

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jul, 7:29:34 PM

#79061 lr

Email: lr@hrosscpa.com

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: 32 Secs

City: MC LEAN

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 30 Secs

lr	Hello, I am your Acebuddy	8 Jul, 7:29:35 PM
Acebuddy	Hello Liz Rivas, I'm your Ace Buddy. I'll be happy to assist you!	7:29:36 PM
	Whom Would You Like to Connect With?	7:29:36 PM
lr	Technical Support (QB & App Hosting)	7:29:44 PM
Acebuddy	Welcome to Ace Support.	7:29:44 PM
	Please chose an option :	7:29:44 PM
lr	I'd like to report an Issue	7:29:57 PM
Acebuddy	Please select an option!	7:29:57 PM
lr	Other Issue	7:30:04 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:30:04 PM
lr	When I go to login to Ace hosting i get an alert that says MFA is required but then it just kicks me out. I was on it this morning without any issues and then i was randomly kicked out.	7:31:30 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:31:30 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:31:30 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	7:31:43 PM

Sujeet Kumar Suman

	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	7:31:54 PM
	Hello Liz	7:32:02 PM
Ir	Hello Sujeet	7:32:18 PM
Sujeet Kumar Suman	Could you please help us understand your concern?	7:33:32 PM
Ir	I can't login to remote desktop. i keep getting kicked out	7:34:06 PM
Sujeet Kumar Suman	There is currently a technical outage. We will respond to you within 50 minutes. (Edited)	7:35:02 PM
Ir	ok	7:35:40 PM
Sujeet Kumar Suman	We apologize for the inconvenience this may have caused you and appreciate your patience and understanding throughout the process.	7:35:46 PM
	Is there anything else I may help you with ?	7:35:56 PM
Ir	not at this tim	7:36:44 PM
	time	7:36:46 PM
Sujeet Kumar Suman	Thanks for the confirmation !	7:36:57 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!	7:37:03 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>Sujeet Kumar Suman has ended this chat session</i>	7:37:05 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Jul, 11:34:52 PM

#79809 Lindsey Vela

Email: admin@beaconmarineelectronics.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: 3 Mins 28 Secs

City: OXNARD

State: California

Country: UNITED STATES

Chat Duration : 1 Hour 23 Mins

Chat Transcript

Lindsey Vela	Hello, I am your Acebuddy	25 Jul, 11:34:53 PM
Acebuddy	Hello Randi, I'm your Ace Buddy. I'll be happy to assist you!	11:34:54 PM
	Whom Would You Like to Connect With?	11:34:54 PM
Lindsey Vela	Technical Support (QB & App Hosting)	11:35:33 PM
Acebuddy	Welcome to Ace Support.	11:35:33 PM
	Please chose an option :	11:35:33 PM
Lindsey Vela	I'd like to report an Issue	11:35:40 PM
Acebuddy	Please select an option!	11:35:40 PM
Lindsey Vela	Other Issue	11:35:48 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:35:48 PM
Lindsey Vela	REmote desktop cannot find my BlueisleDrake.myrealdatal.net.	11:36:06 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:36:07 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:36:07 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	11:37:01 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	11:37:09 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:37:50 PM
Lindsey Vela	sorry	11:39:09 PM
	blueisleDrake.myrealdatal.net	11:39:21 PM
Shubham Maurya	Kindly allow me two minutes to check the same.	11:40:51 PM
Lindsey Vela	yes	11:41:00 PM
Shubham Maurya	We have checked, the server is not working at our end as well, kindly allow few more minutes to figure it out for you. Thanks for your patience.	11:44:51 PM

Lindsey Vela	thank you	11:44:58 PM
Shubham Maurya	Randi, thank you for your patience. Our team is actively working on this issue as a high priority, and we expect it to be resolved soon. Please stay connected for updates. (Edited)	11:53:52 PM
Lindsey Vela	will do	11:53:59 PM
Shubham Maurya	Randi, we need to reboot the server please ask the logged-in users to save their work.	26 Jul, 12:07:15 AM
Lindsey Vela	i believe everyone has been logged out proceed	12:07:44 AM 12:07:45 AM
Shubham Maurya	Randi, please try to log in to the server. (Edited)	12:09:59 AM
Lindsey Vela	we are in while i have you, we are having an issue with quickbooks emailed invoice pdfs cut in half	12:10:30 AM 12:11:26 AM
Shubham Maurya	Is this PDF issue occurring for all the users?	12:12:57 AM
Lindsey Vela	i believe so mike krupka most recently customer having issue	12:13:21 AM 12:13:44 AM 12:13:52 AM
	we have also received emails from other QB vendors that are opening half cut off. company wide issue?	12:14:31 AM
Shubham Maurya	Randi, Upon checking, we found that the server login issue has occurred twice. We believe that repairing Windows from the backend is necessary to fully resolve it. Would it be okay with you if we proceed with this Windows repair over the weekend?	12:15:44 AM
Lindsey Vela	yes	12:16:33 AM
Shubham Maurya	We have to take a remote session for those users in order to resolve this issue. Please ask these users to either reach out to us via chat or on a call.	12:16:37 AM 12:17:09 AM
Lindsey Vela	over the weekend? No one is here the notification says: the form you are about to print does not fit on the page. you may wish to modify your print settings such as portrait landscape do you need access?	12:17:25 AM 12:19:40 AM 12:19:43 AM
Shubham Maurya	Prior providing the access, I would suggest you to close any important documents at your end.	12:20:16 AM
Lindsey Vela	closed	12:20:25 AM
Shubham Maurya	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/2342738029	12:20:40 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	12:58:51 AM
	<i>Ended due to chat idle timeout</i>	12:58:51 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jul, 1:34:14 AM

#79417 Chelcie Strode

Email: chelcie@leavenwortheande.com **Phone:** 15098811372
Department: Support(QB & App Hosting)
Operator: Gurwinder Singh
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 54 Secs
City: GRAHAM
State: Washington
Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 12 Secs

Chelcie Strode	Hello, I am your Acebuddy	15 Jul, 1:34:15 AM
Acebuddy	Hello Chelcie Strode, I'm your Ace Buddy. I'll be happy to assist you!	1:34:16 AM
	Whom Would You Like to Connect With?	1:34:16 AM
Chelcie Strode	Technical Support (QB & App Hosting)	1:34:29 AM
Acebuddy	Welcome to Ace Support.	1:34:29 AM
	Please chose an option :	1:34:29 AM
Chelcie Strode	I'd like to report an Issue	1:34:36 AM
Acebuddy	Please select an option!	1:34:36 AM
Chelcie Strode	Other Issue	1:34:41 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:34:41 AM
Chelcie Strode	Can log in (remote desktop)	1:34:54 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:34:55 AM

Acebuddy (bot) forwarded the chat request

1:34:55 AM

Gurwinder Singh accepted the chat transfer request.

1:35:26 AM

Gurwinder Singh Thank you for contacting Ace Cloud Hosting. My name is Gurwinder Singh. I will be assisting you today.

1:35:30 AM

Chelcie Strode I had problems logging in this morning at the office. I am now having the same problem at my home office. I suspect it's the same issue.

1:36:24 AM

1:36:29 AM Chelcie Strode is sharing a file with you

1:36:29 AM

[1_image.png](#) - (Size:111.49 KB)

Gurwinder Singh Chelcie, we are facing a temporary issue on our end due to which Servers are inaccessible for some time. This should get resolved in the next 30-40 mins

1:38:15 AM

Chelcie Strode ah ok

1:38:34 AM

Gurwinder Singh Once the issue gets resolved, we will update you over an email. Would that be fine !!

1:39:10 AM

Chelcie Strode yes, excellent - thanks!

1:39:25 AM

Gurwinder Singh Thank you for your patience, we will get back to you.

1:40:33 AM

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

1:40:37 AM

Gurwinder Singh has ended this chat session

1:42:27 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Jul, 8:17:48 PM

#78950 info

Email: info@brkimcpa.com ☎ 9729724930

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 38 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 39 Secs

info	Hello, I am your Acebuddy	3 Jul, 8:17:48 PM
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	8:17:49 PM
	Whom Would You Like to Connect With?	8:17:49 PM
info	Technical Support (QB & App Hosting)	8:17:52 PM
Acebuddy	Welcome to Ace Support.	8:17:52 PM
	Please chose an option :	8:17:52 PM
info	I'd like to report an Issue	8:18:25 PM
Acebuddy	Please select an option!	8:18:25 PM
info	QuickBooks Issue	8:18:30 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:18:30 PM
info	QuickBooks is Frozen	8:18:36 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	8:18:37 PM
	Was that helpful?	8:18:37 PM
info	No	8:18:41 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:18:41 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:18:41 PM
info	Cannot login QB	8:18:48 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:18:49 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:18:53 PM
	<i>8:18:58 PM info is sharing a file with you</i>	8:18:58 PM
	<i>image.png - (Size:13.21 KB)</i>	
info	Bongryong.myrealdata.net. User name : Donna_BK	8:19:09 PM
	Every employee has same issues	8:19:33 PM
	<i>8:19:45 PM info is sharing a file with you</i>	8:19:45 PM
	<i>image.png - (Size:6.39 KB)</i>	
Manish Singh	I will surely help you with this issue.	8:20:14 PM
	Kindly allow me two minutes to check the same.	8:20:49 PM
info	ok	8:20:58 PM
Manish Singh	Is this the first time you're experiencing this issue? (Edited)	8:21:31 PM
info	yes	8:22:58 PM
Manish Singh	May I know which company file you are trying to access?	8:23:29 PM

	Need to reboot the server once and for payroll update we have to schedule this in night hours as users are using server for now.	8:25:11 PM
info	Theos Corporation	8:26:18 PM
	YSK	8:26:22 PM
	etc.,	8:26:29 PM
	we already update QB on June 30.	8:27:10 PM
	should we be out of the server now?	8:27:18 PM
Manish Singh	Yes, please logout all users from the server for 5 minutes.	8:28:43 PM
info	okay.	8:28:59 PM
Manish Singh	Are we still connected here?	8:34:04 PM
	Are we still connected here?	8:36:05 PM
	Are we still connected here?	8:37:22 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.	8:37:27 PM
	<i>Manish Singh has ended this chat session</i>	8:37:28 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Jul, 11:17:11 PM

#79771 Synthia Hillberry

Email: syndi@whitneytax.com 12546940113

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: BOYD

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 9 Secs

Synthia Hillberry	Hello, I am your Acebuddy	24 Jul, 11:17:12 PM
Acebuddy	Hello Synthia Hillberry, I'm your Ace Buddy. I'll be happy to assist you!	11:17:13 PM
	Whom Would You Like to Connect With?	11:17:13 PM
Synthia Hillberry	Technical Support (QB & App Hosting)	11:17:17 PM
Acebuddy	Welcome to Ace Support.	11:17:17 PM
	Please chose an option :	11:17:17 PM
Synthia Hillberry	I'd like to raise a Request	11:17:23 PM
Acebuddy	Please select your request type.	11:17:23 PM
Synthia Hillberry	Change in Applications	11:17:29 PM
Acebuddy	Please select your desired option!	11:17:29 PM
Synthia Hillberry	Application Addition	11:17:39 PM
Acebuddy	Please select your Application	11:17:39 PM
Synthia Hillberry	Other Application	11:17:44 PM
Acebuddy	Kindly email us the below mentioned information on support@acecloudhosting.com from your registered email address and we will update you via email. • Application name and version • Setup/Installer download link (if any) • Activation Code / License information • Any other info/guide needed to install the application.	11:17:44 PM
	We will update you via email once the installation is complete.	11:17:44 PM
	Application Addition usually takes 1-2 Hour(s)	
	Do you need any further assistance on the topic?	11:17:44 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.	25 Jul, 12:02:21 AM
	<i>Ended due to chat idle timeout</i>	12:02:21 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jul, 3:06:05 PM

#79046 Tsahi Katlan

Email: tsahi@netzgroup.com

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: 1 Min 28 Secs

City: RISHON LEZION

State: Hamerkaz

Country: ISRAEL

Chat Transcript

Chat Duration : 30 Mins 38 Secs

Tsahi Katlan	Hello, I am your Acebuddy	8 Jul, 3:06:07 PM
Acebuddy	Hello Tsahi Katlan, I'm your Ace Buddy. I'll be happy to assist you!	3:06:08 PM
	Whom Would You Like to Connect With?	3:06:08 PM
Tsahi Katlan	Technical Support (QB & App Hosting)	3:06:19 PM
Acebuddy	Welcome to Ace Support.	3:06:19 PM
	Please chose an option :	3:06:19 PM
Tsahi Katlan	I'd like to report an Issue	3:06:26 PM
Acebuddy	Please select an option!	3:06:26 PM
Tsahi Katlan	QuickBooks Issue	3:06:34 PM
Acebuddy	What type of QuickBooks Issue are you facing?	3:06:34 PM
Tsahi Katlan	QuickBooks Login Issue	3:07:19 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	3:07:19 PM
	Was that helpful?	3:07:19 PM
Tsahi Katlan	No	3:07:27 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	3:07:27 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:07:27 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	3:07:55 PM

Shivam Singh is transferring the chat to Ashutosh Mishra.

3:08:03 PM

Ashutosh Mishra accepted the chat transfer request.

3:08:08 PM

Ashutosh Mishra Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.

3:08:17 PM

Hello Tsahi, I will surely help you with this issue.

3:08:51 PM

Kindly help me with your server name and user name?

3:09:25 PM

Are we still connected here?

3:11:04 PM

Are we still connected here?

3:13:28 PM

3:14:40 PM Tsahi Katlan is sharing a file with you

3:14:40 PM

[1_image.png](#) - (Size:152.54 KB)

Tsahi Katlan i have login issue

3:14:54 PM

i don't know the password and there is no way to do forgot password here

3:15:27 PM

Ashutosh Mishra I will be surely assisting you with this.

3:16:08 PM

Kindly allow me two minutes to check the same.

3:16:14 PM

Tsahi Katlan Thank you

3:18:32 PM

Ashutosh Mishra Thank you for your patience. To reset the password I would require approval mail from the registered contact email leibi@mandymanagement.com

3:20:20 PM

We will send a request email to the registered contact, and once the approval is received, we will reset the password and send you the password link.

3:21:23 PM

Tsahi Katlan Ok, I'm in Israel and Leibi is in US so please send him i asked him to respond but since is early morning maybe it will take a few hours

3:23:11 PM

Ashutosh Mishra Yes, I am sending the email right away, and I do understand it will take few hours to get approval however due to security reasons we would only be able to reset the password after approval.

3:25:27 PM

To avoid delay, we would recommend you to register yourself on our Selfcare Portal (<https://selfcare.acecloudhosting.com>) to manage password of the server. You'll be able to change or reset the password of the server without having to contact support.

3:28:57 PM

Are we still connected here?

3:32:08 PM

Are we still connected here?

3:34:04 PM

Are we still connected here?

3:35:38 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.

