

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Sep, 10:40:47 PM

#81438 bianca

Email: bianca@enscpany.com 6317345330

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: STRATFORD

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 27 Mins 12 Secs

bianca	Hello, I am your Acebuddy	11 Sep, 10:40:49 PM
Acebuddy	Hello Bianca, I'm your Ace Buddy. I'll be happy to assist you!	10:40:49 PM
	Whom Would You Like to Connect With?	10:40:49 PM
bianca	Technical Support (QB & App Hosting)	10:41:30 PM
Acebuddy	Welcome to Ace Support.	10:41:31 PM
	Please chose an option :	10:41:31 PM
bianca	I'd like to report an Issue	10:42:08 PM
Acebuddy	Please select an option!	10:42:08 PM
bianca	Other Issue	10:42:12 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:42:12 PM
bianca	i need to download my terminal	10:42:29 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:42:30 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:42:30 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	10:43:29 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:43:32 PM

	Hello Bianca	10:43:38 PM
	Are you referring the RDP file to connect the server?	10:44:00 PM
bianca	yes	10:44:10 PM
Shashwat Verma	I will surely help you with this issue.	10:45:13 PM
	Kindly share username for whom you require the same (Edited)	10:45:28 PM
bianca	thank you	10:45:30 PM
	I dont know my user name	10:45:49 PM
Shashwat Verma	Do you have any recent email from ace or we suggest you confirm the username from craig or robert	10:46:45 PM
bianca	no idea	10:46:56 PM
	i can give you my email	10:47:00 PM
Shashwat Verma	As they may have assign you the username with other name	10:47:10 PM
bianca	you cant use my email to see it	10:47:31 PM
Shashwat Verma	I have checked your email	10:47:40 PM
	But it is not registered with us	10:47:53 PM
bianca	ES_Eierman or ES eierman bianca	10:48:21 PM
Shashwat Verma	Got it	10:49:27 PM
	EiermanBianca_EB@myrealdata.net	10:49:29 PM
	Thats your username	10:49:37 PM
bianca	Ive been using a es name	10:50:13 PM
Shashwat Verma	Sorry, there is no username with initial ES	10:51:11 PM
	Shall we cross check the same from account owner for you	10:51:34 PM
bianca	ok	10:51:35 PM
Shashwat Verma	?	10:51:40 PM
bianca	sure	10:52:20 PM
Shashwat Verma	Sure will get this checked from them and email you the rdp file on bianca@enscpny.com	10:52:49 PM
	Is that work for you?	10:52:54 PM
bianca	yes	10:53:18 PM
Shashwat Verma	Is there anything else I may help you with ?	10:53:28 PM
bianca	thats the one i have on this desktop and it doesnt work	10:53:42 PM
Shashwat Verma	Sure will get this done	10:53:48 PM
	Do you have the old rdp on your pc?	10:54:07 PM
bianca	probably	10:54:23 PM

Shashwat Verma	May I take the remote access of your local computer?	10:54:33 PM
	We'll try if i get the username from it	10:55:13 PM
	Are we still connected here?	10:56:20 PM
	Are we still connected here?	11:07:32 PM
	Are we still connected here?	11:07:57 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	11:07:59 PM
	<i>Shashwat Verma has ended this chat session</i>	11:08:01 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details	10 Sep, 4:26:41 PM
#81374 Arvind Kumar	
Email: acct-sa@acfos.net	
Department: Support(QB & App Hosting)	
Operator: Vikas Singh Chauhan	
Website: https://www.acecloudhosting.com/support-chat.php	
Operating System: Microsoft Windows	
Browser: Microsoft Edge	
Device: Desktop	
Average Response Time: 1 Min 4 Secs	
City: LUCKNOW	
State: Uttar Pradesh	
Country: INDIA	

