PM

The cleanup on the server is done now.

8:16:51 PM

Are we still connected here?

8:16:58 PM

Are we still connected here?

8:19:48 PM

Are we still connected here?

8:21:47 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.

8:22:52 PM

Vikas Singh Chauhan has ended this chat session

8:23:02 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Sep, 2:22:28 AM

#81926 shannon

Email: shannon@deyoungmw.com ☎ 7133766700

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: 36 Secs

City: FRESNO

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 12 Secs

shannon	Hello, I am your Acebuddy	25 Sep, 2:22:28 AM
Acebuddy	Hello Shannonhannon, I'm your Ace Buddy. I'll be happy to assist you!	2:22:29 AM
	Whom Would You Like to Connect With?	2:22:29 AM
shannon	Technical Support (QB & App Hosting)	2:22:31 AM

Acebuddy	Welcome to Ace Support.	2:22:31 AM
	Please chose an option :	2:22:31 AM
shannon	I'd like to report an Issue	2:22:38 AM
Acebuddy	Please select an option!	2:22:38 AM
shannon	QuickBooks Issue	2:22:42 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:22:42 AM
shannon	QuickBooks is Frozen	2:22:45 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	2:22:45 AM
	Was that helpful?	2:22:45 AM
shannon	No	2:23:26 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	2:23:26 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:23:26 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	2:23:46 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	2:23:49 AM
shannon	i tried to switch to single user and it locked	2:23:51 AM
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:23:59 AM
shannon	how can i c alt d myself	2:24:06 AM
	shannon deyounog	2:24:09 AM
	deyoung	2:24:12 AM
	hello	2:25:13 AM
Yash Kalra	shannon, we have signed you out from the backend to resolve your issue.	2:25:52 AM
	Please provide us the name of the Company file? (Edited)	2:26:23 AM
shannon	ok thanks	2:27:30 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.	2:27:46 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:27:49 AM
shannon	is there a way to do taht myself, reset	2:28:08 AM
Yash Kalra	Shannon, if the freezing was just related to the Quikbooks, you can click on the QBReset Icon preset on your desktop.	2:29:24 AM
shannon	where is that	2:29:35 AM
Yash Kalra	Please check on the Desktop a icon with black appearance.	2:30:56 AM
shannon	trying to switch to single user	2:31:02 AM
Yash Kalra	May I take the remote access of your server to investigate the issue? (Edited)	2:31:34 AM

shannon	i think good now.	2:31:46 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	2:31:59 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:32:02 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	2:32:08 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
shannon	jsut took a minute	2:32:09 AM
Yash Kalra	Sure	2:32:20 AM
	Is there anything else I may help you with ?	2:32:31 AM
	Shall we proceed to end this chat now?	2:33:22 AM
shannon	no thanks	2:33:22 AM
Yash Kalra	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	2:33:38 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Yash Kalra has ended this chat session</i>	2:33:41 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details**#81417 tina****Email:** tina@groundscapeconcepts.com**Department:** Support(QB & App Hosting)**Operator:** Shubham Maurya**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Microsoft Edge**Device:** Desktop**Average Response Time:** 25 Secs**City:** SODDY DAISY**State:** Tennessee**Country:** UNITED STATES

Chat Duration : 18 Mins 17 Secs

Chat Transcript

tina	Hello, I am your Acebuddy	11 Sep, 7:01:27 PM
Acebuddy	Hello Tina Burkle, I'm your Ace Buddy. I'll be happy to assist you!	7:01:28 PM
	Whom Would You Like to Connect With?	7:01:28 PM
tina	Technical Support (QB & App Hosting)	7:01:34 PM
Acebuddy	Welcome to Ace Support.	7:01:34 PM
	Please chose an option :	7:01:34 PM
tina	I'd like to raise a Request	7:01:41 PM
Acebuddy	Please select your request type.	7:01:41 PM
tina	Setup Ace Server	7:01:48 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	7:01:48 PM
tina	Microsoft Windows	7:01:53 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	7:01:53 PM
	Do you need any further assistance on the topic?	7:01:53 PM
tina	Yes	7:02:09 PM
Acebuddy	Please wait while we connect you to our Support Representative	7:02:09 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:02:10 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	7:02:51 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	7:03:03 PM