3:36:41 PM

Ashutosh Mishra has ended this chat session

3:36:45 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jul, 4:03:29 AM

#79438 REBECCA HARDY

Email: rebecca@trelfalabs.com  19784172525

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: 45 Secs

City: SALISBURY

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 12 Secs

REBECCA HARDY	Hello, I am your Acebuddy	15 Jul, 4:03:29 AM
Acebuddy	Hello Rebecca, I'm your Ace Buddy. I'll be happy to assist you!	4:03:31 AM
	Whom Would You Like to Connect With?	4:03:31 AM
REBECCA HARDY	Sales & Solutions	4:04:35 AM
Acebuddy	Please wait while we connect you to one of our Sales Representative.	4:04:35 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:04:35 AM
	<i>Akash accepted the chat transfer request.</i>	4:04:38 AM
Akash	Hi Rebecca, How can I help ?	4:04:49 AM
REBECCA HARDY	Hi, I am a customer with 2 user licenses for TRELFA LABS INC. I need to reduce that to just one license. My partner, Jon Trelfa, no longer needs access to QuickBooks.	4:05:44 AM
	I still do.	4:05:57 AM
Akash	Thank you , let me connect you to support.	4:06:30 AM
	<i>Akash is transferring the chat to Support(QB & App Hosting).</i>	4:06:36 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	4:06:58 AM
REBECCA HARDY	hello	4:07:15 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	4:07:18 AM

REBECCA HARDY	Can you see my original message above, regarding reducing the number or users on our account?	4:07:48 AM
Anjainay Singh	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible.	4:08:45 AM
	Could you please confirm the username which you want to remove from server?	4:09:42 AM
REBECCA HARDY	JonTrelfa	4:09:50 AM
Anjainay Singh	Thankyou for your confirmation Rebecca.	4:10:12 AM
	We need your confirmation on email support@acecloudhosting.com from registered email address rebecca@trelfalabs.com so that we can disable user on your behalf.	4:11:21 AM
REBECCA HARDY	ok	4:12:31 AM
Anjainay Singh	Thankyou.	4:12:40 AM
	Please confirm when you are done.	4:13:31 AM
REBECCA HARDY	ok, I just emailed it	4:14:53 AM
Anjainay Singh	I have just received it.	4:15:56 AM
	Please allow me two minutes so that I can disable the user.	4:16:20 AM
REBECCA HARDY	ok	4:16:27 AM
Anjainay Singh	I have disabled the user.	4:19:13 AM
REBECCA HARDY	ok, do you know how much that reduces our bill each month?	4:19:32 AM
Anjainay Singh	For this request I will send this request to billing department and they will assist you with this billing query.	4:20:18 AM
REBECCA HARDY	ok, than k you	4:20:28 AM
Anjainay Singh	You will get notify over an email.	4:20:34 AM
	Is there anything else I may help you with ?	4:20:42 AM
REBECCA HARDY	no, thank you	4:20:48 AM
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.	4:21:56 AM
	I will also share the ticket id with you over the mail once this chat is disconnected.	4:22:05 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:22:09 AM
	I am disconnecting the chat.	4:23:06 AM
<i>Anjainay Singh has ended this chat session</i>		4:23:42 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Jul, 12:16:38 AM

#79224 Jim Roberts

Email: jim@blueram.com ☎ 704-774-0710

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: DENVER

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 38 Secs

Jim Roberts	Hello, I am your Acebuddy	10 Jul, 12:16:39 AM
Acebuddy	Hello Jim Roberts, I'm your Ace Buddy. I'll be happy to assist you!	12:16:40 AM
	Whom Would You Like to Connect With?	12:16:40 AM
Jim Roberts	Technical Support (QB & App Hosting)	12:16:48 AM
Acebuddy	Welcome to Ace Support.	12:16:48 AM
	Please chose an option :	12:16:48 AM
Jim Roberts	I'd like to report an Issue	12:16:57 AM
Acebuddy	Please select an option!	12:16:57 AM
Jim Roberts	Password Reset	12:17:04 AM
Acebuddy	Please select an option below	12:17:04 AM
Jim Roberts	Already Enrolled to Selfcare Portal	12:17:11 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	12:17:11 AM
	Do you need any further assistance on the topic?	12:17:11 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	12:48:18 AM
	<i>Ended due to chat idle timeout</i>	12:48:18 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jul, 1:27:47 AM

#79169 Andy

Email: kcorrea@lokring.com ☎ 13104066663

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: 30 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 21 Secs

Andy	Hello, I am your Acebuddy	9 Jul, 1:27:48 AM
Acebuddy	Hello Andy Steven, I'm your Ace Buddy. I'll be happy to assist you!	1:27:52 AM
	Whom Would You Like to Connect With?	1:27:52 AM
Andy	Technical Support (QB & App Hosting)	1:28:00 AM
Acebuddy	Welcome to Ace Support.	1:28:00 AM
	Please chose an option :	1:28:00 AM
Andy	I'd like to report an Issue	1:28:05 AM
Acebuddy	Please select an option!	1:28:05 AM
Andy	QuickBooks Issue	1:28:10 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:28:10 AM
Andy	Other QB related issue	1:28:17 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:28:17 AM

Andy	Reboot server	1:28:29 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:28:30 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:28:30 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	1:28:39 AM
Andy	my pdf's are saving half pages	1:28:41 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	1:28:50 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:28:53 AM
Andy	Server Name: LokringWC.myrealdatal.net	1:29:10 AM
	Username:myrealdatal\LWC_KathyC	1:29:15 AM
Yash Kalra	Kindly allow me two minutes to check the same.	1:30:05 AM
	Andy, please let us know if this issue is being encountered only by you or by all users on the server. (Edited)	1:31:40 AM
Andy	Only the server mentioned above	1:31:56 AM
	LWC Kathy C	1:31:58 AM
Yash Kalra	May I take the remote access of your server?	1:32:15 AM
Andy	just reboot server please	1:32:25 AM
	that usually fixes it	1:32:32 AM
Yash Kalra	Okay, I have just scheduled the script to run. The server will be rebooted within the next 5 minutes.	1:33:40 AM
Andy	thank you	1:33:52 AM
Yash Kalra	Is there anything else I may help you with ?	1:34:03 AM
Andy	no that is all	1:34:14 AM
	thank you	1:34:17 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the Smilies.	1:34:26 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:35:07 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!	1:35:10 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>	1:35:13 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Jul, 9:10:39 PM

#79730 Karin Newburger

Email: knewburger@hansenrealtyervices.com 7087692030

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: 35 Secs

City: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 28 Secs

Karin Newburger	Hello, I am your Acebuddy	23 Jul, 9:10:40 PM
Acebuddy	Hello Karin Newburger, I'm your Ace Buddy. I'll be happy to assist you!	9:10:41 PM
	Whom Would You Like to Connect With?	9:10:41 PM
Karin Newburger	Technical Support (QB & App Hosting)	9:10:44 PM
Acebuddy	Welcome to Ace Support.	9:10:45 PM
	Please chose an option :	9:10:45 PM
Karin Newburger	I'd like to report an Issue	9:10:51 PM
Acebuddy	Please select an option!	9:10:51 PM
Karin Newburger	QuickBooks Issue	9:10:57 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:10:57 PM
Karin Newburger	QuickBooks Login Issue	9:11:08 PM
Acebuddy		

	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	9:11:08 PM
	Was that helpful?	9:11:08 PM
Karin Newburger	No	9:11:21 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:11:21 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:11:21 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	9:11:53 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	9:11:57 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:12:01 PM
Karin Newburger	Bradley Center Mangement	9:13:17 PM
	Karin Newburger	9:13:24 PM
Yash Kalra	Kindly allow me two minutes to check the same.	9:13:46 PM
Karin Newburger	I set up a new file and cant get back in. I must have mistyped the password.	9:13:51 PM
	When I try to recover the password I am getting emails that are not mine?	9:14:14 PM
	Myreal data and ACe	9:14:28 PM
Yash Kalra	Karin, could you please share a screenshot of the email you received?	9:15:32 PM
Karin Newburger	Can you remote in?	9:15:58 PM
Yash Kalra	Sure	9:16:30 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:16:33 PM
Karin Newburger	ok	9:16:41 PM
Yash Kalra	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/8602418651	9:16:54 PM
	Karin, we have assisted you with the QuickBooks login issue. For changing the admin, we kindly request you to reach out to Intuit Support directly.	9:37:52 PM
	Is there anything else I may assist you with? (Edited)	
	Are we still connected here?	9:38:30 PM
	Are we still connected here?	9:40:03 PM
	Are we still connected here?	9:42:46 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.	9:42:55 PM
	<i>Yash Kalra has ended this chat session</i>	9:43:08 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Jul, 2:39:08 PM

#79836 krisika

Email: krisika@hkidata.com ☎ 7383092838

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 37 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 9 Mins 42 Secs

krisika	Hello, I am your Acebuddy	28 Jul, 2:39:09 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	2:39:10 PM
	Whom Would You Like to Connect With?	2:39:10 PM
krisika	Technical Support (QB & App Hosting)	2:39:15 PM
Acebuddy	Welcome to Ace Support.	2:39:15 PM
	Please chose an option :	2:39:15 PM
krisika	I'd like to report an Issue	2:39:20 PM
Acebuddy	Please select an option!	2:39:21 PM
krisika	Other Issue	2:39:24 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:39:24 PM
krisika	Hi	2:39:48 PM
Acebuddy	Please wait while we connect you to a Support Representative	2:39:49 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:39:50 PM
	<i>Tushar accepted the chat transfer request.</i>	2:40:20 PM

Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	2:40:25 PM
krisika	Quickbook working slow	2:40:47 PM
Tushar	I deeply apologize for the inconvenience caused to you, as I can see from prior tickets it's an ongoing issue and our team is actively working on it.	2:41:33 PM
krisika	Quickbook working slow in all pc	2:42:01 PM
Tushar	As of now what we can do is reboot the server to make it faster. (Edited)	2:42:06 PM
krisika	Okk	2:42:30 PM
	Hii	2:43:50 PM
Tushar	A user is still logged in HKiDATA03	2:44:19 PM
	I have sent a pop up message to log off .	2:44:36 PM
krisika	Ok	2:44:56 PM
Tushar	Server is now rebooting as the user has logged off.	2:45:27 PM
krisika	Ok	2:46:04 PM
Tushar	Server is rebooted kindly check if QuickBooks is working as expected or not.	2:46:52 PM
krisika	Okk	2:47:02 PM
	Quickbook working complete	2:48:31 PM
Tushar	Great.	2:48:33 PM
	Is there anything else I may help you with ?	2:48:37 PM
krisika	No	2:48:43 PM
Tushar	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	2:48:45 PM
krisika	Thank you	2:48:46 PM
Tushar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:48:47 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	2:48:50 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Tushar has ended this chat session</i>	2:48:51 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Jul, 1:50:52 AM

#79909 William Mays

Email: it@grafbro.com 17404643070

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 59 Secs

City: SOUTH SHORE

State: Kentucky

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 4 Secs

William Mays	Hello, I am your Acebuddy	30 Jul, 1:50:52 AM
Acebuddy	Hello It, I'm your Ace Buddy. I'll be happy to assist you!	1:50:53 AM
	Whom Would You Like to Connect With?	1:50:53 AM
William Mays	Technical Support (QB & App Hosting)	1:50:58 AM
Acebuddy	Welcome to Ace Support.	1:50:58 AM
	Please chose an option :	1:50:58 AM
William Mays	I'd like to report an Issue	1:51:03 AM
Acebuddy	Please select an option!	1:51:03 AM
William Mays	Other Issue	1:51:07 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:51:07 AM
William Mays	User Kortni Bolton is having an issue stating TSPrint Licensing Service not started. Reinstall TSPrint Server or start TSPrintManagement Service.	1:51:36 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:51:36 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:51:36 AM

Manish Singh accepted the chat transfer request.

1:53:23 AM

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	1:53:28 AM
William Mays	Hello Manish	1:53:40 AM
	<i>Manish Singh is transferring the chat to Yash Kalra.</i>	1:54:05 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	1:54:09 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	1:54:13 AM
William Mays	Hello yash	1:54:17 AM
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:54:22 AM
William Mays	GrafBrothers.myrealdata.net:54369 GB.TECHIT@myrealdata.net	1:54:46 AM
	issue is with user Kortni bolton	1:54:54 AM
Yash Kalra	Kindly allow me two minutes to check the same.	1:55:09 AM
	It's taking more than expected please stay connected.	1:59:32 AM
William Mays	ok	1:59:37 AM
Yash Kalra	Thank you for staying connected. May I know when the user was last able to print successfully? (Edited)	2:02:05 AM
William Mays	lmao	2:02:19 AM
	let me look	2:02:23 AM
	this morning	2:02:34 AM
Yash Kalra	May I take the remote access of your local computer?	2:02:53 AM
William Mays	you don't need to	2:03:01 AM
	I have had people fix this 10000 times before and they didn't need remote access or ChatGPT assistance. Is there someone you can connect me to that is better suited for this	2:03:27 AM
	The TSPrint service on our server just needs restarted. I am not able to do that since you guys host it and have total admin power.	2:04:10 AM
Yash Kalra	I understand your concern please allow me to 2 minutes while I am making some changes from the backend.	2:05:47 AM
William Mays	ok	2:07:20 AM
Yash Kalra	Can you please check now if the issue is resolved?	2:09:12 AM
William Mays	let me see	2:09:18 AM
Yash Kalra	Sure, please take your time	2:09:25 AM
	Are we still connected here?	2:13:28 AM
William Mays	yup, no response	2:13:34 AM
	just assume it's fixed. I'll reach out if the issue happens again	2:13:43 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Jul, 11:27:16 PM

#79515 Alexis

Email: alexisa@sentryusa.com 16057530880

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: 22 Secs

City: WATERTOWN

State: South Dakota

Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 34 Secs

Alexis	Hello, I am your Acebuddy	16 Jul, 11:27:17 PM
Acebuddy	Hello Alexis, I'm your Ace Buddy. I'll be happy to assist you!	11:27:18 PM
	Whom Would You Like to Connect With?	11:27:18 PM
Alexis	Technical Support (QB & App Hosting)	11:27:23 PM
Acebuddy	Welcome to Ace Support.	11:27:23 PM
	Please chose an option :	11:27:23 PM
Alexis	I'd like to report an Issue	11:27:29 PM
Acebuddy	Please select an option!	11:27:29 PM
Alexis	Other Issue	11:27:36 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:27:36 PM
Alexis	Adobe crashes when opening PDF attachments from Quickbooks Desktop	11:27:54 PM

Acebuddy	Please wait while we connect you to a Support Representative	11:27:54 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:27:55 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	11:28:08 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	11:28:13 PM
	Hello Alexis	11:28:19 PM
Alexis	Hi Sujeet	11:28:26 PM
	I am having issues when trying to open PDF attachments from Quickbooks Desktop. It shows up for a few seconds and then closes out.	11:29:12 PM
	I am wondering if you can reinstall Adobe acrobat on my server.	11:29:35 PM
Sujeet Kumar Suman	No worry, I can help with that. Let me look into it for you.	11:29:42 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:30:10 PM
Alexis	Sentry.myrealdatal.net	11:30:23 PM
	I am Sentry_Alexis	11:30:34 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	11:30:38 PM
	Thank you for your patience.	11:32:36 PM
	We have just updated the Adobe application from the backend. Could you please try opening a PDF file using the Adobe application and let us know if the issue still persists?	11:32:38 PM
Alexis	Yes one moment	11:33:53 PM
Sujeet Kumar Suman	Sure, please take your time	11:34:04 PM
Alexis	It still crashes	11:36:53 PM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	11:37:15 PM
	May I take the remote access of your server?	11:37:20 PM
Alexis	Yes, and I would like to add that if I open Adobe in the background and then try to open the attachment it works. This is unusual.	11:37:57 PM
Sujeet Kumar Suman	No worries, I will try my best to resolve your issue	11:38:39 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.	11:39:12 PM
	Thank you for your patience.	17 Jul, 12:07:45 AM
	As per discussion over the remote session, The issue is resolved.	12:07:55 AM
Alexis	Hello I can confirm that it appears to be working properly again	12:08:03 AM
Sujeet Kumar Suman	Hi Sentry	12:08:19 AM
	Thanks for the confirmation !	12:08:27 AM

	Is there anything else I may help you with ?	12:08:29 AM
Alexis	Can you make sure to end the remote session? My mouse is still jumping around	12:08:34 AM
Sujeet Kumar Suman	Sure.	12:08:38 AM
	Done.	12:08:51 AM
	Is there anything else I may help you with ?	12:08:58 AM
Alexis	Thank you for your assistance!	12:09:02 AM
Sujeet Kumar Suman	Most welcome.	12:09:13 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:09:17 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Sujeet Kumar Suman has ended this chat session</i>	12:09:52 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jul, 12:50:55 AM

#79163 Franklin Brito

Email: f.brito@evoprocosmetics.com 3054941300

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 1 Min 14 Secs

City: MIAMI

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 58 Secs

Franklin Brito	Hello, I am your Acebuddy	9 Jul, 12:50:56 AM
Acebuddy	Hello Franklin Brito, I'm your Ace Buddy. I'll be happy to assist you!	12:50:57 AM
	Whom Would You Like to Connect With?	12:50:57 AM
Franklin Brito	Technical Support (QB & App Hosting)	12:51:14 AM
Acebuddy	Welcome to Ace Support.	12:51:15 AM
	Please chose an option :	12:51:15 AM
Franklin Brito	I'd like to report an Issue	12:51:24 AM
Acebuddy	Please select an option!	12:51:24 AM
Franklin Brito	Other Issue	12:51:28 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:51:28 AM
Franklin Brito	Not connecting	12:51:57 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:51:57 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:51:57 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	12:52:28 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	12:52:35 AM
	Hello Franklin	12:52:48 AM
Franklin Brito	Hi Sujeet the system is not connecting	12:53:24 AM
	Since this morning	12:53:36 AM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	12:53:42 AM
	Sure, I can help with that. Let me look into it for you.	12:54:03 AM
	Could you please try accessing the server again and let us know if you are still experiencing any issues?	12:55:22 AM
Franklin Brito	Nothing	12:56:02 AM
Sujeet Kumar Suman	May I take the remote access of your local computer?	12:56:22 AM
Franklin Brito	Yes	12:56:31 AM
Sujeet Kumar Suman	Prior providing the access, I would suggest you to close any important documents at your end.	12:56:36 AM
Franklin Brito	Ok	12:56:46 AM
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session.	12:57:33 AM

<https://assist.acecloudhosting.com/join/6962013287>

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

12:59:48 AM

Franklin Brito Ok ready

12:59:55 AM

Sujeet Kumar Suman Thank you for waiting.

1:05:47 AM

Are we still connected here?

1:07:06 AM

Are we still connected here?

1:09:04 AM

Are we still connected here?