Chat Transcript	Chat Duration : 27 Mins 22 Secs
Arvind Kumar	Hello, I am your Acebuddy
Acebuddy	Hello Arvind Kumar, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Arvind Kumar	Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.	4:26:57 PM
	Please chose an option :	4:26:57 PM
Arvind Kumar	I'd like to raise a Request	4:27:11 PM
Acebuddy	Please select your request type.	4:27:11 PM
Arvind Kumar	Application Version Upgrade	4:27:31 PM
Acebuddy	Please select the application you would like to upgrade :	4:27:31 PM
Arvind Kumar	Other Application	4:27:35 PM
Acebuddy	To begin the installation process, please download the setup file from your application portal and save it to your server desktop.	4:27:35 PM
	Following this, kindly inform us of the completion of this task by sending an email to support@acecloudhosting.com.	4:27:35 PM
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.	4:27:35 PM
	Do you need any further assistance on the topic?	4:27:35 PM
Arvind Kumar	Yes	4:28:42 PM
Acebuddy	Please wait while we connect you to our Support Representative	4:28:42 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:28:42 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	4:28:48 PM
Arvind Kumar	Hi Vikas	4:28:58 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	4:29:02 PM
Arvind Kumar	okay, I am able to connect MY RDP please check	4:29:33 PM
	I am unable to connect MY RDP	4:29:51 PM
	Please help me	4:29:59 PM
Vikas Singh Chauhan	I deeply apologize for the inconvenience caused to you.	4:30:10 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:30:12 PM
	<i>4:30:35 PM Arvind Kumar is sharing a file with you image.png - (Size:14.21 KB)</i>	4:30:35 PM
	<i>Please see the above message for your reference</i>	
Arvind Kumar	RDP user name?	4:30:55 PM
	myrealdata\ShobhitAg	4:31:15 PM
Vikas Singh Chauhan	Thanks for the confirmation !	4:31:22 PM
	Kindly allow me two minutes to check the same.	4:31:28 PM
Arvind Kumar	sure....	4:31:36 PM

Vikas Singh Chauhan	Okay, so this is for the account name Advanced CFO Inc. Allow me to connect to server.	4:33:27 PM
Arvind Kumar	sure....	4:33:39 PM
	but I am not able to in	4:33:56 PM
Vikas Singh Chauhan	Yes, I am trying to connect to server from my end. Allow me 3-4 minutes to check if server is working as expected.	4:34:36 PM
Arvind Kumar	sure....	4:35:03 PM
Vikas Singh Chauhan	Okay, I have reviewed the server and few services are stuck which are needed to connect to the sever. I am working on them to restore it back. Please allow me 5 more minutes.	4:37:46 PM
	Arvind, please try to access the server now.	4:39:22 PM
	Is server accessible now from your end ?	4:40:56 PM
	Are we still connected here?	4:42:41 PM
	Are we still connected here?	4:44:49 PM
Arvind Kumar	Yes	4:44:49 PM
Vikas Singh Chauhan	Okay, please try connecting to server.	4:45:11 PM
	Is server accessible now ?	4:47:40 PM
	Are we still connected here?	4:49:23 PM
	Are we still connected here?	4:50:32 PM
	Are we still connected here?	4:51:16 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	4:53:42 PM
	<i>Vikas Singh Chauhan has ended this chat session</i>	4:54:05 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Sep, 8:14:09 PM

#81386 ellen

Email: ellen@empowersomerset.com ☎ 9083674735

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: 1 Min 15 Secs

City: BRIDGEWATER

State: New Jersey

Country: UNITED STATES

Chat Duration : 20 Mins 15 Secs

Chat Transcript

ellen	Hello, I am your Acebuddy	10 Sep, 8:14:10 PM
Acebuddy	Hello Ellen, I'm your Ace Buddy. I'll be happy to assist you!	8:14:11 PM
	Whom Would You Like to Connect With?	8:14:11 PM
ellen	Technical Support (QB & App Hosting)	8:14:16 PM
Acebuddy	Welcome to Ace Support.	8:14:16 PM
	Please chose an option :	8:14:16 PM
ellen	I'd like to report an Issue	8:14:22 PM
Acebuddy	Please select an option!	8:14:22 PM
ellen	Other Issue	8:14:27 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:14:27 PM
ellen	764493 is the reference number to problem	8:14:41 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:14:42 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:14:42 PM
	<i>Gaurava Tyagi accepted the chat transfer request.</i>	8:16:13 PM
Gaurava Tyagi	Thank you for contacting Ace Cloud Hosting. My name is Gaurava Tyagi. I will be assisting you today.	8:17:28 PM
	I am checking the mentioned ticket #764493, Please bear with me.	8:18:59 PM
	<i>Gaurava Tyagi is transferring the chat to Sujeet Kumar Suman.</i>	8:21:34 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:21:36 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	8:21:44 PM
	Are we still connected here?	8:22:49 PM
	Are we still connected here?	8:34:22 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	8:34:25 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Sep, 7:32:23 PM