tina	Downloaded Ace Connect. Log in failed	7:03:09 PM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:03:26 PM
tina	You just chatted with Freddy, same issue	7:03:46 PM
Shubham Maurya	Okay, Please hold on let me check your username to guide you with correct user name Input with the application.	7:04:30 PM
	Server name: Groundscape Concepts LLC	
	User name: TinaBurkle	7:05:27 PM
	Please confirm is it correct?	
tina	Yes	7:05:40 PM
Shubham Maurya	Thanks for the confirmation !	7:05:49 PM
	Please use username as TinaBurkle@myrealdata.net when it ask for user and password after clicking on connect button.	7:06:34 PM
tina	Thank you that worked :)	7:07:36 PM
Shubham Maurya	You are most welcome Tina !	7:07:47 PM
	Is there anything else I may help you with ?	7:07:48 PM
tina	Yes, what is the link to the multifactor authentication? Please	7:08:17 PM
Shubham Maurya	Sure, you can register for multifactor authentication on Selfcare portal. https://selfcare.acecloudhosting.com	7:09:15 PM
	<i>7:09:37 PM Shubham Maurya is sharing a file with you SelfCare Portal.pdf - (Size:848.54 KB)</i>	7:09:37 PM
	<i>SOP for the portal to help you with the steps.</i>	
	Are we still connected here?	7:16:25 PM
	Are we still connected here?	7:17:16 PM
	Are we still connected here?	7:18:04 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	7:19:42 PM
	<i>Shubham Maurya has ended this chat session</i>	7:19:45 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Sep, 8:08:04 PM

#81473 Sayr Jamil

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

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 1 Min 41 Secs

City: ST THOMAS

State: Us Virgin Islands

Country: US VIRGIN ISLANDS

Chat Transcript

Chat Duration : 31 Mins 45 Secs

Sayr Jamil	Hello, I am your Acebuddy	12 Sep, 8:08:05 PM
Acebuddy	Hello Carol Berry, I'm your Ace Buddy. I'll be happy to assist you!	8:08:06 PM
	Whom Would You Like to Connect With?	8:08:06 PM
Sayr Jamil	Technical Support (QB & App Hosting)	8:08:10 PM
Acebuddy	Welcome to Ace Support.	8:08:10 PM
	Please chose an option :	8:08:10 PM
Sayr Jamil	I'd like to report an Issue	8:08:25 PM
Acebuddy	Please select an option!	8:08:25 PM
Sayr Jamil	Other Issue	8:08:30 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:08:30 PM
Sayr Jamil	We received an email yesterday saying that migration to a new server location would take place in order to update our QuickBooks Enterprise Silver Edition to the Gold Edition. Ticket number 749990. We did not receive any confirmation of this being done.	8:10:53 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:10:53 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:10:53 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	8:11:11 PM
Sayr Jamil	Our workers are asking whether it is ok to start working or not.	8:11:22 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	8:11:27 PM

Sayr Jamil	Hello	8:11:34 PM
Shubham Maurya	Sure, Please do let me check this ticket details and I'll be right back with the update.	8:12:07 PM
	Please kindly allow me few minutes to check.	8:12:19 PM
Sayr Jamil	Ok thank you	8:12:19 PM
	Let me know if the migration was done and if not, when will it be done. We are in Atlantic Time Zone.	8:13:04 PM
Shubham Maurya	Thanks for the patience Carol, Please confirm your acc details CID67153 and business name Midnight Zone Convenience Store Inc.	8:17:34 PM
	We checked for ticket and we are currently waiting for confirmation regarding the change in pricing after migrating to the new server. Once we receive the confirmation, we will proceed with the migration, which is expected to be completed within 8-12 hours after price confirmation. (Edited)	8:18:09 PM
Sayr Jamil	Yes that is the name of the store.	8:18:23 PM
	I will have to look up the CID. Umber to confirm.	8:18:54 PM
Shubham Maurya	We will update in notes to prioritize it as we need it as early as possible due to work getting affected.	8:19:37 PM
	We apologize for the trouble you've experienced due to this delay Carol.	8:20:10 PM
	Thanks for the confirmation !	8:20:40 PM
Sayr Jamil	Hold on one moment	8:21:00 PM
Shubham Maurya	Sure, please take your time.	8:21:12 PM
Sayr Jamil	Yes that is the CID number	8:24:14 PM
Shubham Maurya	Appreciate your confirmation Carol, that will help to check we are fetching right account detail.	8:24:59 PM
Sayr Jamil	So can the workers go ahead with working during the day today?	8:25:05 PM
Shubham Maurya	Please hold on let me check the timezone and confirm you the exact time required for this.	8:26:10 PM
Sayr Jamil	Yes please.	8:26:24 PM
Shubham Maurya	Thanks for the patience Carol, We do appreciate that. As we just got the confirmation that price will not be changed in this shared-shared migration. So now only the migration process is pending which will be forwarded to the concern team and they will probably take almost 8 hours to complete it, But this is maximum time line, It could be done before that as well.	8:32:48 PM
	Once it's done we will share a confirmation mail with you, so you can expect it to be completed at 6 PM AST or before that.	8:34:37 PM
Sayr Jamil	Ok so everyone should stay off of QuickBooks today then.	8:35:09 PM
Shubham Maurya	Unfortunately, they won't be able to use QuickBooks for today. We understand the situation Carol and will try to share confirmation mail at earliest.	8:36:52 PM
Sayr Jamil	Not a problem I was just want to make sure we are complying to get this done as soon as possible.	8:37:35 PM
	Thank you for your help.	8:37:47 PM
Shubham Maurya	Well noted !	8:38:24 PM
	You are most welcome, We sincerely appreciate your patience and understanding while we continue to	8:38:29 PM

work on resolving this matter.