1:11:43 AM

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

1:11:53 AM

Sujeet Kumar Suman has ended this chat session

1:11:55 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Jul, 3:13:33 AM

#78977 hala.mikati.dalloul

Email: hala.mikati.dalloul@gmail.com ☎ 18183264538

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: 28 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 58 Secs

hala.mikati.dalloul

Hello, I am your Acebuddy

4 Jul, 3:13:34 AM

Acebuddy	Hello Hala.mikati.dalloul, I'm your Ace Buddy. I'll be happy to assist you!	3:13:34 AM
	Whom Would You Like to Connect With?	3:13:34 AM
hala.mikati.dalloul	Technical Support (QB & App Hosting)	3:13:39 AM
Acebuddy	Welcome to Ace Support.	3:13:39 AM
	Please chose an option :	3:13:39 AM
hala.mikati.dalloul	I'd like to report an Issue	3:13:45 AM
Acebuddy	Please select an option!	3:13:45 AM
hala.mikati.dalloul	QuickBooks Issue	3:13:52 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:13:52 AM
hala.mikati.dalloul	Other QB related issue	3:14:03 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:14:03 AM
hala.mikati.dalloul	quickbooks not opening for 2 users	3:14:25 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:14:26 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:14:26 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	3:15:01 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	3:15:07 AM
hala.mikati.dalloul	qbooks is not launching for me and Assaad	3:15:29 AM
Sujeet Kumar Suman	Hi Hala	3:15:39 AM
	Kindly allow me two minutes to check the same.	3:16:01 AM
	Are you seeing any error messages when accessing the QuickBooks application?	3:17:05 AM
hala.mikati.dalloul	just to hang on because its updating but then disappears	3:17:53 AM
Sujeet Kumar Suman	Got your point.	3:18:36 AM
	Let me check from our end.	3:18:49 AM
	Please ask your colleague to log out from the server so we can apply a backend update to the QuickBooks application. Once the update is complete, we will reboot the server to ensure the changes take effect.	3:21:16 AM
hala.mikati.dalloul	ok one minute so i can tell them	3:21:47 AM
Sujeet Kumar Suman	Sure, please take your time	3:22:51 AM
hala.mikati.dalloul	go ahead	3:23:47 AM
Sujeet Kumar Suman	Thanks for the confirmation !	3:24:08 AM
hala.mikati.dalloul	please let me know when we can all log back in	3:24:20 AM
Sujeet Kumar Suman	Currently, you and Assaad are still logged into the server. Could you please log out so we can proceed	3:25:05 AM

with the QuickBooks update and server reboot?

Once both of you have logged out, please let us know so we can proceed.

3:25:49 AM

hala.mikati.dalloul yes i'll do it now

3:25:54 AM

Sujeet Kumar Suman Okay.

3:26:04 AM

Thank you for your patience as we continue processing your request. We're still working on it and will keep you updated with our progress soon.

3:30:15 AM

Are we still connected here?

3:33:29 AM

Are we still connected here?

3:35:04 AM

Are we still connected here?

3:37:10 AM

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

3:37:22 AM

Sujeet Kumar Suman has ended this chat session

3:37:32 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Jul, 12:08:49 AM

#79966 eomdr

Email: eomdr@verizon.net ☎ 8054559770

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: OAK BROOK

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Min 23 Secs

eomdr Hello, I am your Acebuddy

31 Jul, 12:08:49 AM

Acebuddy	Hello Eomdr, I'm your Ace Buddy. I'll be happy to assist you!	12:08:50 AM
	Whom Would You Like to Connect With?	12:08:50 AM
eomdr	Technical Support (QB & App Hosting)	12:09:35 AM
Acebuddy	Welcome to Ace Support.	12:09:35 AM
	Please chose an option :	12:09:35 AM
eomdr	I'd like to raise a Request	12:09:40 AM
Acebuddy	Please select your request type.	12:09:40 AM
eomdr	Application Update	12:09:54 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	12:09:54 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	12:09:54 AM
eomdr	No	12:10:13 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	12:10:13 AM
	<i>Acebuddy has ended this chat session</i>	12:10:14 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Jul, 8:13:32 PM

#79587 heidi

Email: heidi@scottscpa.com ☎ 512-900-7974 ext 115

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: 56 Secs

City: AUSTIN

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 48 Secs

heidi	Hello, I am your Acebuddy	18 Jul, 8:13:33 PM
Acebuddy	Hello Heidi, I'm your Ace Buddy. I'll be happy to assist you!	8:13:34 PM
	Whom Would You Like to Connect With?	8:13:34 PM
heidi	Technical Support (QB & App Hosting)	8:13:41 PM
Acebuddy	Welcome to Ace Support.	8:13:41 PM
	Please chose an option :	8:13:41 PM
heidi	I'd like to report an Issue	8:13:47 PM
Acebuddy	Please select an option!	8:13:47 PM
heidi	Other Issue	8:14:01 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:14:01 PM
heidi	unable to connect to remote desktop have tired 4 x get this msg	8:14:21 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:14:22 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:14:22 PM
heidi	[Window Title] Remote Desktop Connection [Content] Remote Desktop can't find the computer "SchaubhutCPA.myrealdatal.net". This might mean that "SchaubhutCPA.myrealdatal.net" does not belong to the specified network. Verify the computer name and domain that you are trying to connect to. [^] Hide details [OK] [Expanded Information] Error code: 0x3000016 Extended error code: 0x0 Timestamp (UTC): 07/18/25 02:42:45 PM Press Ctrl+C to copy.	8:14:27 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:15:04 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	8:15:15 PM
	Hello Heidi	8:15:22 PM
	How are you doing today?	8:15:34 PM
heidi	i'm good and you	8:15:43 PM
Sujeet Kumar Suman	I'm good too.	8:15:55 PM
	Thank you for asking.	8:16:03 PM
heidi	i have been able to log in fine, my computer ran an update yesterday. so not sure if that is what is causing the issue of not being able to log in	8:16:49 PM
Sujeet Kumar Suman	For confirmation, are you currently unable to connect to the server?	8:16:57 PM
heidi	yes	8:17:05 PM
Sujeet Kumar Suman	No worry, I can help with that. Let me look into it for you.	8:17:20 PM

heidi	Error code: 0x3000016 Extended error code: 0x0	8:17:36 PM
Sujeet Kumar Suman	Are you facing the issue alone, or are your colleagues experiencing the same problem as well?	8:18:02 PM
heidi	no idea. we all work remotely	8:18:15 PM
Sujeet Kumar Suman	No Problem.	8:18:40 PM
	May I take the remote access of your local computer?	8:18:45 PM
heidi	yes	8:18:49 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	8:19:01 PM
heidi	done	8:19:09 PM
Sujeet Kumar Suman	Thanks for the confirmation !	8:19:17 PM
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/5872925131	8:19:30 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:20:50 PM
heidi	ok	8:21:04 PM
	all fixed	8:28:57 PM
Sujeet Kumar Suman	Thank you for your patience.	8:29:00 PM
heidi	thanks	8:29:00 PM
Sujeet Kumar Suman	As per discussion over the remote session, The issue is resolved	8:29:04 PM
	Thanks for the confirmation !	8:29:14 PM
	Is there anything else I may help you with ?	8:29:19 PM
heidi	sure thing	8:29:20 PM
	no that is all. have a nice rest of your day	8:29:32 PM
Sujeet Kumar Suman	Same to you.	8:29:42 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!	8:29:48 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
<i>Sujeet Kumar Suman has ended this chat session</i>		8:30:21 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Jul, 11:03:14 PM

#79312 william Coble

Email: edwardc@vetoutletinc.com ☎ 575-763-5020

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: PRESCOTT

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 9 Secs

william Coble	Hello, I am your Acebuddy	11 Jul, 11:03:15 PM
Acebuddy	Hello Edwardc, I'm your Ace Buddy. I'll be happy to assist you!	11:03:15 PM
	Whom Would You Like to Connect With?	11:03:15 PM
william Coble	Technical Support (QB & App Hosting)	11:03:42 PM
Acebuddy	Welcome to Ace Support.	11:03:42 PM
	Please chose an option :	11:03:42 PM
william Coble	I'd like to raise a Request	11:03:48 PM
Acebuddy	Please select your request type.	11:03:48 PM
william Coble	Other Request	11:03:55 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:03:55 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:03:55 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.	11:37:24 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Jul, 12:49:05 AM

#79626 Isaac Kleven

Email: isaac@stockpkg.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 19 Secs

City: PAPILLION

State: Nebraska

Country: UNITED STATES

Chat Transcript

Chat Duration : 27 Mins 32 Secs

Isaac Kleven	Hello, I am your Acebuddy	20 Jul, 12:49:06 AM
Acebuddy	Hello Isaac Kleven, I'm your Ace Buddy. I'll be happy to assist you!	12:49:07 AM
	Whom Would You Like to Connect With?	12:49:07 AM
Isaac Kleven	Technical Support (QB & App Hosting)	12:49:11 AM
Acebuddy	Welcome to Ace Support.	12:49:11 AM
	Please chose an option :	12:49:11 AM
Isaac Kleven	I'd like to report an Issue	12:49:17 AM
Acebuddy	Please select an option!	12:49:17 AM
Isaac Kleven	Other Issue	12:49:21 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:49:21 AM
Isaac Kleven	I can't log into the RDP	12:49:28 AM

Acebuddy	Please wait while we connect you to a Support Representative	12:49:29 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:49:29 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	12:49:53 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	12:50:01 AM
	Hello Isaac	12:50:12 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:50:18 AM
Isaac Kleven	hello	12:50:18 AM
	StockPKG.myrealdatal.net User: Isaack	12:50:32 AM
Shubham Kataria	Thank you for the information	12:50:44 AM
Isaac Kleven	I chatted with a rep earlier as I couldn't log in, it has locked me out again even though I did not have any failed attempts	12:50:49 AM
Shubham Kataria	Alright let me check the account status	12:51:05 AM
	Also please confirm if you're receiving any specific error while log onto the server	12:51:25 AM
Isaac Kleven	it says the logon attempt failed	12:51:53 AM
	and it asks for my credentials	12:52:05 AM
Shubham Kataria	I will surely help you with this issue.	12:52:21 AM
	Please allow two minutes to check the same.	12:52:30 AM
Isaac Kleven	sounds good, thanks	12:52:36 AM
Shubham Kataria	You're welcome	12:53:26 AM
	Isaac, Could you please try to login now as the account was locked out	12:53:46 AM
	I have unlocked it from my side	12:53:57 AM
	If you have access to the server, please log off and log back in 3-4 times to ensure everything is functioning properly. (Edited)	12:54:44 AM
Isaac Kleven	ok, I got in once, I'll logout/login a few times	12:55:25 AM
Shubham Kataria	Yes please	12:55:34 AM
	Accounts typically get locked out when incorrect credentials are entered multiple times.	12:56:34 AM
Isaac Kleven	it locked me out again with zero incorrect credentials entered	12:57:32 AM
Shubham Kataria	May I take the remote access of your local computer?	12:57:50 AM
Isaac Kleven	yes	12:59:17 AM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	12:59:25 AM
	https://assist.aceclouddhosting.com/join/7372061964	12:59:40 AM
	Kindly paste this link in the browser of local computer and join the session.	12:59:43 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.

1:01:11 AM

Thank you for your patience.

1:15:42 AM

As per the remote conversation your issue has been resolved

1:16:02 AM

Isaac Kleven, Is there anything else I may help you with?

1:16:05 AM

Isaac Kleven that was all, thanks!

1:16:15 AM

Shubham Kataria You're welcome

1:16:27 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.

1:16:30 AM

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

1:16:34 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!

1:16:36 AM

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

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

Shubham Kataria has ended this chat session

1:16:39 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jul, 12:19:32 AM

#79160 Erin Roy

Email: erin@preferredfg.com

Department: Support(QB & App Hosting)

Operator: Gaurava Tyagi

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 48 Secs

City: ANDERSON

State: Indiana

Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 55 Secs

Erin Roy	Hello, I am your Acebuddy	9 Jul, 12:19:32 AM
Acebuddy	Hello Erin Roy, I'm your Ace Buddy. I'll be happy to assist you!	12:19:33 AM
	Whom Would You Like to Connect With?	12:19:33 AM
Erin Roy	Technical Support (QB & App Hosting)	12:19:38 AM
Acebuddy	Welcome to Ace Support.	12:19:38 AM
	Please chose an option :	12:19:38 AM
Erin Roy	I'd like to report an Issue	12:19:44 AM
Acebuddy	Please select an option!	12:19:44 AM
	Please specify the issue you are facing before I connect you to an available support representative!	12:19:48 AM
Erin Roy	Other Issue	12:19:48 AM
	Login icon not working	12:19:57 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:19:58 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:19:58 AM
	<i>Gaurava Tyagi accepted the chat transfer request.</i>	12:20:01 AM
Gaurava Tyagi	Thank you for contacting Ace Cloud Hosting. My name is Gaurava Tyagi. I will be assisting you today.	12:20:23 AM
Erin Roy	Thank you	12:20:38 AM
Gaurava Tyagi	As you have mentioned 'Login icon not working' is that related to your server login ?	12:21:26 AM
Erin Roy	yes, my ability to login through our ace icon is working	12:21:50 AM
Gaurava Tyagi	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:22:20 AM
Erin Roy	I don't have either	12:22:42 AM
	Can you pull with my name above	12:22:49 AM
Gaurava Tyagi	or your business name ?	12:22:58 AM
Erin Roy	Preferred Financial	12:23:09 AM
	Group	12:23:15 AM
Gaurava Tyagi	Kindly allow me one minute to check the same	12:24:52 AM

	PFG.myrealdata.net is your server name	12:25:52 AM
	Before we proceed, Please restart your computer	12:26:09 AM
Erin Roy	Ho will I get back to you if I restart my computor?	12:26:37 AM
Gaurava Tyagi	Generally if you restart the chat, after reboot I will join with you over the chat. But lets do one thing here, let me first remotely access your local PC and have a look	12:28:44 AM
	Also Please specify, if there is any error message, while connecting the srever ?	12:29:19 AM
Erin Roy	no error, just won't pull up	12:29:29 AM
	i click on it and nothing opens	12:29:38 AM
	someone just fixed Ben Jone's from there as well	12:29:51 AM
	Jones's	12:29:59 AM
Gaurava Tyagi	Prior providing the access, I would suggest you to close any important documents at your end.	12:30:06 AM
Erin Roy	everything is closed	12:30:19 AM
Gaurava Tyagi	Ok, I got it	12:30:22 AM
	https://assist.acecloudhosting.com/join/8912295856	12:31:48 AM
	please open this link	12:32:00 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	1:02:28 AM
	<i>Ended due to chat idle timeout</i>	1:02:28 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jul, 9:27:12 PM

#79212 Joshua Scott

Email: josh@preferredfg.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: 27 Secs

City: ANDERSON

State: Indiana

Country: UNITED STATES

Chat Duration : 4 Mins 6 Secs

Chat Transcript

Joshua Scott	Hello, I am your Acebuddy	9 Jul, 9:27:13 PM
Acebuddy	Hello Joshua Scott, I'm your Ace Buddy. I'll be happy to assist you!	9:27:14 PM
	Whom Would You Like to Connect With?	9:27:14 PM
Joshua Scott	Technical Support (QB & App Hosting)	9:27:20 PM
Acebuddy	Welcome to Ace Support.	9:27:20 PM
	Please chose an option :	9:27:20 PM
Joshua Scott	I'd like to report an Issue	9:27:27 PM
Acebuddy	Please select an option!	9:27:27 PM
Joshua Scott	Other Issue	9:27:34 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:27:34 PM
Joshua Scott	server disconnection	9:27:51 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:27:51 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:27:51 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:28:28 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:28:32 PM
	I will surely help you with this issue.	9:29:03 PM
Joshua Scott	I'm now on the phone with one of you co workers	9:29:20 PM
Manish Singh	Alright, shall I close the chat	9:30:07 PM
	As you are on the call with one of our Engineer.	9:30:26 PM
Joshua Scott	ok thanks	9:30:39 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:31:10 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!	9:31:15 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal	

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

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

Manish Singh has ended this chat session

9:31:19 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Jul, 2:23:57 AM

#79235 summer

Email: summer@leafbookcfo.com 14694095890

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: HARVEST

State: Alabama

Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 54 Secs

summer	Hello, I am your Acebuddy	10 Jul, 2:23:58 AM
Acebuddy	Hello Summer, I'm your Ace Buddy. I'll be happy to assist you!	2:23:58 AM
	Whom Would You Like to Connect With?	2:23:58 AM
summer	Technical Support (QB & App Hosting)	2:24:04 AM
Acebuddy	Welcome to Ace Support.	2:24:04 AM
	Please chose an option :	2:24:04 AM
summer	I'd like to raise a Request	2:24:12 AM
Acebuddy	Please select your request type.	2:24:12 AM
summer	Application Update	2:24:20 AM

Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	2:24:20 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	2:24:20 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	3:06:52 AM

Ended due to chat idle timeout

3:06:53 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 18 Jul, 8:33:53 PM

#79592 Erika Collins

Email: ecollins@rooftechconsulting.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: 56 Secs