#81774 jason

Email: jason@cortezbusinesssolutions.com ☎ 17605056897

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: SAN DIEGO

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 43 Mins 43 Secs

jason	Hello, I am your Acebuddy	22 Sep, 7:32:24 PM
Acebuddy	Hello Jason, I'm your Ace Buddy. I'll be happy to assist you!	7:32:25 PM
	Whom Would You Like to Connect With?	7:32:25 PM
jason	Technical Support (QB & App Hosting)	7:32:31 PM
Acebuddy	Welcome to Ace Support.	7:32:31 PM
	Please chose an option :	7:32:31 PM
jason	I'd like to raise a Request	7:32:48 PM
Acebuddy	Please select your request type.	7:32:48 PM
jason	Other Request	7:33:07 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.	7:33:07 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:33:07 PM
jason	Yes, I'm facing issues with my server	7:33:38 PM
Acebuddy	Please select an option!	7:33:38 PM

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

8:16:08 PM

Ended due to chat idle timeout

8:16:08 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Sep, 5:41:05 AM

#81460 DIMPLE SARAIYA

Email: dsaraiya@gmail.com 8626862754

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: 37 Secs

City: WHIPPANY

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 36 Secs

DIMPLE SARAIYA	Hello, I am your Acebuddy	12 Sep, 5:41:07 AM
Acebuddy	Hello Dimple Saraiya, I'm your Ace Buddy. I'll be happy to assist you!	5:41:08 AM
	Whom Would You Like to Connect With?	5:41:08 AM
DIMPLE SARAIYA	Technical Support (QB & App Hosting)	5:41:13 AM
Acebuddy	Welcome to Ace Support.	5:41:13 AM
	Please chose an option :	5:41:13 AM
DIMPLE SARAIYA	I'd like to report an Issue	5:41:23 AM
Acebuddy	Please select an option!	5:41:23 AM
DIMPLE SARAIYA	Other Issue	5:41:28 AM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:41:28 AM
DIMPLE SARAIYA	UNABLE TO CONNECT	5:41:41 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:41:41 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:41:41 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	5:42:08 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	5:42:13 AM
DIMPLE SARAIYA	HELLO	5:42:21 AM
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.	5:42:25 AM
	Hello Dimple	5:42:35 AM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	5:42:51 AM
	<i>5:43:07 AMDIMPLE SARAIYA is sharing a file with you image.png - (Size:9.42 KB)</i>	5:43:07 AM
	<i>SEE MESSAGE</i>	
	Thank you for sharing the image.	5:43:36 AM
	Kindly allow me two minutes to check the same.	5:44:01 AM
DIMPLE SARAIYA	OK	5:44:09 AM
Abhay Kumar Saraswat	Thank you for your patience.	5:47:50 AM
	Let me check your username. (Edited)	5:48:40 AM
DIMPLE SARAIYA	Its connected now	5:49:08 AM
Abhay Kumar Saraswat	Great. (Edited)	5:49:21 AM
	With same username?	5:49:39 AM
	<i>5:49:58 AMDIMPLE SARAIYA is sharing a file with you image.png - (Size:27.31 KB)</i>	5:49:58 AM
	<i>This what message i got now</i>	
DIMPLE SARAIYA	yes same user name	5:50:07 AM
Abhay Kumar Saraswat	Okay.	5:50:35 AM
DIMPLE SARAIYA	can you fix that error?	5:51:11 AM
Abhay Kumar Saraswat	Since when have you been receiving this error?	5:51:16 AM
	Yes, sure.	5:51:21 AM
DIMPLE SARAIYA	this morning	5:51:26 AM
Abhay Kumar	Okay, no worries.	5:51:36 AM