Is there anything else I may help you with ?

8:38:31 PM

Sayr Jamil No that was it.

8:39:08 PM

Thank you.

8:39:13 PM

Shubham Maurya Have a good one Carol !

8:39:26 PM

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

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

Thanks!

8:39:29 PM

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

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

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

8:39:32 PM

Shubham Maurya has ended this chat session

8:39:51 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Sep, 6:10:11 AM

#81365 Cecilia Toscano

Email: cetoes@hotmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

City: SCHERTZ

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 24 Secs

Cecilia Toscano	Hello, I am your Acebuddy	10 Sep, 6:10:13 AM
Acebuddy	Hello Cecilia Toscano, I'm your Ace Buddy. I'll be happy to assist you!	6:10:13 AM
	Whom Would You Like to Connect With?	6:10:13 AM
Cecilia Toscano	Technical Support (QB & App Hosting)	6:10:19 AM
Acebuddy	Welcome to Ace Support.	6:10:19 AM
	Please chose an option :	6:10:19 AM
Cecilia Toscano	I'd like to raise a Request	6:10:48 AM
Acebuddy	Please select your request type.	6:10:48 AM
Cecilia Toscano	Other Request	6:11:07 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.	6:11:07 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	6:11:07 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	6:49:37 AM
	<i>Ended due to chat idle timeout</i>	6:49:37 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Sep, 8:43:57 PM

#81080 Kerry Durkin

Email: kerrydurkincpa@lynndurkincpa.com 7813781845

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: 5 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 47 Secs

Kerry Durkin	Hello, I am your Acebuddy	2 Sep, 8:43:57 PM
Acebuddy	Hello Kerry Durkin, I'm your Ace Buddy. I'll be happy to assist you!	8:43:58 PM
	Whom Would You Like to Connect With?	8:43:58 PM
Kerry Durkin	Technical Support (QB & App Hosting)	8:44:05 PM
Acebuddy	Welcome to Ace Support.	8:44:05 PM
	Please chose an option :	8:44:05 PM
Kerry Durkin	I'd like to report an Issue	8:44:19 PM
Acebuddy	Please select an option!	8:44:19 PM
Kerry Durkin	QuickBooks Issue	8:44:23 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:44:23 PM
Kerry Durkin	Other QB related issue	8:44:47 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:44:47 PM
	<i>8:44:59 PMKerry Durkin is sharing a file with you image.png - (Size:9.64 KB)</i>	8:44:59 PM
	Please wait while we connect you to a Support Representative	8:44:59 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:44:59 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:46:14 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:46:19 PM
	I will surely help you with this issue.	8:47:28 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?	8:47:33 PM
	Are we still connected here?	8:51:19 PM
	Are we still connected here?	8:53:53 PM
	Are we still connected here?	8:55:12 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.	8:55:32 PM
	<i>Manish Singh has ended this chat session</i>	8:55:44 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Sep, 10:45:33 PM

#81909 susan lucas

Email: indy111@cox.net

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 13 Secs

City: PARK CITY

State: Ohio

Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 58 Secs

susan lucas	Hello, I am your Acebuddy	24 Sep, 10:45:34 PM
Acebuddy	Hello Susan Lucas, I'm your Ace Buddy. I'll be happy to assist you!	10:45:35 PM
	Whom Would You Like to Connect With?	10:45:35 PM
susan lucas	Technical Support (QB & App Hosting)	10:45:46 PM
Acebuddy	Welcome to Ace Support.	10:45:46 PM
	Please chose an option :	10:45:46 PM
susan lucas	I'd like to report an Issue	10:46:02 PM
Acebuddy	Please select an option!	10:46:03 PM
susan lucas	Other Issue	10:46:08 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:46:08 PM
susan lucas	I would like to add ace hosting and quickbooks to another computor	10:46:38 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:46:39 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:46:39 PM