City: ST LOUIS

State: Missouri

Country: UNITED STATES

Chat Transcript Chat Duration : 10 Mins 28 Secs

Erika Collins	Hello, I am your Acebuddy	18 Jul, 8:33:53 PM
Acebuddy	Hello Erika Collins, I'm your Ace Buddy. I'll be happy to assist you!	8:33:54 PM
	Whom Would You Like to Connect With?	8:33:54 PM
Erika Collins	Technical Support (QB & App Hosting)	8:33:59 PM
Acebuddy	Welcome to Ace Support.	8:33:59 PM

	Please chose an option :	8:33:59 PM
Erika Collins	I'd like to report an Issue	8:34:06 PM
Acebuddy	Please select an option!	8:34:06 PM
Erika Collins	QuickBooks Issue	8:34:09 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:34:09 PM
Erika Collins	QuickBooks Login Issue	8:34:14 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	8:34:14 PM
	Was that helpful?	8:34:14 PM
Erika Collins	No	8:34:19 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:34:19 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:34:19 PM
Erika Collins	I was supposed to have a call today and no one reached out	8:34:37 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	8:35:08 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	8:35:16 PM
Erika Collins	Okayh	8:35:27 PM
Ashutosh Mishra	Hello Erika, I will surely help you with this issue.	8:35:30 PM
Erika Collins	Sure	8:35:35 PM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	8:35:36 PM
Erika Collins	ok	8:35:39 PM
Ashutosh Mishra	I deeply apologize for the inconvenience caused to you. I am contacting the senior team and scheduling callback to reach out to you now.	8:39:02 PM
Erika Collins	Okay thank you	8:41:22 PM
	Just been having the issue for months	8:41:54 PM
	thank you	8:41:58 PM
Ashutosh Mishra	One of our escalation team member has contacted you, may I know if we can close the chat session? (Edited)	8:42:30 PM
	<i>Ashutosh Mishra has ended this chat session</i>	8:44:21 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Jul, 5:16:09 PM

#79870 ankit

Email: ankit@hkidata.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: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 3 Months 3 Weeks

ankit	Hello, I am your Acebuddy	29 Jul, 5:16:10 PM
Acebuddy	Hello Ankit, I'm your Ace Buddy. I'll be happy to assist you!	5:16:11 PM
	Whom Would You Like to Connect With?	5:16:11 PM
ankit	Technical Support (QB & App Hosting)	5:16:14 PM
Acebuddy	Welcome to Ace Support.	5:16:14 PM
	Please chose an option :	5:16:14 PM
ankit	I'd like to report an Issue	5:16:20 PM
Acebuddy	Please select an option!	5:16:20 PM
ankit	QuickBooks Issue	5:16:22 PM
Acebuddy	What type of QuickBooks Issue are you facing?	5:16:22 PM
ankit	Other QB related issue	5:16:26 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:16:26 PM
ankit	Not workable	5:16:34 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:16:35 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:16:35 PM
ankit	Hi	5:16:43 PM

Hi	5:17:19 PM
Hi	5:20:15 PM
Hi	5:23:28 PM
Hi	5:23:52 PM
<i>Chat request was not picked up by the operators</i>	5:35:29 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 10 Jul, 1:52:19 AM

#79232 Kathy Gosney

Email: kathy@ktgosney.com 9162088636

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 29 Secs

City: SACRAMENTO

State: California

Country: UNITED STATES

Chat Transcript Chat Duration : 13 Mins 25 Secs

Kathy Gosney	Hello, I am your Acebuddy	10 Jul, 1:52:20 AM
Acebuddy	Hello Kathy, I'm your Ace Buddy. I'll be happy to assist you!	1:52:21 AM
	Whom Would You Like to Connect With?	1:52:21 AM
Kathy Gosney	Technical Support (QB & App Hosting)	1:52:26 AM
Acebuddy	Welcome to Ace Support.	1:52:26 AM
	Please chose an option :	1:52:26 AM
Kathy Gosney	I'd like to raise a Request	1:52:35 AM

Acebuddy	Please select your request type.	1:52:36 AM
Kathy Gosney	Change in Users	1:52:49 AM
Acebuddy	Please select your desired option!	1:52:49 AM
Kathy Gosney	User Addition	1:52:54 AM
Acebuddy	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!	1:52:54 AM
	Do you need any further assistance on the topic?	1:52:54 AM
Kathy Gosney	Yes	1:53:48 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:53:48 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:53:49 AM
Kathy Gosney	I added a user. Now I don't know what to do next. Are there instructions on what to tell the new user?	1:54:53 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	1:55:08 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	1:55:16 AM
	Hello Kathy	1:55:23 AM
Kathy Gosney	Hi Sujeet.	1:55:43 AM
Sujeet Kumar Suman	May I take the remote access of your local computer?	1:56:23 AM
Kathy Gosney	I already have created the new user. The user name is the person's email address and I created a password. Now I don't know how to tell the new user how to access the QB file on your server.	1:57:52 AM
Sujeet Kumar Suman	First, download the RDP setup file for the user from MyPortal.	1:58:37 AM
Kathy Gosney	I need to download the RDP setup file on my computer?	1:59:33 AM
Sujeet Kumar Suman	Yes, and send it to the user	1:59:49 AM
	Then, guide the user to log into the server using the credentials created on their behalf.	1:59:55 AM
Kathy Gosney	Ok. I think I can do this myself. If I have a problem I will contact you again.	2:00:49 AM
Sujeet Kumar Suman	Sure.	2:00:51 AM
	Is there anything else I may help you with ?	2:00:57 AM
Kathy Gosney	Yes. When I log into My Portal a code is sent to my email and to my land line. How do I change my land line number to my cell phone number? I added my cell number to my profile but it didn't change the number that the code gets texted to.	2:02:45 AM
Sujeet Kumar Suman	For that, kindly send an email to support@acecloudhosting.com. We have a dedicated team that handles such requests, and we will route the ticket to them accordingly. (Edited)	2:04:37 AM
Kathy Gosney	Got it. I will send the email. Thanks for your help.	2:05:17 AM
Sujeet Kumar Suman	Most welcome Kathy	2:05:26 AM
	Is there anything else I may help you with ?	2:05:30 AM

Kathy Gosney

No, that's it.

2:05:40 AM

Sujeet Kumar Suman

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!

2:05:41 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/>)

Sujeet Kumar Suman has ended this chat session

2:05:45 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Jul, 6:10:56 PM

#79841 Ryan Windley

Email: ryan@ryanwindley.com 18014308181

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: 35 Secs

City: SALT LAKE CITY

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration : 43 Mins 40 Secs

Ryan Windley

Hello, I am your Acebuddy

28 Jul, 6:10:57 PM

Acebuddy

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

6:10:58 PM

Whom Would You Like to Connect With?

6:10:58 PM

Ryan Windley	Technical Support (QB & App Hosting)	6:11:05 PM
Acebuddy	Welcome to Ace Support.	6:11:05 PM
	Please chose an option :	6:11:05 PM
Ryan Windley	I'd like to raise a Request	6:11:36 PM
Acebuddy	Please select your request type.	6:11:36 PM
Ryan Windley	Change in Users	6:11:45 PM
Acebuddy	Please select your desired option!	6:11:45 PM
Ryan Windley	User Addition	6:11:57 PM
Acebuddy	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!	6:11:57 PM
	Do you need any further assistance on the topic?	6:11:57 PM
Ryan Windley	Yes	6:12:07 PM
Acebuddy	Please wait while we connect you to our Support Representative	6:12:07 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:12:07 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	6:12:18 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	6:12:24 PM
	Hello Ryan	6:12:28 PM
Ryan Windley	Hello, I have an accountant on a Teams Meeting and I need her to have access to my server. Can you help us through the Teams Meeting?	6:13:07 PM
Sujeet Kumar Suman	Sure, I can help with that.	6:13:29 PM
	Kindly help me with your server name and user name?	6:13:41 PM
Ryan Windley	username: sangita.accountant password: tasq123	6:17:26 PM
	correction. Password: Tasq@123	6:18:18 PM
Sujeet Kumar Suman	Thank you for the information, but we do not require the password. (Edited)	6:18:28 PM
Ryan Windley	The name of the account is Wilde Asset Management.	6:18:38 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	6:18:50 PM
Ryan Windley	I found more information: WildeAsset1.myrealdatal.net my username is RyanWindley	6:20:07 PM
Sujeet Kumar Suman	Thank you for the information.	6:20:27 PM
	sure.	6:21:18 PM
Ryan Windley	Would you like the link to our Teams Meeting?	6:22:09 PM
	Hello???	6:23:22 PM
Sujeet Kumar Suman	Would you prefer to share your screen via a Teams meeting, or would you like the authorized	6:23:42 PM

accountant person to access your server using the RDP file with your credentials?

Yes, I am here.

6:23:56 PM

Ryan Windley Here is the Teams Meeting link: https://teams.microsoft.com/l/meetup-join/19%3ameeting_MTJiYjhjZDQtNTMwYi00ZGZkLWFhZDUtMjQ1ZGYxYzVkJmYz%40thread.v2/?context=%7b%22Tid%22%3a%22d93dce25-ec4a-4501-b6f8-4f683d24219b%22%2c%22Oid%22%3a%224db23c3d-cd16-4989-8360-5d8362ebc6ce%22%7d

6:24:18 PM

Sujeet Kumar Suman I am joining, allow me a moment.

6:25:27 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.

6:30:05 PM

<https://myportal.acecloudhosting.com/login>

6:30:39 PM

The visitor's name was changed from ryan to Ryan Windley.

6:32:34 PM

<https://acecloudhosting.wetransfer.com/>

6:37:09 PM

Thank you for your patience.

6:51:29 PM

As per discussion over the remote session, The issue is resolved.

6:51:34 PM

Ryan Windley Yes, this has been resolved.

6:53:14 PM

Sujeet Kumar Suman Thanks for the confirmation !

6:53:20 PM

Is there anything else I may help you with ?

6:53:27 PM

Ryan Windley has ended this chat session

6:54:38 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Jul, 5:48:31 PM

#79534 William Mays

Email: it@grafbro.com 17404643070

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 1 Min 30 Secs

City: SOUTH SHORE

State: Kentucky

Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 3 Secs

William Mays	Hello, I am your Acebuddy	17 Jul, 5:48:32 PM
Acebuddy	Hello It, I'm your Ace Buddy. I'll be happy to assist you!	5:48:33 PM
	Whom Would You Like to Connect With?	5:48:33 PM
William Mays	Technical Support (QB & App Hosting)	5:48:57 PM
Acebuddy	Welcome to Ace Support.	5:48:57 PM
	Please chose an option :	5:48:57 PM
William Mays	I'd like to report an Issue	5:49:02 PM
Acebuddy	Please select an option!	5:49:02 PM
William Mays	Other Issue	5:49:06 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:49:06 PM
William Mays	Need to add IP's to our server whitelist	5:49:49 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:49:49 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:49:49 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	5:50:02 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	5:50:15 PM
	I will surely help you with this issue.	5:50:49 PM
William Mays	Thank you	5:50:54 PM
	we need to whitelist the following IP's 217.109.227.201 90.80.240.250 90.102.144.194 90.80.250.10	5:51:59 PM
	sorry the formatting on that is hard to read one moment 217.109.227.201 90.80.240.250 90.102.144.194 90.80.250.10	5:52:20 PM
	<i>The visitor's name was changed from it to William Mays.</i>	5:54:01 PM
Ashutosh Mishra	Thank you for providing the details. Please allow me to inform we require a formal request over the email from registered contact due to security reasons. Once we have the details over the email, we will forward it to relevant team to make the required changes.	5:55:32 PM
William Mays	okay no worries. What email address do I send to	5:56:12 PM
Ashutosh Mishra	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	5:57:17 PM
William Mays	thanks	5:57:24 PM

Ashutosh Mishra	Is there anything else I may help you with ?	5:57:30 PM
William Mays	Nope	5:57:34 PM
	<i>William Mays has ended this chat session</i>	5:57:36 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Jul, 12:05:07 AM

#78916 IOANA MONICA IURAS

Email: ioana@imitaxadvisors.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: PEORIA

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Duration : 40 Mins 12 Secs

IOANA MONICA IURAS	Hello, I am your Acebuddy	3 Jul, 12:05:08 AM
Acebuddy	Hello Ioana M Iuras, I'm your Ace Buddy. I'll be happy to assist you!	12:05:09 AM
	Whom Would You Like to Connect With?	12:05:09 AM
IOANA MONICA IURAS	Technical Support (QB & App Hosting)	12:05:20 AM
Acebuddy	Welcome to Ace Support.	12:05:20 AM
	Please chose an option :	12:05:20 AM
IOANA MONICA IURAS	I'd like to raise a Request	12:05:56 AM
Acebuddy	Please select your request type.	12:05:56 AM
IOANA MONICA		12:06:04 AM

IURAS	Other Request	
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	12:06:04 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:06:04 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	12:45:21 AM

Ended due to chat idle timeout

12:45:21 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Jul, 1:29:42 AM

#79231 Kim Baumann

Email: office@midmechanical.com

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 25 Secs

City: WEST CHESTER

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 41 Secs

Kim Baumann	Hello, I am your Acebuddy	10 Jul, 1:29:42 AM
Acebuddy	Hello Kim Baumann, I'm your Ace Buddy. I'll be happy to assist you!	1:29:43 AM
	Whom Would You Like to Connect With?	1:29:43 AM
Kim Baumann	Technical Support (QB & App Hosting)	1:29:46 AM
Acebuddy	Welcome to Ace Support.	1:29:46 AM
	Please chose an option :	1:29:46 AM

Kim Baumann	I'd like to report an Issue	1:29:52 AM
Acebuddy	Please select an option!	1:29:52 AM
Kim Baumann	QuickBooks Issue	1:29:57 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:29:57 AM
Kim Baumann	QuickBooks Login Issue	1:30:04 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	1:30:04 AM
	Was that helpful?	1:30:04 AM
Kim Baumann	No	1:30:20 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	1:30:20 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:30:20 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	1:31:15 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	1:31:23 AM
	Hello Kim	1:31:28 AM
Kim Baumann	Hello there. I am locked out of our account	1:31:50 AM
Sujeet Kumar Suman	Sure, I can help with that.	1:32:16 AM
Kim Baumann	thank you	1:32:24 AM
Sujeet Kumar Suman	Kindly allow me two minutes to check the same.	1:33:07 AM
Kim Baumann	sure, thank you	1:33:18 AM
Sujeet Kumar Suman	could you please help us with your CID/company name?	1:33:53 AM
Kim Baumann	Foresight Business Solutions	1:34:07 AM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	1:34:21 AM
	And help us with your user id?	1:37:15 AM
	Are we still connected here?	1:39:07 AM
	Are we still connected here?	1:41:11 AM
	Are we still connected here?	1:43:44 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	1:43:51 AM
	<i>Sujeet Kumar Suman has ended this chat session</i>	1:44:24 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jul, 1:40:29 AM

#79425 admin

Email: admin@consultingctx.com ☎ 17609568500

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: 34 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 51 Secs

admin	Hello, I am your Acebuddy	15 Jul, 1:40:30 AM
Acebuddy	Hello Admin, I'm your Ace Buddy. I'll be happy to assist you!	1:40:30 AM
	Whom Would You Like to Connect With?	1:40:30 AM
admin	Technical Support (QB & App Hosting)	1:40:33 AM
Acebuddy	Welcome to Ace Support.	1:40:33 AM
	Please chose an option :	1:40:33 AM
admin	I'd like to report an Issue	1:40:38 AM
Acebuddy	Please select an option!	1:40:38 AM
admin	Other Issue	1:40:42 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:40:42 AM
admin	network keeps droping off, and its connecting and disconecting, very slow and it freezes	1:41:11 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:41:12 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:41:12 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	1:41:42 AM

Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	1:41:52 AM
admin	Thank you	1:42:02 AM
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:42:05 AM
admin	cid 72524	1:42:07 AM
Yash Kalra	Kindly allow me two minutes to check the same.	1:42:15 AM
admin	I was talking to someone but got disconnected, my network its not working	1:42:30 AM 1:42:41 AM
Yash Kalra	User Norma was with me on a chat just a while ago.	1:44:27 AM
	Please allow me 2-3 minutes while I am checking things from the backend.	1:45:07 AM
	Please stay connected.	1:45:13 AM
	Are we still connected here?	1:49:26 AM
	Are we still connected here?	1:58:12 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	1:58:17 AM
	<i>Yash Kalra has ended this chat session</i>	1:58:21 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Jul, 10:16:20 PM