Saraswat		
DIMPLE SARAIYA	if you want I can log off?	5:51:51 AM
Abhay Kumar Saraswat	No, let me take the remote session of your local, may I?	5:52:27 AM
DIMPLE SARAIYA	ok	5:52:33 AM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	5:52:35 AM
	https://assist.acecloudhosting.com/join/7032000926	5:52:47 AM
	Kindly paste this link in the browser of local computer and join the session.	5:52:50 AM
DIMPLE SARAIYA	ok	5:53:30 AM
	i see your name	5:54:11 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.	5:54:22 AM
	Thank you for your patience.	6:04:50 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	6:07:43 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Sep, 11:50:47 PM

#81445 Michael Ocampo

Email: mike.ocampo@amware.com ☎ 14402344320

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 34 Secs

City: WESTLAKE

State: Ohio

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 48 Secs

Michael Ocampo	Hello, I am your Acebuddy	11 Sep, 11:50:48 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	11:52:24 PM
	Hello Michael	11:52:30 PM
	Are we still connected here?	11:54:13 PM
Michael Ocampo	hello	11:55:02 PM
Sujeet Kumar Suman	How are you doing?	11:55:12 PM
Michael Ocampo	did you delete one of our accounts?	11:55:14 PM
Sujeet Kumar Suman	Could you please confirm the account name so we can check?	11:55:57 PM
Michael Ocampo	Disregard that last question... anyway I had an issue earlier with one of our user accounts, spoke to Shashwat, Shashwat was supposed to email a user and cc me, we never received the email	11:57:36 PM
Sujeet Kumar Suman	I sincerely apologize for the delayed response.	11:57:47 PM
Michael Ocampo	no problem.	11:58:48 PM
	thank you.	11:58:55 PM
Sujeet Kumar Suman	Let me check with Shashwat. (Edited)	11:59:15 PM
Michael Ocampo	ok	11:59:49 PM
	also, why does her account keep resetting?	11:59:58 PM
	I keep having to reset the password for her	12 Sep, 12:00:08 AM
	can you ask someone to call me now?	12:00:16 AM
	440-234-4320	12:00:18 AM
Sujeet Kumar Suman	Sure. we will. (Edited)	12:00:25 AM
Michael Ocampo	thank you	12:00:34 AM
Sujeet Kumar Suman	Regarding the Microsoft Excel issue, we need to take remote access of Maggie Stehlik's server to check the problem	12:01:47 AM
Michael Ocampo	ok	12:01:56 AM
	please call me first	12:02:01 AM
	about this	12:02:06 AM
Sujeet Kumar Suman	Sure, Will do.	12:02:25 AM
	Is there anything else I may help you with ?	12:02:42 AM
Michael Ocampo	yes, a phone call would be great	12:03:12 AM
	I will wait for the call. Thank you	12:04:17 AM

sooner than later would be best.

12:04:23 AM

Sujeet Kumar Suman

sure, we will arrange a callback for you at 440-234-4320. Our team will reach out to you shortly. Alternatively, you may contact us on our toll-free number at 888-415-5240.

12:04:32 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.

12:04:52 AM

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

12:04:58 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!

12:05:04 AM

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

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

Sujeet Kumar Suman has ended this chat session

12:05:08 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Sep, 7:17:17 AM

#81461 Denise Baxley

Email: dhbaxley@comcast.net 803-215-1328

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: COLUMBIA

State: South Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 4 Mins 50 Secs

Denise Baxley	Hello, I am your Acebuddy	12 Sep, 7:17:18 AM
Acebuddy	Hello Denise Baxley, I'm your Ace Buddy. I'll be happy to assist you!	7:17:19 AM
	Whom Would You Like to Connect With?	7:17:20 AM
Denise Baxley	Technical Support (QB & App Hosting)	7:17:48 AM
Acebuddy	Welcome to Ace Support.	7:17:48 AM
	Please chose an option :	7:17:48 AM
Denise Baxley	I'd like to report an Issue	7:17:54 AM
Acebuddy	Please select an option!	7:17:55 AM
Denise Baxley	Password Reset	7:17:58 AM
Acebuddy	Please select an option below	7:17:58 AM
Denise Baxley	Not Enrolled to Selfcare Portal	7:18:07 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.	7:18:07 AM
	Do you need any further assistance on the topic?	7:18:07 AM
Denise Baxley	No	7:22:09 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	7:22:09 AM
	<i>Acebuddy has ended this chat session</i>	7:22:09 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Sep, 9:54:53 AM