	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	10:46:59 PM
	<i>Sujeet Kumar Suman is transferring the chat to Yash Kalra.</i>	10:47:05 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	10:47:08 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	10:47:13 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:47:18 PM
susan lucas	I believe it is ICAdvisors: Myrealdata.net	10:48:04 PM
	user: MyRealdata Susan_BML	10:48:33 PM
	I think that is supposed to be a backslash	10:48:58 PM
Yash Kalra	Kindly allow me two minutes to check the same.	10:49:09 PM
	Susan, please follow the below attach link: Downloads - Ace Cloud Hosting Resources and Tools	
	<ol style="list-style-type: none">1. Click on Microsoft RDP Generator2. Add your server's name: ICAdvisors.myrealdata.net3. Add your username: Susan_BML	10:52:06 PM
	(Edited)	
susan lucas	Ok however, I already have this on this computer, I need to add to a different computer.	10:53:03 PM
Yash Kalra	Susan please note this link you can easily open this link on new computer as well and just need to follow these steps to download the RDP.	10:54:28 PM
susan lucas	can you send this to an email address? it is my husbands computer and.	10:54:48 PM
	or do I go to Ace hosting	10:55:07 PM
Yash Kalra	Yes I will surely mail you once this chat ends. (Edited)	10:55:15 PM
susan lucas	Ok, send to 4benchmark@cox.net	10:55:34 PM
Yash Kalra	Okay Susan. (Edited)	10:55:35 PM
	Is there anything else I may help you with ?	10:56:09 PM
susan lucas	I just need to get this working on his computer as I am leaving town. I am going to try to install, can I use my sign in and all that?	10:57:11 PM
Yash Kalra	Yes, Susan you can use your credentials to login.	10:58:38 PM
susan lucas	Ok. did you send the email	10:59:05 PM
Yash Kalra	You will be receiving the mail within next 5 minutes.	10:59:38 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	10:59:42 PM
susan lucas	Ok, I can do that, after I get it working.....	11:00:06 PM
	Ok I have to sign off right now. My husband needs the computer. right now.	11:02:34 PM
Yash Kalra	Susan, how about I take a remote access to your local computer and set the RDP for you and educate	

you regarding the same and also if we encounter any issue we can resolve it on remote session?

11:04:58 PM

May I take the remote access of your local computer?

11:05:12 PM

susan lucas No, not now, I will have to do this later on, an emergency came up on my end. I have to end it. Sorry, you have been helpful, but it have to really go....

11:08:07 PM

Yash Kalra Okay please check your mail.

11:09:02 PM

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

11:09:19 PM

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

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

Thanks!

11:09:29 PM

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

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

Yash Kalra has ended this chat session

11:09:32 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Sep, 8:13:10 PM

#81202 Christy Shalinsky

Email: cshalinsky@ipsiscan.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: 6 Secs

City: LANSDALE

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 4 Mins 8 Secs

Christy Shalinsky	Hello, I am your Acebuddy	5 Sep, 8:13:10 PM
Acebuddy	Hello Christy Shalinsky, I'm your Ace Buddy. I'll be happy to assist you!	8:13:11 PM
	Whom Would You Like to Connect With?	8:13:11 PM
Christy Shalinsky	Technical Support (QB & App Hosting)	8:13:15 PM
Acebuddy	Welcome to Ace Support.	8:13:15 PM
	Please chose an option :	8:13:15 PM
Christy Shalinsky	I'd like to report an Issue	8:13:22 PM
Acebuddy	Please select an option!	8:13:22 PM
Christy Shalinsky	Other Issue	8:13:27 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:13:27 PM
Christy Shalinsky	I just spoke with someone and they are planning to reboot our server tonight to solve my issue with outlook. Please cancel that because I fixed my problem with Outlook. Please confirm you will not reboot our server tonight.	8:14:41 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:14:41 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:14:42 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:15:16 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:15:20 PM
	Yes, Christy if the issue is resolved we can disregard the request for O365 repair.	8:15:59 PM
Christy Shalinsky	Great, thank you! I also replied to your email.	8:16:29 PM
Manish Singh	Thanks for the confirmation !	8:16:37 PM
	Is there anything else I may help you with ?	8:16:39 PM
Christy Shalinsky	No Thank you for your help!	8:16:58 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	8:17:06 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:17:13 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	8:17:17 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	

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

Manish Singh has ended this chat session

8:17:19 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Sep, 4:26:49 AM

#81816 grace.lee

Email: grace.lee@myrealdata.net

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: 24 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 27 Mins 26 Secs

grace.lee	Hello, I am your Acebuddy	23 Sep, 4:26:49 AM
Acebuddy	Hello Grace.lee, I'm your Ace Buddy. I'll be happy to assist you!	4:26:50 AM
	Whom Would You Like to Connect With?	4:26:50 AM
grace.lee	Technical Support (QB & App Hosting)	4:26:53 AM
Acebuddy	Welcome to Ace Support.	4:26:53 AM
	Please chose an option :	4:26:53 AM
grace.lee	I'd like to report an Issue	4:26:57 AM
Acebuddy	Please select an option!	4:26:57 AM
grace.lee	QuickBooks Issue	4:27:01 AM
Acebuddy	What type of QuickBooks Issue are you facing?	4:27:01 AM