#79695 Dawn Reider

Email: dreider@veetechnologies.com ☎ 18643992891

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: 17 Secs

City: CLINTON

State: South Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 56 Secs

Dawn Reider	Hello, I am your Acebuddy	22 Jul, 10:16:21 PM
Acebuddy	Hello Dawn Reider, I'm your Ace Buddy. I'll be happy to assist you!	10:16:22 PM
	Whom Would You Like to Connect With?	10:16:22 PM
Dawn Reider	Technical Support (QB & App Hosting)	10:16:28 PM
Acebuddy	Welcome to Ace Support.	10:16:29 PM
	Please chose an option :	10:16:29 PM
Dawn Reider	I'd like to report an Issue	10:16:42 PM
Acebuddy	Please select an option!	10:16:42 PM
Dawn Reider	Other Issue	10:16:48 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:16:48 PM
Dawn Reider	Our company migrated to a new domain - today. I will need to change my login script	10:17:23 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:17:24 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:17:24 PM
	<i>Manish Singh accepted the chat transfer request.</i>	10:18:32 PM
	<i>Manish Singh is transferring the chat to Abhay Kumar Saraswat.</i>	10:18:38 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	10:18:40 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	10:18:45 PM
Dawn Reider	Good evening and thank you	10:19:06 PM
Abhay Kumar Saraswat	Good evening.	10:19:42 PM
	Is this for account: Vee Technologies Incorporated ?	10:19:51 PM
Dawn Reider	Yes it is - we have moved from VeeUSA.com to Veetechnologies.com	10:20:29 PM
Abhay Kumar Saraswat	Thank you for the information.	10:20:54 PM
	How may I assist you in this?	10:21:11 PM
Dawn Reider	I am unable to connect as I do not as right now the gateway will not accept either email	10:22:38 PM
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.	10:22:50 PM
	May I take the remote access of your local computer?	10:22:58 PM
Dawn Reider	it is ok and definitely not your team's fault - it is something new	10:23:18 PM
	yes you may	10:23:22 PM

Abhay Kumar Saraswat	Thank you.	10:23:31 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	10:23:34 PM
Dawn Reider	everything is closed	10:23:47 PM
Abhay Kumar Saraswat	https://assist.acecloudhosting.com/join/8662186331	10:23:51 PM
	Kindly paste this link in the browser of local computer and join the session.	10:23:55 PM
	Please click on the above shared link and join the session.	10:25:42 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:26:49 PM
	Thank you for your time over the remote session.	10:33:30 PM
	You have confirmed that your login issue has been resolved.	10:33:48 PM
	Is there anything else I may help you with ?	10:34:12 PM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	10:35:18 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Jul, 9:44:30 PM

#79653 jean duvall

Email: jean@marinecitycontracting.com 18105313586

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: 24 Secs

City: WEST BLOOMFIELD

State: Michigan

Country: UNITED STATES

Chat Transcript

jean duvall	Hello, I am your Acebuddy	21 Jul, 9:44:30 PM
Acebuddy	Hello Jean Duvall, I'm your Ace Buddy. I'll be happy to assist you!	9:44:31 PM
	Whom Would You Like to Connect With?	9:44:31 PM
jean duvall	Technical Support (QB & App Hosting)	9:44:36 PM
Acebuddy	Welcome to Ace Support.	9:44:36 PM
	Please chose an option :	9:44:36 PM
jean duvall	I'd like to report an Issue	9:44:44 PM
Acebuddy	Please select an option!	9:44:44 PM
jean duvall	QuickBooks Issue	9:44:48 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:44:48 PM
jean duvall	Other QB related issue	9:44:54 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:44:54 PM
jean duvall	Bank feeds	9:45:02 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:45:03 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:45:03 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:45:34 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:45:40 PM
	I will surely help you with this issue.	9:46:10 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?	9:46:18 PM
jean duvall	Since using Ace, I cannot get Bank of America feed to work. Now I can't get Fifth Third to work. No other users have tried.	9:47:20 PM
Manish Singh	Alright! (Edited)	9:47:43 PM
	Kindly allow me two minutes to check the same.	9:47:50 PM
	May I take the remote access of your server?	9:48:49 PM
jean duvall	yes	9:49:00 PM
	I disabled bank feeds for Fifth Third but can't reconnect.	9:49:41 PM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	9:49:55 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.	9:50:06 PM

	We need to clean install the application regarding the feed issue.	9:54:34 PM
	We will clean install QB desktop pro 2024 in night hours and notify you over the email.	9:55:15 PM
	Is there anything else I may help you with ?	9:55:22 PM
jean duvall	ok	9:55:23 PM
	no	9:55:26 PM
	thank you	9:55:31 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:55:36 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!	9:55:45 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

Manish Singh has ended this chat session

9:56:56 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Jul, 11:48:40 PM

#79517 Matt Wilkinson

Email: matt@beckcohen.com ☎ 4349629402

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 23 Secs

City: CHARLOTTESVILLE

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 12 Secs

Matt Wilkinson	Hello, I am your Acebuddy	16 Jul, 11:48:41 PM
Acebuddy	Hello Matt Wilkinson, I'm your Ace Buddy. I'll be happy to assist you!	11:48:42 PM
	Whom Would You Like to Connect With?	11:48:42 PM
Matt Wilkinson	Technical Support (QB & App Hosting)	11:48:45 PM
Acebuddy	Welcome to Ace Support.	11:48:45 PM
	Please chose an option :	11:48:45 PM
Matt Wilkinson	I'd like to report an Issue	11:49:22 PM
Acebuddy	Please select an option!	11:49:22 PM
Matt Wilkinson	Other Issue	11:49:25 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:49:25 PM
Matt Wilkinson	I am traveling in France next week. In the past I have used Express VPN while on the road but I was unable to get into my RDP without getting out of the VPN. Is that normal? Is there any reason I should not use VPN or is there anything I should know ?	11:51:11 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:51:12 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:51:12 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	11:52:02 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	11:52:06 PM
	Hello Matt	11:52:10 PM
Matt Wilkinson	hello	11:52:43 PM
Anurag Sharma	Matt, I would like to inform you that you can access the server while using VPN. Maybe your VPN is restricting to some services which are affecting the use of the RDP.	11:55:26 PM
	Else it should work on VPN as well.	11:56:13 PM
Matt Wilkinson	OK, I will check on the VPN side then. Thanks for the info.	11:56:49 PM
	<i>Matt Wilkinson has ended this chat session</i>	11:56:53 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Jul, 11:49:26 PM

#79965 jose.rojo

Email: jose.rojo@ptnoodlesholdings.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: ANNAPOLIS

State: Nevada

Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 26 Secs

jose.rojo	Hello, I am your Acebuddy	30 Jul, 11:49:26 PM
Acebuddy	Hello Jose.rojo, I'm your Ace Buddy. I'll be happy to assist you!	11:49:27 PM
	Whom Would You Like to Connect With?	11:49:27 PM
jose.rojo	Technical Support (QB & App Hosting)	11:49:43 PM
Acebuddy	Welcome to Ace Support.	11:49:43 PM
	Please chose an option :	11:49:43 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.	31 Jul, 12:33:53 AM
	<i>Ended due to chat idle timeout</i>	12:33:53 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details**#79998 Chris Poeschel****Email:** chris@jbcscreenprinting.com 17157433113**Department:** Support(QB & App Hosting)**Operator:** Manish Singh**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 1 Min 1 Sec**City:** MOSINEE**State:** Wisconsin**Country:** UNITED STATES

Chat Duration : 14 Mins 50 Secs

Chat Transcript

Chris Poeschel	Hello, I am your Acebuddy	31 Jul, 8:02:52 PM
Acebuddy	Hello Chris Poeschel, I'm your Ace Buddy. I'll be happy to assist you!	8:02:54 PM
	Whom Would You Like to Connect With?	8:02:54 PM
Chris Poeschel	Technical Support (QB & App Hosting)	8:03:00 PM
Acebuddy	Welcome to Ace Support.	8:03:00 PM
	Please chose an option :	8:03:00 PM
Chris Poeschel	I'd like to report an Issue	8:03:08 PM
Acebuddy	Please select an option!	8:03:08 PM
Chris Poeschel	Other Issue	8:03:12 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:03:12 PM
Chris Poeschel	questions about connection	8:03:25 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:03:25 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:03:25 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:03:47 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:03:51 PM
Chris Poeschel	We use RDG.myreldata.net as our Remote Desktop Gateway, which is currently resolving fine and responding. However, the internal server we connect to — jbcse1c.myreldata.net — no longer resolves via DNS. This is causing our RDP sessions to hang at "Initiating remote connection." Can you please confirm: Whether jbcse1c.myreldata.net is still the correct internal computer name? If not, what is the new name or IP address we should be connecting to behind the gateway? Some machines may still connect briefly due to cached DNS, but new connections fail consistently.	8:04:03 PM

Manish Singh	Yes, jbcseilc.myrealdata.net is still the correct internal computer name.	8:06:44 PM
Chris Poeschel	why can we not consistently connect? It is very hit and miss.	8:09:16 PM
Manish Singh	May I take the remote access of your local computer?	8:09:36 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?	8:09:43 PM
	Are we still connected here?	8:12:25 PM
	Are we still connected here?	8:14:35 PM
	Are we still connected here?	8:17:14 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.	8:17:21 PM
<i>Manish Singh has ended this chat session</i>		8:17:43 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jul, 6:27:06 PM

#79197 Henil Patel

Email: admin@pursimple.com 14168178212

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 5 Secs

City: MONTREAL

State: Quebec

Country: CANADA

Chat Transcript

Chat Duration : 43 Mins 19 Secs

Henil Patel	Hello, I am your Acebuddy	9 Jul, 6:27:07 PM
Acebuddy	Hello Henil Patel, I'm your Ace Buddy. I'll be happy to assist you!	6:27:08 PM

	Whom Would You Like to Connect With?	6:27:08 PM
Henil Patel	Technical Support (QB & App Hosting)	6:27:13 PM
Acebuddy	Welcome to Ace Support.	6:27:13 PM
	Please chose an option :	6:27:13 PM
Henil Patel	I'd like to raise a Request	6:27:20 PM
Acebuddy	Please select your request type.	6:27:20 PM
Henil Patel	Restart	6:27:29 PM
Acebuddy	Hello Henil Patel, I'm your Ace Buddy. I'll be happy to assist you!	6:27:29 PM
	Whom Would You Like to Connect With?	6:27:29 PM
Henil Patel	Sales & Solutions	6:27:35 PM
Acebuddy	Please wait while we connect you to one of our Sales Representative.	6:27:35 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:27:35 PM
	<i>Amit accepted the chat transfer request.</i>	6:27:42 PM
Henil Patel	HEy	6:27:46 PM
Amit	Hello Henil.	6:28:01 PM
Henil Patel	I want to cancel my Ace Clou hosting	6:28:02 PM
Amit	I will surely help you in that regard.	6:28:45 PM
	I request you to kindly send a email with the detailed confirmation for cancellation at solutions@acecloudhosting.com	6:29:03 PM
	and our retention team will get back to you on that.	6:29:23 PM
Henil Patel	I already sent mail to your retension team. but, i don;t receive any response from thm	6:30:00 PM
	Can you please provide me contact number for your retension team	6:30:17 PM
Amit	They will surely get back to you as you have sent them an email.	6:30:22 PM
	If you can revert back on the same email they sent to call back they will do so.	6:30:55 PM
Henil Patel	I told you that I already sent mail	6:30:56 PM
Amit	As cCustomer success does not have a direct line.	6:31:09 PM
	Customer^	6:31:15 PM
	is there anything else I may assist you with?	6:32:09 PM
Henil Patel	I want contact number of your cancellation department	6:32:34 PM
Amit	Henil, like I requested to either sent a email reply on the same email which you have sent, or send us an email at solutions and we will forward it to the concerned team.	6:33:38 PM
	Like I already informed they do not have a direct line and they will get back to you on that email.	6:34:02 PM

Henil Patel	Can you please transfer my chat with your manager?	6:35:02 PM
Amit	Henil I am the senior person on the floor itself and If I will transfer this chat to someone else, he will share the same info to you which I did.	6:35:55 PM
	Kindly do let me know how would you like to proceed here. I gave you the options either send us the email at solutions@acecloudhosting.com and we will move it to retention or reply on the same email that you earlier sent to the retention team.	6:37:07 PM
Henil Patel	What if I don't receive any response from your retention team?	6:40:13 PM
Amit	Henil, the service anyway does not get cancelled without a notice period of 30 days and it is mandatory the last bill has to be already paid as well.	6:41:48 PM
	So it is the duty of the retention team to get back to you.	
	In case there is no response then we will take further action, however I have already informed the same department via our internal chat.	6:42:26 PM
	So requesting you to wait for their response.	6:42:53 PM
Henil Patel	How do you inform to the retention department without my details?	6:43:34 PM
Amit	Henil, I already have your account details in front of me and as stated above I informed them from my internal chat.	6:44:29 PM
	Is there anything else I may assist you with.	6:44:39 PM
Henil Patel	Why you can't connect me with your retention team directly?	6:45:23 PM
Amit	Henil, I already stated how to proceed on this.	6:46:29 PM
	So I would again request you to kindly be patient and they will get back to you.	6:47:16 PM
Henil Patel	Yes	6:49:23 PM
Amit	Is there anything else I may assist you with.	6:49:37 PM
Henil Patel	I need contact number of your support team	6:50:02 PM
Amit	Let me transfer you to our support team.	6:50:17 PM
	1888-415-5240	6:50:24 PM
	this is the number as well.	6:50:32 PM
	<i>Amit is transferring the chat to Support(QB & App Hosting).</i>	6:50:43 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	6:50:58 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	6:51:16 PM
Henil Patel	I want to cancel my ace cloud hosting	6:52:32 PM
Ashutosh Mishra	Hello Henil, I understand you want to cancel Ace Cloud services. Please drop a mail at support@acecloudhosting.com and we will forward the request to the relevant team, and they will reach out to you for further assistance.	6:55:15 PM
Henil Patel	I already reached out to them. But, I didn't receive any response from them	6:56:43 PM
Ashutosh Mishra	I deeply apologize for the inconvenience caused to you.	6:57:43 PM

	Kindly allow me two minutes to check the same.	6:57:46 PM
Henil Patel	Ok	6:58:27 PM
	Any update?	7:03:07 PM
Ashutosh Mishra	I have informed the team to reach out to you.	7:03:17 PM
	On priority basis.	7:03:27 PM
Henil Patel	What is the expected time for that?	7:04:41 PM
Ashutosh Mishra	Thank you for your patience. I am checking with the team regarding this.	7:06:43 PM
	Henil, you would have received an email from the team. Within 15 minutes you will also get the call from one of the team members.	7:09:49 PM
Henil Patel	Perfect!	7:10:01 PM
	Thanks	7:10:02 PM
Ashutosh Mishra	Is there anything else I may help you with ?	7:10:08 PM
Henil Patel	No	7:10:12 PM
Ashutosh Mishra	Thanks for the confirmation !	7:10:18 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	7:10:22 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Ashutosh Mishra has ended this chat session</i>	7:10:27 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Jul, 7:47:06 PM

#79680 jean duvall

Email: jean@marinecitycontracting.com  18105313586

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: 1 Min 19 Secs

City: WEST BLOOMFIELD

State: Michigan

Country: UNITED STATES

Chat Transcript

Chat Duration : 29 Mins 49 Secs

jean duvall	Hello, I am your Acebuddy	22 Jul, 7:47:06 PM
Acebuddy	Hello Jean Duvall, I'm your Ace Buddy. I'll be happy to assist you!	7:47:08 PM
	Whom Would You Like to Connect With?	7:47:08 PM
jean duvall	Technical Support (QB & App Hosting)	7:47:12 PM
Acebuddy	Welcome to Ace Support.	7:47:12 PM
	Please chose an option :	7:47:12 PM
jean duvall	I'd like to report an Issue	7:47:16 PM
Acebuddy	Please select an option!	7:47:16 PM
jean duvall	QuickBooks Issue	7:47:21 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:47:21 PM
jean duvall	Other QB related issue	7:47:25 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:47:25 PM
jean duvall	Bank feed setup	7:47:35 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:47:35 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:47:35 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:48:25 PM
	<i>Manish Singh is transferring the chat to Yash Kalra.</i>	7:48:32 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	7:48:58 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	7:49:03 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:49:07 PM
jean duvall	Marine City Contracting	7:49:57 PM
	jean.duvall	7:50:04 PM

Yash Kalra	Kindly allow me two minutes to check the same.	7:50:09 PM
	Jean, could you please confirm if the backup has already been set up and you're currently facing an error, or if it hasn't been set up yet and you need assistance with the setup?	7:54:06 PM
jean duvall	I am able to connect to an account that I couldn't before. I am getting an error when trying to set up another bank feed.	7:55:17 PM
Yash Kalra	please share a screenshot of the error you are encountering	7:56:43 PM
	<i>7:59:19 PM jean duvall is sharing a file with you <u>1_image.png</u> - (Size:307.15 KB)</i>	7:59:19 PM
	kindly confirm whether this issue is only affecting you or if other users are experiencing it as well.	7:59:53 PM
jean duvall	I'm the only user	8:00:16 PM
Yash Kalra	Jean, in order to resolve this issue, we need to re-install QuickBooks once which will take nearly 30 minutes max.	8:03:18 PM
	we kindly request all users to log out from the server for a duration of 30-40 minutes.	8:03:20 PM
	Are we still connected here?	8:06:12 PM
	Are we still connected here?	8:08:19 PM
jean duvall	yes	8:09:09 PM
	i am logged off	8:09:47 PM
Yash Kalra	Jean, I have made some changes from the backend.	8:10:53 PM
	Could you please try again and confirm if the issue is now resolved? (Edited)	8:11:11 PM
jean duvall	ok	8:12:03 PM
	I still get the same error	8:14:06 PM
Yash Kalra	Okay, we will need to proceed with reinstalling the application then. We kindly request you to log out from the server. Once the reinstallation is complete, we will notify you right away.	8:16:06 PM
jean duvall	thank you	8:16:17 PM
Yash Kalra	Is there anything else I may help you with ?	8:16:26 PM
jean duvall	no	8:16:33 PM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	8:16:42 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:16:51 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	8:16:53 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