#81156 Uri Geva

Email: uri@infinityprosports.com **Phone:** 1979-412-3698

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Mins 8 Secs

City: COLLEGE STATION

State: Texas

Country: UNITED STATES

Chat Duration : 38 Mins 31 Secs

Chat Transcript

Uri Geva	Hello, I am your Acebuddy	4 Sep, 9:54:55 AM
Acebuddy	Hello Uri Geva, I'm your Ace Buddy. I'll be happy to assist you!	9:54:56 AM
	Whom Would You Like to Connect With?	9:54:56 AM
Uri Geva	Technical Support (QB & App Hosting)	9:55:08 AM
Acebuddy	Welcome to Ace Support.	9:55:08 AM
	Please chose an option :	9:55:08 AM
Uri Geva	I'd like to raise a Request	9:55:19 AM
Acebuddy	Please select your request type.	9:55:19 AM
Uri Geva	Other Request	9:55:29 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:55:30 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:55:30 AM
Uri Geva	Yes, I'm facing issues with my server	9:55:38 AM
Acebuddy	Please select an option!	9:55:38 AM
Uri Geva	Other Issue	9:55:43 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:55:43 AM
Uri Geva	can not log into server	9:55:55 AM
Acebuddy	Please wait while we connect you to a Support Representative	9:55:55 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:55:56 AM
	<i>Rohan accepted the chat transfer request.</i>	9:56:52 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	9:56:56 AM
	Hello Urvi, How are you doing today ?	9:57:08 AM
Uri Geva	i was on an hour call at 2pm central time - and was told someone would call be when the issue is fixed	9:57:21 AM
	I need the server tonight - please help	9:57:27 AM
Rohan	Okay Uri. Please allow me few minutes to check the same (Edited)	9:58:48 AM
	Uri, I'm still checking the same, Please allow me few more minutes (Edited)	10:03:19 AM
Uri Geva	ok	10:03:25 AM

Rohan	Uri, please note that your account was already reclaimed in May. However, we have moved your ticket to the concerned department and have informed them again to prioritize your issue. They will provide you with an update shortly. We hope you understand, and we sincerely thank you for your patience.	10:09:41 AM
Uri Geva	i have no issues in May	10:10:11 AM
	the issue was that when in August we didn't pay, the account got locked out again	10:10:25 AM
	we paid everything today	10:10:29 AM
	when is shortly?	10:10:37 AM
Rohan	I have noted this down and will update the concerned department. It may take some time as we might need to provide you with a fresh server. I will also move this ticket to the concerned department, mentioning that you need the server tonight. You will receive an update from them once it is available.	10:13:45 AM
Uri Geva	i don't want a new server, I need my old data	10:14:24 AM
	i was told it would be there by the accounting team	10:14:54 AM
Rohan	Sure, Uri. We will see what we can do to fulfill your requirements. However, I request you to allow us some time to work on it, after which we will provide you with an update.	10:16:52 AM
Uri Geva	i need a more realistic timeline - so like Monday? or tomorrow? or today?	10:17:09 AM
Rohan	I can assure you that you will receive an update from the concerned department by today. (Edited)	10:22:09 AM
	I apologize for the delay in response; I temporarily lost my internet connection.	10:23:40 AM
	Is there anything else I may help you with ?	10:24:46 AM
	Are we still connected here?	10:27:27 AM
	Are we still connected here?	10:29:50 AM
	Are we still connected here?	10:31:27 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.	10:33:23 AM
	<i>Rohan has ended this chat session</i>	10:33:27 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Sep, 1:37:31 AM

#81099 Faith Magalsky

Email: catering@crazymountaintcatering.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: CLYDE PARK