grace.lee	Other QB related issue	4:27:08 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:27:08 AM
grace.lee	When processing payroll in QuickBooks, the Social Security and Medicare taxes are not being calculated automatically.	4:27:38 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:27:38 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:27:38 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	4:28:08 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	4:28:14 AM
	I deeply apologize for the inconvenience caused to you.	4:28:26 AM
	Is this for account: Bongryong Kim CPA ?	4:29:27 AM
grace.lee	Yes	4:29:35 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	4:30:00 AM
	I will be surely assisting you with this.	4:30:13 AM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	4:30:23 AM
grace.lee	This issue is specific to me and is only affecting one of our client companies	4:31:07 AM
Abhay Kumar Saraswat	Okay.	4:31:19 AM
	And how long have you been experiencing this issue?	4:31:24 AM
grace.lee	It started occurring around 5 o'clock	4:31:56 AM
Abhay Kumar Saraswat	Thank you for the information.	4:32:17 AM
	May I take the remote access of your local computer and see the issue?	4:32:32 AM
	<i>4:32:50 AM grace.lee is sharing a file with you image.png - (Size:45.05 KB)</i>	4:32:50 AM
	<i>This is the message I'm seeing</i>	
grace.lee	sure	4:33:00 AM
Abhay Kumar Saraswat	Thank you for sharing the error message screenshot.	4:33:58 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	4:34:00 AM
	https://assist.acecloudhosting.com/join/9442484937	4:34:05 AM
	Kindly paste this link in the browser of local computer and join the session.	4:34:10 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.	4:35:46 AM
	Thank you for your patience.	4:41:24 AM

	Are we still connected on remote session?	4:41:35 AM
	I can see your PC locked on remote session.	4:41:58 AM
grace.lee	I think the remote session got disconnected.	4:42:05 AM
Abhay Kumar Saraswat	Can you please join the same link again?	4:42:41 AM
	Thank you for your patience.	4:52:09 AM
	We can schedule the update for after 7 PM. I'll send you an email at grace.lee@myrealdatal.net once the update is complete. After that, please try again and let us know if the issue persists.	4:52:45 AM
	Is there anything else I may help you with ?	4:52:54 AM
grace.lee	Currently, that is the only issue.	4:53:33 AM
Abhay Kumar Saraswat	No worries, I'll update you on email.	4:53:57 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	4:54:04 AM
grace.lee	Thank you so much	4:54:08 AM
Abhay Kumar Saraswat	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	4:54:09 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:54:14 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	4:54:16 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Sep, 9:15:00 PM

#81952 Padmapriya

Email: padmapriya@banyanbotanicals.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: 39 Secs

City: FLOWER MOUND

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 33 Secs

Padmapriya	Hello, I am your Acebuddy	25 Sep, 9:15:01 PM
Acebuddy	Hello Padmapriyanagarajan, I'm your Ace Buddy. I'll be happy to assist you!	9:15:01 PM
	Whom Would You Like to Connect With?	9:15:01 PM
Padmapriya	Technical Support (QB & App Hosting)	9:15:09 PM
Acebuddy	Welcome to Ace Support.	9:15:09 PM
	Please chose an option :	9:15:09 PM
Padmapriya	I'd like to report an Issue	9:15:16 PM
Acebuddy	Please select an option!	9:15:16 PM
Padmapriya	Other Issue	9:16:01 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:16:01 PM
	<i>9:16:23 PMPadmapriya is sharing a file with you image.png - (Size:25.13 KB)</i>	9:16:23 PM
	Please wait while we connect you to a Support Representative	9:16:23 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:16:23 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:17:03 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:17:06 PM
	Hello	9:17:08 PM
	How are you?	9:17:12 PM
Padmapriya	I am doing good	9:17:22 PM
Shashwat Verma	I will surely help you with this issue.	9:17:31 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?	9:17:36 PM

Padmapriya	We have been having this issues for a while its takes 3-4 attempts before we can log on to the server	9:17:56 PM 9:18:13 PM
Shashwat Verma	Okay	9:18:15 PM
	May I take the remote access of your local computer?	9:18:18 PM
Padmapriya	Denise Chavira also seem to have the same issues	9:18:32 PM
Shashwat Verma	Got it	9:18:40 PM
Padmapriya	Now. after the 4 th attempt i am logged in	9:18:47 PM
Shashwat Verma	Let me check the resources	9:18:56 PM
Padmapriya	Waiting for Q B's to open now Q B's wont open	9:19:24 PM 9:20:13 PM
Shashwat Verma	Okay	9:20:43 PM
	Could you please share the screenshot or shall I take the remote session?	9:21:06 PM
Padmapriya	you can take a remote session how do we do that	9:22:04 PM 9:22:08 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	9:22:11 PM
	https://assist.acecloudhosting.com/join/6832542386	9:22:12 PM
	Kindly Click on the link and open the downloaded file.	9:22:16 PM
Padmapriya	ok hold on'	9:23:09 PM 9:24:30 PM
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:24:36 PM
Padmapriya	ok you are on my remote destop	9:24:51 PM 9:25:18 PM
Shashwat Verma	Yes	9:25:23 PM
Padmapriya	ok looks like i lost the remote connection	9:25:30 PM 9:28:26 PM
	are you still on it	9:28:34 PM
Shashwat Verma	No the server is get rebooted for the testing purpose Kindly share me the local pc access so that i can also resolve your accessibility issue	9:28:50 PM 9:29:19 PM
Padmapriya	ok	9:29:29 PM
Shashwat Verma	https://assist.acecloudhosting.com/join/7022823191 Open the link in your local pc browser	9:29:35 PM 9:29:45 PM