8:16:56 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Jul, 7:02:58 AM

#79574 MICHAEL GOUGH

Email: michael@appliedsealsglobal.com ☎ 4083733376

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 25 Secs

City: MONTEREY

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 14 Secs

MICHAEL GOUGH	Hello, I am your Acebuddy	18 Jul, 7:02:59 AM
Acebuddy	Hello Michael Gough, I'm your Ace Buddy. I'll be happy to assist you!	7:03:00 AM
	Whom Would You Like to Connect With?	7:03:00 AM
MICHAEL GOUGH	Technical Support (QB & App Hosting)	7:03:08 AM
Acebuddy	Welcome to Ace Support.	7:03:08 AM
	Please chose an option :	7:03:08 AM
MICHAEL GOUGH	I'd like to report an Issue	7:03:16 AM
Acebuddy	Please select an option!	7:03:16 AM

MICHAEL GOUGH	Password Reset	7:03:20 AM
Acebuddy	Please select an option below	7:03:20 AM
MICHAEL GOUGH	Already Enrolled to Selfcare Portal	7:03:26 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	7:03:26 AM
	Do you need any further assistance on the topic?	7:03:26 AM
MICHAEL GOUGH	Yes	7:04:57 AM
Acebuddy	Please wait while we connect you to our Support Representative	7:04:57 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:04:57 AM
	<i>Gaurav Kumar accepted the chat transfer request.</i>	7:06:14 AM
	<i>Gaurav Kumar is transferring the chat to Tushar.</i>	7:06:29 AM
	<i>Tushar accepted the chat transfer request.</i>	7:06:36 AM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	7:06:40 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:06:49 AM
	Are we still connected here?	7:09:14 AM
	Are we still connected here?	7:10:38 AM
	Are we still connected here?	7:11:16 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	7:12:09 AM
	<i>Tushar has ended this chat session</i>	7:12:14 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jul, 4:05:05 AM

#79439 Rob Winks

Email: rob.winks@alicks.com ☎ 574-247-8160

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: 38 Secs

City: SOUTH BEND

State: Indiana

Country: UNITED STATES

Chat Duration : 49 Mins 8 Secs

Chat Transcript

Rob Winks	Hello, I am your Acebuddy	15 Jul, 4:05:06 AM
Acebuddy	Hello Rob Winks, I'm your Ace Buddy. I'll be happy to assist you!	4:05:07 AM
	Whom Would You Like to Connect With?	4:05:07 AM
Rob Winks	Technical Support (QB & App Hosting)	4:05:14 AM
Acebuddy	Welcome to Ace Support.	4:05:14 AM
	Please chose an option :	4:05:14 AM
Rob Winks	I'd like to report an Issue	4:05:51 AM
Acebuddy	Please select an option!	4:05:51 AM
Rob Winks	Other Issue	4:05:55 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:05:55 AM
Rob Winks	This is a continuation of ticket 734263	4:06:11 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:06:12 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:06:12 AM
Rob Winks	I am at home and trying to connect to our server at Ace Cloud Hosting	4:06:37 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	4:07:00 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	4:07:05 AM
	I will be surely assisting you with this. Let me check this.	4:07:33 AM
Rob Winks	We need to continue ticket 734263 to get the home connection to work	4:07:40 AM
	I can connect to Ace Hosting and then after a minute the service automatically disconnects me	4:08:33 AM
Abhay Kumar Saraswat	Okay.	4:08:45 AM
	I deeply apologize for the inconvenience caused to you.	4:08:48 AM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	4:08:53 AM
Rob Winks	no one else has access to work off site on this server	4:09:12 AM
Abhay Kumar Saraswat	Okay.	4:09:23 AM

	Kindly allow me two minutes to check the same.	4:09:27 AM
Rob Winks	it use to work until i switched service to comcast xfinity	4:10:00 AM
	i am using the Alicks Admin account.	4:11:11 AM
Abhay Kumar Saraswat	Thank you for your patience.	4:12:03 AM
Rob Winks	I just logged to the Alicks Admin Account	4:12:23 AM
	it just cut off	4:12:38 AM
Abhay Kumar Saraswat	I was reviewing the conversation you had with our representative earlier.	4:12:45 AM
	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.	4:13:05 AM
	May I take the remote access of your local computer?	4:13:16 AM
Rob Winks	yes you can	4:13:22 AM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	4:13:28 AM
	https://assist.acecloudhosting.com/join/1732792970	4:13:39 AM
	Kindly paste this link in the browser of local computer and join the session.	4:13:43 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.	4:15:03 AM
Rob Winks	ok	4:15:34 AM
Abhay Kumar Saraswat	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	4:54:14 AM
	<i>Ended due to chat idle timeout</i>	4:54:14 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Jul, 12:49:04 AM

#79478 help

Email: help@triadcybersolutions.com ☎ 3362999989

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: 39 Secs

City: ORANGEBURG

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 17 Mins

help	Hello, I am your Acebuddy	16 Jul, 12:49:05 AM
Acebuddy	Hello Help, I'm your Ace Buddy. I'll be happy to assist you!	12:49:06 AM
	Whom Would You Like to Connect With?	12:49:06 AM
help	Managed IT	12:49:08 AM
Acebuddy	Please wait while we connect you to an available Representative.	12:49:08 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:49:08 AM
	<i>Abhijeet Arun Thakur accepted the chat transfer request.</i>	12:49:13 AM
	<i>Abhijeet Arun Thakur is transferring the chat to Support(QB & App Hosting).</i>	12:49:56 AM
help	732197	12:49:57 AM
	issue came again	12:50:03 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	12:50:05 AM
	send the link again	12:50:10 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	12:50:10 AM
	I will be surely assisting you with this.	12:50:25 AM
	Kindly allow me two minutes to check the ticket number you shared.	12:50:36 AM
	Thank you for your patience.	12:51:59 AM
	Can I get your name please?	12:52:05 AM
help	wasim	12:52:20 AM
	be fast	12:52:57 AM
Abhay Kumar Saraswat	Thank you for confirming your name, Wasim.	12:53:03 AM
	So, I just checked your given ticket number and found that there was some IP misconfiguration which has been resolved yesterday, right?	12:54:21 AM

	Could you please confirm me what exactly you are facing today?	12:54:38 AM
help	drive is not accessible	12:54:57 AM
Abhay Kumar Saraswat	Okay.	12:55:03 AM
	Are you getting some error while accessing drive?	12:55:25 AM
	And which drive you are trying to open?	12:55:39 AM
	Could you please confirm the name of drive?	12:55:50 AM
help	its the same drive man	12:56:11 AM
	why are you making this chat long	12:56:24 AM
	i gave you the ticket no	12:56:36 AM
Abhay Kumar Saraswat	Yes, I've the information but just confirming the same with you.	12:57:50 AM
help	please make the address static	12:58:26 AM
	why we need to conigure it again and again	12:58:38 AM
Abhay Kumar Saraswat	Sure.	12:59:04 AM
	<i>12:59:27 AM help is sharing a file with you <u>1_image.png</u> - (Size:43.55 KB)</i>	12:59:27 AM
	Could you please confirm me the name of the user, who is facing this issue.	12:59:36 AM
help	this is the error	12:59:46 AM
	we are in hurry	12:59:52 AM
	have a meeting	12:59:56 AM
Abhay Kumar Saraswat	Okay. Thank you for sharing the error message.	12:59:59 AM
help	soo ba fast	1:00:02 AM
Abhay Kumar Saraswat	Kindly allow me two minutes to assist you in this.	1:00:21 AM
help	Rudyclar	1:00:36 AM
	no we dont have time so do it fast	1:00:51 AM
	dont have that much time	1:00:58 AM
	make thew address static and send it please	1:01:17 AM
	and double check that this time the issue resolution should be permanent	1:01:52 AM
Abhay Kumar Saraswat	I understand the issue you were facing but we require the correct username.	1:02:15 AM
help	here it is	1:02:42 AM
Abhay Kumar Saraswat	I've checked and found no user with this name Rudyclar in account Triad Cyber Solutions Inc ?	1:02:50 AM

	help	TPCCSVR.myrealdata.net	1:03:18 AM
	Rudyclar		1:03:25 AM
	fastttttt		1:03:38 AM
Abhay Kumar Saraswat		Thank you for confirming with server name.	1:04:41 AM
		Give me a minute. let me jump on server and fix the issue for you.	1:05:30 AM
	help	????	1:07:59 AM
		how much more time	1:08:04 AM
Abhay Kumar Saraswat		I'm looking into it.	1:08:11 AM
	help	this is so frustratiing	1:08:13 AM
Abhay Kumar Saraswat		May I take the remote access of local computer of user?	1:08:34 AM
	help	no just share me the address	1:08:46 AM
		noww	1:08:50 AM
		I can take care the rest	1:09:02 AM
		just give me the static address	1:09:18 AM
Abhay Kumar Saraswat		I can totally understand you are going through.	1:09:34 AM
		I'm trying to fix it from my end, kindly allow me 2-3 minutes, so I can provide you the permanent solution.	1:10:10 AM
	help	please consult with the one who resolved this earlier	1:10:48 AM
		I have given you more than 30 mins	1:11:17 AM
		you server is full of troubles and issues	1:11:44 AM
		check the case histories' with the current email	1:12:13 AM
Abhay Kumar Saraswat		I'm already connected with the person.	1:12:32 AM
	help	we connect with you guys 3 to 4 times in a week	1:12:33 AM
Abhay Kumar Saraswat		Our apologies for the inconvenience.	1:12:45 AM
	help	for the server issuess	1:12:49 AM
		and same you guys say always	1:13:03 AM
		?	1:15:44 AM
Abhay Kumar Saraswat		I'm escalating this right now.	1:16:01 AM
	help	connect me with a person who understands the issue	1:16:36 AM
		wasted my 40 mins with you	1:16:49 AM

Abhay Kumar Saraswat	I will surely help you with this issue.	1:17:57 AM
	Please allow me 4-5 minutes	1:18:25 AM
	https://tpccsvr.myrealdata.net/WebDav/	1:21:53 AM
	This is the WebDav link	1:22:00 AM
	We have requested for the static IP to our relevant team.	1:23:15 AM
	You can ask Rudyclar to check.	1:23:31 AM
	Issue has been resolved now from our end.	1:23:52 AM
	Are we still connected here? (Edited)	1:25:59 AM
help	wait	1:26:18 AM
Abhay Kumar Saraswat	Sure.	1:26:24 AM
	Please take your time.	1:26:35 AM
help	its not giving any error	1:27:19 AM
Abhay Kumar Saraswat	Okay.	1:27:39 AM
help	when i enter credentials it loads and again asks credentials	1:27:41 AM
Abhay Kumar Saraswat	Could you please try again?	1:28:12 AM
help	ok	1:28:21 AM
Abhay Kumar Saraswat	Thank you.	1:28:35 AM
help	same	1:29:13 AM
Abhay Kumar Saraswat	Okay.	1:29:58 AM
	Could you please delete the credentials from the credential manager and try again?	1:30:22 AM
help	send me remote access link	1:31:45 AM
Abhay Kumar Saraswat	Sure.	1:31:57 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	1:32:23 AM
	https://assist.acecloudhosting.com/join/8312981395	1:32:27 AM
	Kindly paste this link in the browser of local computer and join the session.	1:32:36 AM
	Thank you for your time on remote.	1:44:13 AM
help	this is the link right?	1:44:14 AM
	the reserve one	1:44:32 AM
Abhay Kumar Saraswat	This is the correct link	1:44:39 AM
		1:44:55 AM

	That was for remote session	
	Is there anything else I may help you with ?	1:45:34 AM
help	wait here	1:46:02 AM
	having checks	1:46:12 AM
Abhay Kumar Saraswat	Sure.	1:46:27 AM
	Are we still connected here?	1:51:22 AM
help	yes wait	1:51:35 AM
Abhay Kumar Saraswat	Okay, no worries.	1:51:52 AM
	Take your time.	1:51:59 AM
help	Ok for the time being its working fine, but make this case remain open for a week and send me all the detail of resolution and cc Your manager and hiher supporrt in the email also cc Will also in the email	2:04:21 AM
Abhay Kumar Saraswat	Sure.	2:05:11 AM
	I'll email you after ending this chat.	2:05:37 AM
help	mention all like you guys commit that it is a permanent solution	2:05:44 AM
Abhay Kumar Saraswat	Yes, surely will do.	2:06:08 AM
help	ok	2:06:15 AM
Abhay Kumar Saraswat	Is there anything else I may help you with ?	2:06:17 AM
help	no	2:06:21 AM
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:06:26 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!	2:06:36 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.	2:06:41 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	2:06:45 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Jul, 8:10:15 AM

#78846 Brenda Rosales

Email: brenda.rosales@eneos.com.ph **Phone:** 636325071840
Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 11 Secs

City: AYALA-PASEO DE ROXAS

State: National Capital Region

Country: PHILIPPINES

Chat Transcript

Chat Duration : 19 Mins 31 Secs

Brenda Rosales	Hello, I am your Acebuddy	1 Jul, 8:10:17 AM
Acebuddy	Hello Brenda Rosales, I'm your Ace Buddy. I'll be happy to assist you!	8:10:18 AM
	Whom Would You Like to Connect With?	8:10:18 AM
Brenda Rosales	Technical Support (QB & App Hosting)	8:10:53 AM
Acebuddy	Welcome to Ace Support.	8:10:53 AM
	Please chose an option :	8:10:53 AM
Brenda Rosales	I'd like to report an Issue	8:11:00 AM
Acebuddy	Please select an option!	8:11:00 AM
Brenda Rosales	Password Reset	8:11:06 AM
Acebuddy	Please select an option below	8:11:06 AM
Brenda Rosales	Already Enrolled to Selfcare Portal	8:11:12 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	8:11:12 AM
	Do you need any further assistance on the topic?	8:11:12 AM

Brenda Rosales	Yes	8:11:18 AM
Acebuddy	Please wait while we connect you to our Support Representative	8:11:18 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:11:18 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	8:11:52 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:11:55 AM
Brenda Rosales	Hi Shashwat	8:12:00 AM
Shashwat Verma	Hello Brenda	8:12:09 AM
Brenda Rosales	we would like to request to reset pw for this ID	8:12:11 AM
Shashwat Verma	I will surely help you with this issue.	8:12:17 AM
Brenda Rosales	myrealdatalKazuma	8:12:18 AM
	myrealdatalKazuma	8:12:34 AM
	user of this ID already resign	8:12:43 AM
	and we dont know his secret questions.	8:13:00 AM
	i mean we dont know the answer to his secret question	8:13:14 AM
	that's why we cannot reset	8:13:41 AM
	thru self care portal	8:13:46 AM
Shashwat Verma	I got your issue, have you used myportal as you are admin of the account to reset the password?	8:13:50 AM
Brenda Rosales	sorry, cant understand the question.	8:14:35 AM
Shashwat Verma	Brenda, as you are owner of the account, you may have the access of myportal which you can use to edit the user and as well as for password reset	8:15:20 AM
Brenda Rosales	omg, really?	8:15:40 AM
Shashwat Verma	Here is the link: myportal.acecloudhosting.com	8:15:53 AM
Brenda Rosales	but my user is myrealdatalMASUGIT	8:16:01 AM
	this is the admin user?	8:16:08 AM
Shashwat Verma	No, owner of this email brenda.rosales@eneos.com.ph, is the admin of the account	8:16:41 AM
Brenda Rosales	omg, i dont know that!	8:17:05 AM
	username is my email?	8:17:23 AM
Shashwat Verma	Shall I remote in to help you login the portal?	8:17:24 AM
Brenda Rosales	sure	8:17:32 AM
Shashwat Verma	Username is your account CID that is CID65592	8:17:44 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:17:48 AM
	https://assist.acecloudhosting.com/join/3342515910	8:18:01 AM

Brenda Rosales	ok	8:18:05 AM
Shashwat Verma	Kindly Click on the link and open the downloaded file.	8:18:05 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.	8:20:13 AM
Brenda Rosales	ok	8:20:33 AM
Shashwat Verma	As per discussion over the remote session, Will email you the detailed information	8:29:44 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:29:46 AM
	<i>Shashwat Verma has ended this chat session</i>	8:29:48 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jul, 1:55:30 AM

#79172 orders

Email: orders@inesscents.com

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 44 Secs

City: ASHLAND

State: Oregon

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 4 Mins

orders	Hello, I am your Acebuddy	9 Jul, 1:55:31 AM
Acebuddy	Hello Orders, I'm your Ace Buddy. I'll be happy to assist you!	1:55:32 AM
	Whom Would You Like to Connect With?	1:55:32 AM
orders	Technical Support (QB & App Hosting)	1:55:38 AM