State: Montana

Country: UNITED STATES

Chat Transcript

Chat Duration : 45 Mins

Faith Magalsky	Hello, I am your Acebuddy	3 Sep, 1:37:32 AM
Acebuddy	Hello Faith Magalsky, I'm your Ace Buddy. I'll be happy to assist you!	1:37:33 AM
	Whom Would You Like to Connect With?	1:37:33 AM
Faith Magalsky	Technical Support (QB & App Hosting)	1:37:41 AM
Acebuddy	Welcome to Ace Support.	1:37:41 AM
	Please chose an option :	1:37:41 AM
Faith Magalsky	I'd like to raise a Request	1:37:53 AM
Acebuddy	Please select your request type.	1:37:53 AM
Faith Magalsky	Setup Ace Server	1:38:09 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	1:38:09 AM
Faith Magalsky	Microsoft Windows	1:38:48 AM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	1:38:48 AM
	Do you need any further assistance on the topic?	1:38:48 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	2:22:32 AM
	<i>Ended due to chat idle timeout</i>	2:22:32 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Sep, 1:06:39 AM

#81219 Christopher Gore

Email: chris@c3energypartners.com  14063660622

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 33 Secs

City: WALLA WALLA

State: Idaho

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 29 Secs

Christopher Gore	Hello, I am your Acebuddy	6 Sep, 1:06:40 AM
Acebuddy	Hello Chris Gore, I'm your Ace Buddy. I'll be happy to assist you!	1:06:41 AM
	Whom Would You Like to Connect With?	1:06:41 AM
Christopher Gore	Technical Support (QB & App Hosting)	1:06:45 AM
Acebuddy	Welcome to Ace Support.	1:06:45 AM
	Please chose an option :	1:06:45 AM
Christopher Gore	I'd like to raise a Request	1:06:50 AM
Acebuddy	Please select your request type.	1:06:50 AM
Christopher Gore	Change in Users	1:07:03 AM
Acebuddy	Please select your desired option!	1:07:03 AM
Christopher Gore	User Replacement	1:07:08 AM
Acebuddy	We do not recommend modifying an existing user due to technical challenges. Hence we request you to disable the existing user (that you'd like to replace) and instead add a new user from MyPortal.	1:07:08 AM
	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!	1:07:08 AM
	Do you need any further assistance on the topic?	1:07:08 AM

Christopher Gore	Yes	1:07:33 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:07:33 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:07:33 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	1:07:45 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	1:07:52 AM
	Hello Chris . how are you doing	1:08:15 AM
Christopher Gore	Can I get C3_Brenda replaced with C3_AP for remote Desktops and get a new password please	1:08:38 AM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:09:43 AM
Christopher Gore	C3Energy.myrealdata.net	1:10:23 AM
	C3_Chris is my username	1:10:45 AM
	You can email me the RDP information to chris@c3energypartners.com	1:11:27 AM
Sanyam Madan	Chris, we apologize, but there's no option to change a username directly.	1:12:09 AM
	As an alternative, we can disable C3_Brenda , create a new user C3_AP , and migrate all the data to the new account.	1:12:21 AM
Christopher Gore	Sounds good to me	1:12:31 AM
Sanyam Madan	We can perform the data migration during night hours to minimize any disruption.	1:13:08 AM
Christopher Gore	Let's do this now if possible	1:13:26 AM
Sanyam Madan	Yes ,we can also proceed now	1:13:50 AM
Christopher Gore	Thank you	1:14:06 AM
Sanyam Madan	This may take up to 1 hour to migrate the data	1:14:27 AM
	We will inform you over email as soon as the process is completed	1:14:45 AM
Christopher Gore	Ok, will you email me the new RDP when you finish?	1:14:46 AM
Sanyam Madan	Is there anything else I may help you with ?	1:14:50 AM
Christopher Gore	That is all	1:14:57 AM
Sanyam Madan	Yes	1:14:58 AM
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	1:15:05 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:15:08 AM
	<i>Sanyam Madan has ended this chat session</i>	1:15:10 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Sep, 11:07:01 PM