	Are we still connected here?	9:30:28 PM
Padmapriya	yes	9:31:43 PM
	do you see my screen	9:31:52 PM
Shashwat Verma	Yes	9:31:54 PM
	As per the remote session, issue was resolved	9:36:26 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:36:28 PM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	9:36:32 PM
	<i>Shashwat Verma has ended this chat session</i>	9:36:34 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Sep, 8:09:37 PM

#81841 Charles Xavier

Email: support@coretechs.it ☎ 2259007448

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 10 Secs

City: PORTMORE

State: Saint Catherine

Country: JAMAICA

Chat Transcript

Chat Duration : 38 Mins 37 Secs

Charles Xavier	Hello, I am your Acebuddy	23 Sep, 8:09:38 PM
Acebuddy	Hello Charles Xavier, I'm your Ace Buddy. I'll be happy to assist you!	8:09:39 PM
	Whom Would You Like to Connect With?	8:09:39 PM
Charles Xavier		

	Technical Support (QB & App Hosting)	8:09:45 PM
Acebuddy	Welcome to Ace Support.	8:09:45 PM
	Please chose an option :	8:09:45 PM
Charles Xavier	I'd like to raise a Request	8:09:51 PM
Acebuddy	Please select your request type.	8:09:51 PM
Charles Xavier	Change in Users	8:09:59 PM
Acebuddy	Please select your desired option!	8:09:59 PM
Charles Xavier	User Replacement	8:10:07 PM
Acebuddy	We do not recommend modifying an existing user due to technical challenges. Hence we request you to disable the existing user (that you'd like to replace) and instead add a new user from MyPortal.	8:10:07 PM
	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	8:10:07 PM
	Do you need any further assistance on the topic?	8:10:07 PM
Charles Xavier	Yes	8:10:57 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:10:57 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:10:57 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	8:11:49 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	8:12:11 PM
Charles Xavier	Hi Vikas.. I would like to remove a user from our portal. i would prefer just to change the username but according to your AI it is better to remove and readd the user.	8:13:10 PM
Vikas Singh Chauhan	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:13:42 PM
Charles Xavier	Jeremy	8:13:51 PM
	laura.r1@myrealdata.net	8:14:47 PM
Vikas Singh Chauhan	Do you have the server name or business name for verification.	8:14:48 PM
	Let me check with this.	8:15:02 PM
Charles Xavier	Delete the Jeremy , that was an error	8:15:03 PM
	Thanks	8:15:42 PM
Vikas Singh Chauhan	I found the account , it is CD Services Group.	8:16:33 PM
Charles Xavier	Correct	8:16:41 PM
Vikas Singh Chauhan	Okay	8:17:02 PM
	I have just checked the same issue with the senior team members and you need to remove the user and add the new user.	8:17:42 PM
	The username cannot be changed.	8:17:55 PM

Charles Xavier	Correct, but it only allow me to disable the user	8:17:58 PM
	and doesn't allow me to create new user with the same name or email	8:18:09 PM
Vikas Singh Chauhan	Okay, allow me two minutes.	8:18:23 PM
Charles Xavier	sure	8:18:28 PM
Vikas Singh Chauhan	I am on your my portal right now. Please provide me user details like full name, contact number and email.	8:21:32 PM
	I will try to add the user from my end.	8:21:43 PM
	Are we still connected here?	8:23:26 PM
Charles Xavier	Yes	8:23:33 PM
	One sec	8:23:34 PM
Vikas Singh Chauhan	Sure	8:23:39 PM
Charles Xavier	Username: laura.r1@myrealdata.net	8:23:44 PM
	Wait	8:23:58 PM
	Change user to : LauraReno@@myrealdata.net	8:24:14 PM
	Phone: 9038065944	8:24:23 PM
	Email : laura@cdservicesgroup.net	8:24:34 PM
	First name: Laura	8:24:37 PM
	Last Name: Reno	8:24:41 PM
Vikas Singh Chauhan	Okay and which user you have disabled ?	8:24:58 PM
Charles Xavier	LauraReno@myrealdata.net	8:24:58 PM
	Disabled user: laura.r1@myrealdata.net	8:25:28 PM
	It used an autogenerated username	8:25:38 PM
	auto-generated	8:25:45 PM
Vikas Singh Chauhan	Do you need this specific username LauraReno@myrealdata.net ?	8:26:22 PM
Charles Xavier	Yes	8:26:28 PM
Vikas Singh Chauhan	Okay, in order to get the username specifically LauraReno@myrealdata.net. We have to do it from backend.	8:28:41 PM
Charles Xavier	Okay please do that	8:29:00 PM
Vikas Singh Chauhan	Okay, please allow me 30 minutes after this chat and I will be sending you all the details with password link and RDP connector to your email with above specific username.	8:30:08 PM
	Is that fine with you ?	8:30:18 PM
	Are we still connected here?	8:32:16 PM