Acebuddy	Welcome to Ace Support.	1:55:39 AM
	Please chose an option :	1:55:39 AM
orders	I'd like to raise a Request	1:55:51 AM
Acebuddy	Please select your request type.	1:55:51 AM
orders	Other Request	1:56:02 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	1:56:02 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:56:02 AM
orders	Yes, I'm facing issues with my server	1:56:14 AM
Acebuddy	Please select an option!	1:56:15 AM
orders	QuickBooks Issue	1:56:21 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:56:21 AM
orders	Other QB related issue	1:56:30 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:56:30 AM
orders	Update on Case ID 729034: Can you please let us know what kind of temporary workarounds are available? Do you have an estimate of when the install will be complete?	1:56:53 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:56:53 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:56:53 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	1:57:18 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	1:57:24 AM
	I will be surely assisting you with this.	1:57:43 AM
orders	Hi Abhay! Thanks for your help.	1:57:50 AM
Abhay Kumar Saraswat	Kindly allow me two minutes to check the same.	1:57:53 AM
	Thank you for your patience.	2:02:09 AM
	I just checked the ticket and found that QuickBooks 2024 needs to be re-installed on your server.	2:02:12 AM
	Let me do it for you now.	2:02:24 AM
orders	I thought that was already being done. How long will it take?	2:03:00 AM
Abhay Kumar Saraswat	I really apologize for the delay, I just started working on it.	2:04:10 AM
	It might take another 8-10 minutes.	
	I'm working on it.	2:06:09 AM
	Please be online with me.	2:06:15 AM

orders	Please confirm when we can log back in. This has already taken hours out of our work day.	2:06:51 AM
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.	2:07:09 AM
	I'll update you once I've complete the installation.	2:07:42 AM
orders	Thank you	2:08:44 AM
Abhay Kumar Saraswat	Thank you for your patience.	2:12:56 AM
	I've just re-installed the application and updating it now.	2:13:09 AM
	<i>2:13:24 AMAbhay Kumar Saraswat is sharing a file with you image.png - (Size:64.86 KB)</i>	2:13:24 AM
orders	Ok, can we log in now?	2:13:36 AM
Abhay Kumar Saraswat	No, not now.	2:13:44 AM
	I just need few more minutes to complete this 100%. (Edited)	2:14:23 AM
orders	It was on single user mode before, can you please make sure it is set to multiple users so all seats can access. Thank you!	2:15:17 AM
Abhay Kumar Saraswat	Sure.	2:15:51 AM
	I'll make the changes.	2:16:00 AM
	Thank you for your patience.	2:28:19 AM
	Updates has been completed.	2:28:40 AM
	Just checking few more things before deliver this to you.	2:29:02 AM
orders	Thank you! Hopefully we can email and print invoices now.	2:29:25 AM
Abhay Kumar Saraswat	Yes, definitely.	2:33:55 AM
	Thank you for your patience.	2:36:48 AM
	All set from my end.	2:36:53 AM
	Could you please login on server and check? (Edited)	2:37:01 AM
orders	Yay!! Yes, doing that now...	2:37:10 AM
Abhay Kumar Saraswat	Yes, please.	2:37:16 AM
	I'm sending you request for remote on server. (Edited)	2:37:32 AM
	So, I could also check the same.	2:37:49 AM
orders	I have a notification that QB is waiting for installation. I do not see your request yet	2:38:27 AM
	Got it!	2:38:37 AM
Abhay Kumar Saraswat	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	2:38:45 AM

orders	Ok, I will wait.	2:39:35 AM
Abhay Kumar Saraswat	Could you please check and confirm if you're experiencing the same issue?	2:40:19 AM
orders	Checking now	2:40:30 AM
Abhay Kumar Saraswat	Thank you.	2:40:39 AM
orders	We do not have a way to authenticate the Microsoft account. Can we return the email settings to their previous settings in the system?	2:43:47 AM
Abhay Kumar Saraswat	You can try another way.	2:44:17 AM
	Is this your number ending with 3?	2:44:32 AM
orders	No, it is the owners and she isn't here	2:44:48 AM
Abhay Kumar Saraswat	You can ask her once.	2:45:04 AM
	Amber is with us over the call.	2:45:36 AM
	Is this her number?	2:45:41 AM
orders	yes	2:45:49 AM
Abhay Kumar Saraswat	Okay, let me ask to her.	2:46:09 AM
orders	thank you!	2:46:20 AM
Abhay Kumar Saraswat	Could you please confirm me your name?	2:46:36 AM
orders	Katrina	2:46:42 AM
Abhay Kumar Saraswat	So I can inform her.	2:46:45 AM
	Thank you for confirming.	2:47:02 AM
	Let me ask the code from her.	2:47:14 AM
	Did you get the code from Amber?	2:49:55 AM
	She disconnected the call and said that she'll share the code to you.	2:50:15 AM
	Please enter the password again.	2:52:32 AM
	Please ask her the code once again	2:53:14 AM
orders	I'm trying to type it in but it isn't working: 446980	2:54:24 AM
Abhay Kumar Saraswat	Looking like that the issue has been resolved.	2:55:22 AM
	Could you please try to check the printing issue as well as mentioned before.	2:56:20 AM
orders	That is working now as well! Thank you!	2:56:49 AM
Abhay Kumar Saraswat	My Pleasure to assist you.	2:57:11 AM

	Could you please share this information to Amber as well?	2:57:31 AM
	As she disconnected the call.	2:57:40 AM
orders	Absolutely!	2:58:03 AM
Abhay Kumar Saraswat	Thank you.	2:58:07 AM
	Is there anything else I may help you with ?	2:58:11 AM
	Are we still connected here?	2:59:10 AM
orders	all set!	2:59:19 AM
Abhay Kumar Saraswat	Great. (Edited)	2:59:45 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:00:05 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	3:00:09 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.	3:00:14 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	3:00:19 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Jul, 3:10:01 AM

#79571 alisha

Email: info@sager.cpa 12089396029

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: NAMPA

State: Idaho

Country: UNITED STATES

Chat Duration : 1 Min 17 Secs

Chat Transcript

alisha	Hello, I am your Acebuddy	18 Jul, 3:10:02 AM
Acebuddy	Hello Alisha, I'm your Ace Buddy. I'll be happy to assist you!	3:10:03 AM
	Whom Would You Like to Connect With?	3:10:03 AM
alisha	Technical Support (QB & App Hosting)	3:10:23 AM
Acebuddy	Welcome to Ace Support.	3:10:23 AM
	Please chose an option :	3:10:23 AM
alisha	I'd like to raise a Request	3:10:42 AM
Acebuddy	Please select your request type.	3:10:42 AM
alisha	Password Reset	3:10:49 AM
Acebuddy	Please select an option below	3:10:49 AM
alisha	Not Enrolled to Selfcare Portal	3:11:01 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.	3:11:01 AM
	Do you need any further assistance on the topic?	3:11:01 AM
alisha	No	3:11:20 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	3:11:20 AM
	<i>Acebuddy has ended this chat session</i>	3:11:20 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79798 Jones

Email: jjones@foresightcpa.com **Phone:** 2672298174

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 22 Secs

City: JERSEY CITY

State: New Jersey

Country: UNITED STATES

Chat Duration : 31 Mins 55 Secs

Chat Transcript

Jones	Hello, I am your Acebuddy	25 Jul, 8:28:19 PM
Acebuddy	Hello Joshua Jones, I'm your Ace Buddy. I'll be happy to assist you!	8:28:20 PM
	Whom Would You Like to Connect With?	8:28:20 PM
Jones	Technical Support (QB & App Hosting)	8:28:25 PM
Acebuddy	Welcome to Ace Support.	8:28:25 PM
	Please chose an option :	8:28:25 PM
Jones	I'd like to report an Issue	8:28:35 PM
Acebuddy	Please select an option!	8:28:35 PM
Jones	QuickBooks Issue	8:28:40 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:28:40 PM
Jones	Other QB related issue	8:28:53 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:28:53 PM
	<i>8:29:33 PM Jones is sharing a file with you 1_image.png - (Size:7.36 KB)</i>	8:29:33 PM
	Please wait while we connect you to a Support Representative	8:29:33 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:29:33 PM
Jones	Cannot start one QB file. It asks for Windows Admin permissions but will not open afterwards.	8:29:34 PM
	<i>8:29:44 PM Jones is sharing a file with you 1_image.png - (Size:12.15 KB)</i>	8:29:44 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:29:48 PM

Manish Singh

	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:29:52 PM
	I will surely help you with this issue.	8:30:16 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?	8:30:20 PM
Jones	Yes it is, it appears it is with the file as a coworker has the same issue with the same QB file	8:31:03 PM
Manish Singh	May I know the name of the QuickBooks company file, Joshua	8:32:06 PM
Jones	Sure thing, it is 7816 Nixon Street	8:32:28 PM
	7816 Nixon St. LLC	8:32:43 PM
Manish Singh	May I know your server name is it Foresight.myrealdatal.net?	8:32:49 PM
Jones	Yes	8:33:03 PM
Manish Singh	Kindly allow me two minutes to check the same.	8:33:08 PM
Jones	Thank you	8:33:18 PM
Manish Singh	May I know the location of company file in client data.	8:34:32 PM
Jones	D:\Client Data\1 - Foresight Outsource\Clients\7816 Nixon St. LLC\QuickBooks File	8:34:39 PM
Manish Singh	Try to access now	8:35:14 PM
Jones	Okay	8:35:34 PM
	Nope, same error	8:36:03 PM
	<i>8:36:06 PM Jones is sharing a file with you <u>1_image.png</u> - (Size:12.23 KB)</i>	8:36:06 PM
	<i>8:36:26 PM Jones is sharing a file with you <u>image.png</u> - (Size:7.43 KB)</i>	8:36:26 PM
Manish Singh	May I take the remote access of your server?	8:36:54 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:36:57 PM
	And May I know your username on server?	8:37:20 PM
Jones	Sure thing, the server documents are closed. I am on FBS_Staff12	8:37:41 PM
Manish Singh	First, we have to try with server reboot once.	8:38:38 PM
Jones	Okay	8:39:04 PM
Manish Singh	Kindly logout all users for 1-2 minutes from the server once.	8:39:21 PM
Jones	Alright, good to go	8:41:17 PM
Manish Singh	Shall I proceed with the reboot, Joshua?	8:42:50 PM
Jones	Yes, go ahead	8:42:58 PM
Manish Singh	Rebooted the server, kindly check it after 2 mins.	8:44:44 PM
Jones	Okay	8:44:54 PM

Manish Singh	Kindly login once and check now.	8:46:07 PM
Jones	Logging in Now	8:46:31 PM
	<i>8:48:25 PM Jones is sharing a file with you image.png - (Size:22.15 KB)</i>	8:48:25 PM
	<i>Nope, it did not work, same error.</i>	
Manish Singh	May I take the remote access of your server?	8:48:51 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:49:03 PM
Jones	That is fine, yes	8:49:10 PM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:49:25 PM
Jones	Okay	8:49:38 PM
Manish Singh	Is there anything else I may help you with ?	8:59:35 PM
Jones	Alright	8:59:37 PM
	<i>Nope that is it!</i>	8:59:40 PM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	8:59:50 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:59:58 PM
Jones	Sure thing	8:59:58 PM
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!	9:00:01 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
Jones	Thanks for th ehelp Manish	9:00:05 PM
	<i>Manish Singh has ended this chat session</i>	9:00:15 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Jul, 8:44:30 PM

#79379 janaka

Email: janaka@haranwatson.com

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: 57 Secs

City: JAFFNA

State: Uturu Palata

Country: SRI LANKA

Chat Transcript

Chat Duration : 9 Mins 8 Secs

janaka	Hello, I am your Acebuddy	14 Jul, 8:44:31 PM
Acebuddy	Hello Janaka, I'm your Ace Buddy. I'll be happy to assist you!	8:44:31 PM
	Whom Would You Like to Connect With?	8:44:31 PM
janaka	Technical Support (QB & App Hosting)	8:44:44 PM
Acebuddy	Welcome to Ace Support.	8:44:44 PM
	Please chose an option :	8:44:44 PM
janaka	I'd like to report an Issue	8:44:54 PM
Acebuddy	Please select an option!	8:44:54 PM
janaka	Other Issue	8:45:00 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:45:00 PM
janaka	I need to cleanup unwanted data files	8:45:25 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:45:26 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:45:26 PM
janaka	#733975 this is the ticket number	8:45:57 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:46:07 PM

Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	8:46:15 PM
	Hello Janaka	8:46:23 PM
janaka	hi	8:46:26 PM
Sujeet Kumar Suman	Kindly allow me two minutes to check the same.	8:46:50 PM
janaka	ok	8:46:56 PM
Sujeet Kumar Suman	Sorry to inform you, but we are unable to find any ticket regarding the same.	8:50:59 PM
janaka	733975 isn't there?	8:51:23 PM
Sujeet Kumar Suman	Unfortunately, we could not locate any ticket in our system.	8:52:16 PM
janaka	ok i'll contact you again after sometime.	8:53:01 PM
Sujeet Kumar Suman	Sure.	8:53:08 PM
	Is there anything else I may help you with ?	8:53:13 PM
janaka	no	8:53:18 PM
Sujeet Kumar Suman	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.	8:53:26 PM
	Thanks!	
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Sujeet Kumar Suman has ended this chat session</i>	8:53:39 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jul, 1:05:55 AM

#79165 tiffany

Email: ap@columbiahomeservices.com ☎ 14088949072

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: 20 Secs

City: BUTLER

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 39 Secs

tiffany	Hello, I am your Acebuddy	9 Jul, 1:05:56 AM
Acebuddy	Hello Tiffany Moyer, I'm your Ace Buddy. I'll be happy to assist you!	1:05:57 AM
	Whom Would You Like to Connect With?	1:05:57 AM
tiffany	Technical Support (QB & App Hosting)	1:06:05 AM
Acebuddy	Welcome to Ace Support.	1:06:05 AM
	Please chose an option :	1:06:05 AM
tiffany	I'd like to report an Issue	1:06:15 AM
Acebuddy	Please select an option!	1:06:15 AM
tiffany	QuickBooks Issue	1:06:21 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:06:21 AM
tiffany	QuickBooks Login Issue	1:06:34 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	1:06:35 AM
	Was that helpful?	1:06:35 AM
tiffany	No	1:06:39 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	1:06:39 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:06:39 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	1:07:20 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	1:07:24 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:07:31 AM
tiffany	QBNXTENT.myrealdata.net	1:08:01 AM
	Myrealdata\Office_Sandium.NENT	1:08:11 AM
Yash Kalra	Kindly allow me two minutes to check the same.	1:09:00 AM

	May I take the remote access of your server?	1:10:17 AM
tiffany	yep, Ill jump out	1:11:44 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	1:11:54 AM
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/8642910352	1:12:08 AM
tiffany	its closed you can jump in	1:12:10 AM
Yash Kalra	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/8642910352	1:12:46 AM
tiffany	thank you so much for your help!	1:22:00 AM
Yash Kalra	Tiffany, we assisted you regarding QuickBooks login issue. Is there anything else I may help you with? (Edited)	1:22:01 AM
tiffany	you were wonderful, thank you!	1:22:12 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the Smilies.	1:22:24 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:22:31 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!	1:22:34 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>	1:22:36 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jul, 11:12:48 PM

#79142 Norma Moreno

Email: ctxconsultinginc@hotmail.com ☎ 17609568500

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 46 Secs

City: HESPERIA

State: California

Country: UNITED STATES

Chat Duration : 1 Hour 27 Mins

Chat Transcript

Norma Moreno	Hello, I am your Acebuddy	8 Jul, 11:12:49 PM
Acebuddy	Hello Norma Moreno, I'm your Ace Buddy. I'll be happy to assist you!	11:12:49 PM
	Whom Would You Like to Connect With?	11:12:49 PM
Norma Moreno	Technical Support (QB & App Hosting)	11:12:54 PM
Acebuddy	Welcome to Ace Support.	11:12:54 PM
	Please chose an option :	11:12:54 PM
Norma Moreno	I'd like to raise a Request	11:13:01 PM
Acebuddy	Please select your request type.	11:13:01 PM
Norma Moreno	Other Request	11:13:10 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:13:10 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:13:10 PM
Norma Moreno	Yes, I'm facing issues with my server	11:13:15 PM
Acebuddy	Please select an option!	11:13:15 PM
Norma Moreno	QuickBooks Issue	11:13:19 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:13:19 PM
Norma Moreno	Other QB related issue	11:13:25 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:13:25 PM
Norma Moreno	quickbooks is not opening keeps telling I need to open it as the admin,	11:13:45 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:13:46 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:13:46 PM
Norma Moreno	thank you	11:13:50 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	11:14:14 PM

Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	11:14:19 PM
Norma Moreno	hello, we are having issues opening quickbooks is telling me I need to be the admin to open it	11:14:35 PM 11:14:45 PM
Abhay Kumar Saraswat	I will be surely assisting you with this.	11:14:55 PM
	Is this for account: CTX Business Consulting Inc ?	11:15:05 PM
Norma Moreno	yes, my cid 72524	11:15:21 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	11:15:31 PM
	Is it asking to update the QuickBooks ?	11:16:09 PM
Norma Moreno	no i cant open it	11:16:30 PM 11:16:38 PM
	is telling me I need to be the admin to open it	11:16:49 PM
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.	11:17:03 PM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	11:17:10 PM
Norma Moreno	in the server we cant open it	11:17:28 PM 11:17:32 PM
	other users have the same issue	11:17:45 PM
Abhay Kumar Saraswat	Okay.	11:18:03 PM
	May I take the remote access of your server?	11:18:10 PM
Norma Moreno	ues yes	11:18:18 PM 11:18:20 PM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	11:18:28 PM
Norma Moreno	ok	11:18:45 PM
Abhay Kumar Saraswat	Can I send you the remote request?	11:19:12 PM
Norma Moreno	yes	11:19:18 PM
Abhay Kumar Saraswat	Thank you. Please accept.	11:19:27 PM 11:19:48 PM
Norma Moreno	i dont see it	11:20:03 PM
Abhay Kumar Saraswat	I can see that you're online on the server. Did you receive any pop-up notification on your screen?	11:21:05 PM
Norma Moreno	i dont have an invitation	11:21:07 PM

	no	11:21:12 PM
	nothing	11:21:29 PM
	did you send it to the server?	11:21:36 PM
Abhay Kumar Saraswat	Let me send you again. Please check your host screen.	11:21:45 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.	11:22:04 PM
Norma Moreno	ok	11:22:14 PM
Abhay Kumar Saraswat	Kindly allow me two minutes to check the QB updates on server.	11:25:14 PM
	Thank you for your patience.	11:27:08 PM
	As I checked, I found that the QB has some pending updates.	11:27:31 PM
	<i>11:27:34 PM Abhay Kumar Saraswat is sharing a file with you image.png - (Size:59.53 KB)</i>	11:27:34 PM
Norma Moreno	ok	11:27:45 PM
Abhay Kumar Saraswat	And that could be the reason you're encountering this issue.	11:28:16 PM
Norma Moreno	ok	11:28:26 PM
Abhay Kumar Saraswat	It takes 10-15 minutes to update the QB.	11:29:06 PM
Norma Moreno	ok	11:29:13 PM
	we will wait	11:29:17 PM
Abhay Kumar Saraswat	And I can run these updates for you. But I need everyone logout from the server for 10-15 minutes to complete the process.	11:29:18 PM
	Because after completing the updates, the server will need restart.	11:29:42 PM
	Could you please ask the users to save their work and log out of the system for about 10-15 minutes?	11:30:48 PM
Norma Moreno	ok	11:30:57 PM
	me too?	11:31:21 PM
	got it	11:31:46 PM
Abhay Kumar Saraswat	Yes.	11:32:03 PM
	Everyone please. (Edited)	11:32:09 PM
	I'm waiting for your confirmation.	11:33:10 PM
Norma Moreno	we are disconnected	11:33:23 PM
Abhay Kumar Saraswat	Okay.	11:34:06 PM

	Kindly allow me 10 minutes to update and restart the server.	11:34:22 PM
Norma Moreno	ok	11:34:34 PM
Abhay Kumar Saraswat	Thank you for understanding.	11:34:46 PM
	Please stay with me.	11:41:34 PM
Norma Moreno	ok	11:41:38 PM
Abhay Kumar Saraswat	I'm working on updates.	11:41:45 PM
Norma Moreno	ok	11:41:51 PM
Abhay Kumar Saraswat	I apologize for any delay. Thank you for your patience.	11:42:00 PM
	I apologize for the delay, this is taking slightly longer than it normally does. Thank you for your patience.	11:52:50 PM
Norma Moreno	ok,	11:52:59 PM
Abhay Kumar Saraswat	Let me share the screenshot with you for your reference.	11:53:32 PM
	<i>11:53:46 PMAbhay Kumar Saraswat is sharing a file with you image.png - (Size:64.57 KB)</i>	11:53:46 PM
Norma Moreno	ok	11:54:01 PM
Abhay Kumar Saraswat	Thank you for your understanding.	11:54:46 PM
	Thank you for your patience.	9 Jul, 12:08:55 AM
	QuickBooks 2023 has been successfully updated.	12:10:39 AM
	<i>12:10:54 AMAbhay Kumar Saraswat is sharing a file with you image.png - (Size:66.45 KB)</i>	12:10:54 AM
	Can you please login again on server and try to access the QB file?	12:11:14 AM
	Are we still connected here?	12:12:16 AM
Norma Moreno	let me try	12:12:28 AM
Abhay Kumar Saraswat	Sure.	12:13:23 AM
	Please take your time.	12:13:29 AM
Norma Moreno	im checking	12:13:59 AM
Abhay Kumar Saraswat	Okay.	12:14:23 AM
Norma Moreno	i was able to open one, its telling me somthing about a critical update	12:14:55 AM
Abhay Kumar Saraswat	That update is for QuickBooks which you are using.	12:15:10 AM
	It seems that QuickBooks having some updates from Intuit.	12:15:21 AM
	Kindly allow me two minutes to check the same.	12:15:25 AM

	Yes, it is.	12:15:49 AM
	<i>12:15:52 AMAbhay Kumar Saraswat is sharing a file with you image.png - (Size:13.22 KB)</i>	12:15:52 AM
	Can I update for you?	12:16:01 AM
Norma Moreno	i was able to open quickbooks	12:16:07 AM
Abhay Kumar Saraswat	But it will take 10-15 minutes.	12:16:12 AM
Norma Moreno	ok	12:16:53 AM
	everything looks	12:18:34 AM
Abhay Kumar Saraswat	Are you using QuickBooks 2024 now?	12:18:57 AM
Norma Moreno	yes	12:19:06 AM
Abhay Kumar Saraswat	Do I need to update that as well?	12:19:17 AM
Norma Moreno	yes please	12:19:28 AM
	that will be good	12:19:32 AM
Abhay Kumar Saraswat	No worries.	12:19:41 AM
	Please stay online with me.	12:19:47 AM
	But you need to logout from the QuickBooks 2024, if you are in.	12:20:31 AM
Norma Moreno	im not login	12:22:04 AM
Abhay Kumar Saraswat	Thank you for confirming.	12:22:21 AM
	I'm on it.	12:22:25 AM
	Please stay online with me.	12:24:09 AM
	I'll update you once the update is complete.	12:24:40 AM
Norma Moreno	ok	12:25:11 AM
	are we able to use it now?	12:31:00 AM
Abhay Kumar Saraswat	QuickBooks 2024, not now. Its is in updating process.	12:31:28 AM
	You can use 2023.	12:31:36 AM
Norma Moreno	ok	12:31:39 AM
Abhay Kumar Saraswat	Thank you for your patience.	12:34:21 AM
	It has been completed.	12:34:26 AM
	<i>12:34:28 AMAbhay Kumar Saraswat is sharing a file with you image.png - (Size:66.75 KB)</i>	12:34:28 AM

Norma Moreno	thank youuu	12:34:43 AM
Abhay Kumar Saraswat	Now, you can use both QB versions without facing any issue.	12:34:48 AM
Norma Moreno	thankk you so muche	12:35:03 AM
Abhay Kumar Saraswat	My pleasure to assist you.	12:35:16 AM
	I really appreciate your patience.	12:35:37 AM
	Is there anything else I may help you with ?	12:35:43 AM
	Are we still connected here?	12:37:00 AM
Norma Moreno	sorry	12:39:03 AM
	i have clients	12:39:04 AM
	and thank you so mucho for your help	12:39:11 AM
Abhay Kumar Saraswat	No worries.	12:39:38 AM
	This message has been deleted	12:39:46 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:40:07 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:40:12 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:40:16 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	12:40:19 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details**#78861 office****Email:** office@pricecontracting.com 14062743064**Department:** Support(QB & App Hosting)**Operator:** Shubham Kataria**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Microsoft Edge**Device:** Desktop**Average Response Time:** 18 Secs**City:** STEVENSVILLE**State:** Montana**Country:** UNITED STATES

Chat Duration : 28 Mins 11 Secs

Chat Transcript

office	Hello, I am your Acebuddy	1 Jul, 8:39:48 PM
Acebuddy	Hello Carol Kuginskie, I'm your Ace Buddy. I'll be happy to assist you!	8:39:49 PM
	Whom Would You Like to Connect With?	8:39:49 PM
office	Technical Support (QB & App Hosting)	8:40:09 PM
Acebuddy	Welcome to Ace Support.	8:40:09 PM
	Please chose an option :	8:40:09 PM
office	I'd like to report an Issue	8:40:16 PM
Acebuddy	Please select an option!	8:40:16 PM
office	Password Reset	8:40:22 PM
Acebuddy	Please select an option below	8:40:22 PM
office	Restart	8:40:43 PM
Acebuddy	Hello Carol Kuginskie, I'm your Ace Buddy. I'll be happy to assist you!	8:40:43 PM
	Whom Would You Like to Connect With?	8:40:43 PM
office	Technical Support (QB & App Hosting)	8:40:50 PM
Acebuddy	Welcome to Ace Support.	8:40:50 PM
	Please chose an option :	8:40:50 PM
office	I'd like to report an Issue	8:40:55 PM
Acebuddy	Please select an option!	8:40:55 PM
office	Other Issue	8:40:58 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:40:58 PM

	office	unable to logon	8:41:06 PM
	Acebuddy	Please wait while we connect you to a Support Representative	8:41:06 PM
		<i>Acebuddy (bot) forwarded the chat request</i>	8:41:06 PM
		<i>Shubham Kataria accepted the chat transfer request.</i>	8:41:25 PM
Shubham Kataria		Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	8:41:32 PM
	office	Good morning,	8:41:32 PM
		I'm unable to login today with password I know is correct	8:41:40 PM
Shubham Kataria		Hello Carol	8:41:43 PM
		Good morning	8:41:47 PM
		I will be surely assisting you with this. Kindly help me with your server name and user name?	8:41:52 PM
	office	CarolK.NENT	8:42:29 PM
Shubham Kataria		Kindly confirm your business name as well which is registered with us.	8:42:51 PM
	office	QBNXTENT.myrealdata.net	8:42:54 PM
		Price Contracting, Inc.	8:43:02 PM
Shubham Kataria		Thank you for the information.	8:43:16 PM
		Kindly confirm if you're the only user who is facing this issue.	8:43:32 PM
	office	as of right now yes, my assistant has the day off so she's not trying to access	8:43:54 PM
Shubham Kataria		Alright, I will surely assist you with this.	8:44:14 PM
		May I take the remote access of your local computer?	8:44:17 PM
	office	yes	8:45:00 PM
Shubham Kataria		Before taking the remote access, please allow me two minutes as we are checking few configurations from backend.	8:45:27 PM
	office	sure thing	8:45:55 PM
Shubham Kataria		Thank you for your patience.	8:46:15 PM
		Kindly try to access now and let me know if its working fine.	8:48:38 PM
	office	one sec	8:50:54 PM
Shubham Kataria		Sure, take your time	8:51:00 PM
	office	still not working	8:51:20 PM
Shubham Kataria		Alright, lets connect over the remote session	8:52:27 PM
		May I take the remote access of your local computer?	8:52:34 PM
	office	yes	8:52:38 PM

Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	8:52:47 PM
	https://assist.acecloudhosting.com/join/5142673879	8:53:05 PM
	Kindly paste this link in the browser of local computer and join the session.	8:53:08 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.	8:55:35 PM
	Thank you for your patience.	9:07:17 PM
	As per the remote session your issue has been resolved	9:07:26 PM
	Is there anything else I may help you with ?	9:07:29 PM
office	thank you!	9:07:32 PM
Shubham Kataria	You're welcome	9:07:40 PM
office	that's it, thank you	9:07:43 PM
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	9:07:47 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:07:54 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!	9:07:57 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shubham Kataria has ended this chat session</i>	9:08:00 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Jul, 5:15:14 PM

#79296 Giancarlo Esquelin

Email: esquelin@thrivcpa.com  17874149600

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: 32 Secs

City: BAYAMON

State: Puerto Rico

Country: PUERTO RICO

Chat Duration : 15 Mins 18 Secs

Chat Transcript

Giancarlo Esquelin	Hello, I am your Acebuddy	11 Jul, 5:15:19 PM
Acebuddy	Hello Giancarlo Esquelin, I'm your Ace Buddy. I'll be happy to assist you!	5:15:21 PM
	Whom Would You Like to Connect With?	5:15:21 PM
Giancarlo Esquelin	Technical Support (QB & App Hosting)	5:15:24 PM
Acebuddy	Welcome to Ace Support.	5:15:25 PM
	Please chose an option :	5:15:25 PM
Giancarlo Esquelin	I'd like to report an Issue	5:16:02 PM
Acebuddy	Please select an option!	5:16:02 PM
Giancarlo Esquelin	QuickBooks Issue	5:16:06 PM
Acebuddy	What type of QuickBooks Issue are you facing?	5:16:06 PM
Giancarlo Esquelin	Other QB related issue	5:16:17 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:16:17 PM
Giancarlo Esquelin	I am having problems while trying to send paystubs from the Quickbooks Desktop.	5:16:36 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:16:37 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:16:37 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	5:16:52 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	5:17:05 PM
	Hello Giancarlo, I will surely help you with this issue.	5:17:51 PM
Giancarlo Esquelin	thank you	5:18:02 PM
Ashutosh Mishra	Kindly help me with your server name and user name?	5:18:34 PM
Giancarlo Esquelin	Server name is TaxOpp.myrealdatal.net	5:19:25 PM
	my user is GEsquelin	5:19:30 PM

	sorry, GiancarloE	5:19:37 PM
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.	5:20:11 PM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	5:21:29 PM
Giancarlo Esquelin	I think it is with me only	5:21:54 PM
Ashutosh Mishra	Is this the first time you are facing this issue?	5:22:04 PM
Giancarlo Esquelin	no	5:22:12 PM
	I already reported this before	5:22:16 PM
Ashutosh Mishra	Thanks for the confirmation !	5:23:11 PM
	May I take the remote access of your server?	5:23:14 PM
Giancarlo Esquelin	yes, please	5:23:42 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	5:23:55 PM
Giancarlo Esquelin	All good. I just have the QB file having the issue open	5:24:15 PM
Ashutosh Mishra	Yes we are connected now.	5:24:39 PM
Giancarlo Esquelin	ok	5:25:33 PM
Ashutosh Mishra	An update is required for the application.	5:26:39 PM
Giancarlo Esquelin	ok. do I need to do anything else?	5:27:26 PM
	or you will handle?	5:27:30 PM
Ashutosh Mishra	We can schedule the update, and it will be completed from the backend. However, we require that users don't log in when the updates are getting installed. Please allow us at least 1 hour of downtime to proceed with this.	5:28:38 PM
Giancarlo Esquelin	ok	5:28:53 PM
Ashutosh Mishra	If you would like we can also schedule update during night hours.	5:28:57 PM
Giancarlo Esquelin	excellent	5:29:06 PM
	that will work	5:29:07 PM
	if you can schedule the update for anytime after 7PM AST	5:29:17 PM
Ashutosh Mishra	Thanks for the confirmation !	5:29:48 PM
	Yes we can schedule as per your requested timeframe.	5:30:01 PM
	Is there anything else I may help you with ?	5:30:07 PM
Giancarlo Esquelin	no, thank you	5:30:16 PM
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:30:27 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!

5:30:33 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/>)

Giancarlo Esquelin thanks 5:30:33 PM

Ashutosh Mishra has ended this chat session 5:30:38 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 10 Jul, 12:10:51 AM

#79222 michael Gardner

Email: michael@rayswine.com +14142589821

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: MILWAUKEE

State: Wisconsin

Country: UNITED STATES

Chat Transcript Chat Duration : 1 Min 23 Secs

michael Gardner Hello, I am your Acebuddy 10 Jul, 12:10:52 AM

Acebuddy Hello Michael Gardner, I'm your Ace Buddy. I'll be happy to assist you! 12:10:53 AM

Whom Would You Like to Connect With? 12:10:53 AM

michael Gardner Technical Support (QB & App Hosting) 12:10:56 AM

Acebuddy Welcome to Ace Support. 12:10:56 AM

	Please chose an option :	12:10:56 AM
michael Gardner	I'd like to report an Issue	12:11:01 AM
Acebuddy	Please select an option!	12:11:01 AM
michael Gardner	QuickBooks Issue	12:11:07 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:11:07 AM
michael Gardner	QuickBooks Login Issue	12:11:14 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	12:11:14 AM
	Was that helpful?	12:11:14 AM
michael Gardner	Yes	12:12:15 AM
Acebuddy	I'm glad to hear that! Should you need further assistance, please do not hesitate to reach out to me!	12:12:15 AM
<i>Acebuddy has ended this chat session</i>		12:12:15 AM