#81992 hairong shi

Email: hairong@lugranite.com ☎ 15592989998

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 13 Secs

City: CLOVIS

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 12 Secs

hairong shi	Hello, I am your Acebuddy	26 Sep, 11:07:01 PM
Acebuddy	Hello Hairong Shi, I'm your Ace Buddy. I'll be happy to assist you!	11:07:02 PM
	Whom Would You Like to Connect With?	11:07:02 PM
hairong shi	Technical Support (QB & App Hosting)	11:07:09 PM
Acebuddy	Welcome to Ace Support.	11:07:09 PM
	Please chose an option :	11:07:09 PM
hairong shi	I'd like to report an Issue	11:07:15 PM
Acebuddy	Please select an option!	11:07:15 PM
hairong shi	Password Reset	11:07:29 PM
Acebuddy	Please select an option below	11:07:29 PM
hairong shi	Not Enrolled to Selfcare Portal	11:07:36 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	11:07:36 PM
	Do you need any further assistance on the topic?	11:07:36 PM
hairong shi	Yes	11:07:43 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:07:44 PM

Acebuddy (bot) forwarded the chat request

11:07:44 PM

Yash Kalra accepted the chat transfer request.

11:07:50 PM

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

11:07:55 PM

Hello Hairong

11:08:09 PM

We are still connected on the previous chat, please allow me to end the previous chat.

11:08:53 PM

hairong shi hi

11:09:04 PM

i received an email again saying my password has been reset, but I did not request

11:09:55 PM

15mins ago I just restored my password, and it happened again, can not log in to qb now

11:10:43 PM

Yash Kalra Hairong, we really apologize for this,
There seems to be some technical glitch but now I have restored everything.

11:11:40 PM

hairong shi only to me

11:12:15 PM

Yash Kalra I can feel your pain but believe me the issue is resolved.

11:12:57 PM

hairong shi all Lu granite users have same problem or just me?

11:13:21 PM

Yash Kalra This technical glitch has occurred just for you but now this is resolved.
Please reset your password once again using the self-care portal and try to log in once.
Else please allow me to take a remote access to your computer and I will set it up for you.

11:15:40 PM

hairong shi pls give the link

11:15:59 PM

Yash Kalra Kindly Click on the link and open the downloaded file.
<https://assist.acecloudhosting.com/join/1052585471>

11:16:22 PM

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

11:16:31 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.

11:20:54 PM

Hairong, we assisted you regarding the password reset issue.
Is there anything else I may help you with? (Edited)

11:32:22 PM

Are we still connected here?

11:33:37 PM

Are we still connected here?

11:35:16 PM

Are we still connected here?

11:37:08 PM

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

11:37:12 PM

Yash Kalra has ended this chat session

11:37:14 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Sep, 4:32:28 AM

#81876 mtorbey

Email: mtorbey@prism-med.com 8152559853

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: LEXINGTON

State: Kentucky

Country: UNITED STATES

Chat Transcript

Chat Duration : 2 Mins 1 Sec

mtorbey	Hello, I am your Acebuddy	24 Sep, 4:32:29 AM
Acebuddy	Hello Mtorbey, I'm your Ace Buddy. I'll be happy to assist you!	4:32:30 AM
	Whom Would You Like to Connect With?	4:32:30 AM
mtorbey	Technical Support (QB & App Hosting)	4:32:37 AM
Acebuddy	Welcome to Ace Support.	4:32:37 AM
	Please chose an option :	4:32:37 AM
mtorbey	I'd like to report an Issue	4:32:45 AM
Acebuddy	Please select an option!	4:32:45 AM
mtorbey	Password Reset	4:32:56 AM
Acebuddy	Please select an option below	4:32:56 AM
mtorbey	Not Enrolled to Selfcare Portal	4:33:03 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	4:33:03 AM
	Do you need any further assistance on the topic?	4:33:03 AM
mtorbey	No	4:34:31 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	4:34:31 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Sep, 2:27:45 AM

#81873 Alexander Shevchuk

Email: alex@dvefinancial.com 14109355247

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: REISTERSTOWN

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 46 Mins 16 Secs

Alexander Shevchuk	Hello, I am your Acebuddy	24 Sep, 2:27:46 AM
Acebuddy	Hello Alex Shevchuk, I'm your Ace Buddy. I'll be happy to assist you!	2:27:46 AM
	Whom Would You Like to Connect With?	2:27:46 AM
Alexander Shevchuk	Technical Support (QB & App Hosting)	2:27:55 AM
Acebuddy	Welcome to Ace Support.	2:27:55 AM
	Please chose an option :	2:27:55 AM
Alexander Shevchuk	I'd like to raise a Request	2:28:04 AM
Acebuddy	Please select your request type.	2:28:04 AM
Alexander Shevchuk	Change in Users	2:28:18 AM
Acebuddy	Please select your desired option!	2:28:18 AM
Alexander Shevchuk	User Addition	2:28:23 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!