Charles Xavier	Yes	8:32:21 PM
Vikas Singh Chauhan	Would you like to stay on the chat or shall I send you the details in next 30 minutes.	8:33:14 PM
Charles Xavier	I'll stay	8:33:39 PM
Vikas Singh Chauhan	Okay.	8:33:51 PM
	Till the time, I am getting user created, I am putting the chat on hold, please do not disconnect it. Once it is done, I will update you here	8:34:49 PM
Charles Xavier	Sure	8:39:11 PM
Vikas Singh Chauhan	The user is created now with username LauraReno@myrealdata.net	8:43:33 PM
	Please check in MyPortal once.	8:43:46 PM
Charles Xavier	Thanks . What's the password?	8:43:50 PM
Vikas Singh Chauhan	We are not authorized to share the password here over chat, I need to send you an email after this chat with password link.	8:44:40 PM
Charles Xavier	That's fine. I can reset it.	8:45:30 PM
	Thanks.	8:45:34 PM
Vikas Singh Chauhan	No worries, I will still send you all the details over email.	8:46:52 PM
	Is there anything else I may help you with ?	8:46:58 PM
Charles Xavier	Okay. Thanks.	8:47:04 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.	8:47:15 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	8:47:19 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Have a good one Charles.	8:47:31 PM
	<i>Vikas Singh Chauhan has ended this chat session</i>	8:48:15 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Sep, 9:06:40 PM

#82085 Chris Pierce

Email: chris@preferredfg.com ☎ 12606377282

Department: Support(QB & App Hosting)

Operator: Dushyant

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 25 Secs

City: INDIANAPOLIS

State: Indiana

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 28 Secs

Chris Pierce	Hello, I am your Acebuddy	30 Sep, 9:06:40 PM
Acebuddy	Hello Chris Pierce, I'm your Ace Buddy. I'll be happy to assist you!	9:06:41 PM
	Whom Would You Like to Connect With?	9:06:41 PM
Chris Pierce	Technical Support (QB & App Hosting)	9:06:47 PM
Acebuddy	Welcome to Ace Support.	9:06:47 PM
	Please chose an option :	9:06:47 PM
Chris Pierce	I'd like to report an Issue	9:06:54 PM
Acebuddy	Please select an option!	9:06:54 PM
Chris Pierce	Other Issue	9:06:57 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:06:57 PM
Chris Pierce	Having issues printing with Uniprint	9:07:11 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:07:12 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:07:12 PM
	<i>Dushyant accepted the chat transfer request.</i>	9:07:28 PM
Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.	9:07:32 PM

	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:08:14 PM
Chris Pierce	PFG.myrealdata.net	9:08:31 PM
	ChrisPierce@myrealdata.net	9:08:38 PM
Dushyant	Thank you for the details, please allow me 2-3 minutes to check the details	9:09:03 PM
	Thank you for the patience.	9:10:40 PM
	May i know when was the last time you are able to print with Uniprint?	9:11:06 PM
Chris Pierce	I am able to print with Uniprint, but when i print a tax return from lacerte it is only printing dots on the tax return	9:11:52 PM
Dushyant	Thank you for elaborating the issues, i will try my best to fix the issues.	9:12:25 PM
	May I take the remote access of your local computer?	9:12:39 PM
	<i>9:13:10 PM Chris Pierce is sharing a file with you</i> <u>Will_20240725_0001.pdf</u> - (Size:79.92 KB)	9:13:10 PM
Chris Pierce	Here's an example of what is happening	9:13:19 PM
	And yes, you may	9:13:30 PM
Dushyant	Thank you for the screenshot, i can see the dots in the print.	9:14:17 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:14:26 PM
Chris Pierce	got it	9:15:09 PM
Dushyant	https://assist.acecloudhosting.com/join/2652409350	9:16:03 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.	9:17:34 PM
	Thank you for your patience.	9:24:25 PM
Chris Pierce	Everything is fixed	9:24:27 PM
Dushyant	Issue has been fixed	9:24:30 PM
Chris Pierce	Thank you for your help	9:24:33 PM
Dushyant	Is there anything else I may help you with ?	9:24:37 PM
Chris Pierce	Thats it	9:24:50 PM
Dushyant	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:24:57 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	9:25:06 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/>)

Dushyant has ended this chat session

9:25:09 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Sep, 10:42:40 PM

#81695 theo

Email: theo@northernazit.com ☎ 19287197724

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: MIAMI

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 43 Mins 57 Secs

theo	Hello, I am your Acebuddy	18 Sep, 10:42:41 PM
Acebuddy	Hello Theo, I'm your Ace Buddy. I'll be happy to assist you!	10:42:42 PM
	Whom Would You Like to Connect With?	10:42:42 PM
theo	Technical Support (QB & App Hosting)	10:43:13 PM
Acebuddy	Welcome to Ace Support.	10:43:13 PM
	Please chose an option :	10:43:13 PM
theo	I'd like to raise a Request	10:43:18 PM
Acebuddy	Please select your request type.	10:43:18 PM
theo	Office 365 Addition	10:43:25 PM
Acebuddy	Please specify if you already have an Office365 subscription	10:43:25 PM

theo	I already have O365 license	10:43:29 PM
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windows Server Operating Systems :	10:43:29 PM
	<ul style="list-style-type: none"> • O365 E3 • O365 E5 • O365 Apps for Enterprise 	10:43:29 PM
	If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.	10:43:29 PM
	If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one mentioned above or you may purchase a compatible license from Ace.	10:43:29 PM
	Do you need any further assistance on the topic?	10:43:29 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:26:38 PM
	<i>Ended due to chat idle timeout</i>	11:26:38 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Sep, 1:12:08 AM

#82000 Aaron Moak

Email: aaron@computerevolutions.com 12253246008

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 18 Secs

City: BATON ROUGE

State: Louisiana

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 25 Secs

Aaron Moak	Hello, I am your Acebuddy	27 Sep, 1:12:08 AM
Acebuddy	Hello Aaron Moak, I'm your Ace Buddy. I'll be happy to assist you!	1:12:09 AM
	Whom Would You Like to Connect With?	1:12:09 AM
Aaron Moak	Technical Support (QB & App Hosting)	1:12:16 AM
Acebuddy	Welcome to Ace Support.	1:12:16 AM
	Please chose an option :	1:12:16 AM
Aaron Moak	I'd like to report an Issue	1:12:40 AM
Acebuddy	Please select an option!	1:12:40 AM
Aaron Moak	Other Issue	1:12:44 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:12:44 AM
Aaron Moak	Cant login	1:12:52 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:12:53 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:12:53 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	1:13:16 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	1:13:29 AM
	Hello Aaron.	1:13:53 AM
Aaron Moak	hey , im having problem with the login on my laptop. My desktops work fine	1:13:59 AM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	1:14:10 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:14:16 AM
Aaron Moak	keeps asking for windows secutity credentials	1:14:30 AM
Sujeet Kumar Suman	No worries, I will surely assist you with this.	1:14:55 AM
Aaron Moak	QBNXTENT1.myrealdata.net	1:15:05 AM
	AaronM.NENT1	1:15:17 AM
	myrealdata.net	1:15:24 AM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	1:15:27 AM
	Thank you for your patience.	1:16:38 AM
	Could you please share a screenshot of the prompt that appears when you click on it?	1:16:48 AM
Aaron Moak	yes hold on	1:17:50 AM
Sujeet Kumar Suman	Sure, please take your time	1:18:16 AM
	<i>1:18:58 AMAaron Moak is sharing a file with you ace hosting login.jpg - (Size:154.48 KB)</i>	1:18:58 AM

	Thank you for the screenshot.	1:19:39 AM
	May I take the remote access of your local computer?	1:20:00 AM
	Are we still connected here?	1:22:43 AM
Aaron Moak	yes	1:22:51 AM
	yes plese	1:22:57 AM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	1:23:02 AM
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/5182847466	1:23:38 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:26:31 AM
	Thank you for your patience.	1:31:21 AM
	As per discussion over the remote session, The issue is resolved.	1:31:27 AM
Aaron Moak	all resolved, thank you	1:31:44 AM
Sujeet Kumar Suman	Thanks for the confirmation !	1:31:48 AM
	Is there anything else I may help you with ?	1:31:52 AM
Aaron Moak	nope, have a good weekend	1:32:09 AM
Sujeet Kumar Suman	Same to you.	1:32:18 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.	1:32:23 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:32:29 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!	1:32:31 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Sujeet Kumar Suman has ended this chat session</i>	1:32:34 AM