2:28:23 AM

Do you need any further assistance on the topic?

2:28:23 AM

The visitor's name was changed from alex shevchuk to Alexander Shevchuk.

2:30:33 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.

3:14:02 AM

Ended due to chat idle timeout

3:14:02 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Sep, 5:39:38 PM

#82068 cathy griffith

Email: cgriffith@occaps.com ☎ 18437627600

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: CHARLESTON

State: South Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 43 Secs

cathy griffith	Hello, I am your Acebuddy	30 Sep, 5:39:39 PM
Acebuddy	Hello Cgriffith, I'm your Ace Buddy. I'll be happy to assist you!	5:39:40 PM
	Whom Would You Like to Connect With?	5:39:40 PM
cathy griffith	Technical Support (QB & App Hosting)	5:39:48 PM
Acebuddy	Welcome to Ace Support.	5:39:48 PM
	Please chose an option :	5:39:48 PM

cathy griffith	I'd like to report an Issue	5:39:57 PM
Acebuddy	Please select an option!	5:39:57 PM
cathy griffith	Password Reset	5:40:01 PM
Acebuddy	Please select an option below	5:40:01 PM
cathy griffith	Already Enrolled to Selfcare Portal	5:40:16 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	5:40:16 PM
	Do you need any further assistance on the topic?	5:40:16 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	6:25:23 PM
	<i>Ended due to chat idle timeout</i>	6:25:23 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Sep, 11:50:01 PM

#81482 kendrakphillips

Email: kendrakphillips@gmail.com ☎ 9038261554

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 8 Secs

City: AUSTIN

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 48 Mins 54 Secs

kendrakphillips	Hello, I am your Acebuddy	12 Sep, 11:50:02 PM
Acebuddy	Hello Kendrakphillips, I'm your Ace Buddy. I'll be happy to assist you!	11:50:03 PM

	Whom Would You Like to Connect With?	11:50:03 PM
kendrakphillips	Technical Support (QB & App Hosting)	11:50:11 PM
Acebuddy	Welcome to Ace Support.	11:50:11 PM
	Please chose an option :	11:50:11 PM
kendrakphillips	I'd like to report an Issue	11:50:18 PM
Acebuddy	Please select an option!	11:50:18 PM
kendrakphillips	Other Issue	11:50:21 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:50:21 PM
kendrakphillips	Set up printing on new computer	11:50:38 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:50:38 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:50:38 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	11:51:06 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	11:51:10 PM
	Hello , how are you doing	11:51:26 PM
kendrakphillips	hello, i'm good, how are you	11:51:46 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:51:52 PM
	I am good as well	11:52:01 PM
kendrakphillips	QBNXTPRE1.myrealdata.net KendraPh.NPRE1	11:52:26 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	11:52:36 PM
	May I take the remote access of your local computer?	11:53:15 PM
kendrakphillips	yes	11:53:27 PM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	11:53:36 PM
	https://assist.acecloudhosting.com/join/9112854340	11:53:42 PM
	Kindly paste this link in the browser of local computer and join the session.	11:53:48 PM
kendrakphillips	Okay, having to download	11:54:27 PM
Sanyam Madan	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:54:39 PM
	As discussed on remote session, you are able to print directly from QB in the server	13 Sep, 12:31:29 AM
	Are we still connected here?	12:33:17 AM
	Are we still connected here?	12:35:19 AM
	Are we still connected here?	12:38:50 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at	

(1-888-415-5240) if any further assistance is required.

12:38:55 AM

Sanyam Madan has ended this chat session

12:38:57 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Sep, 9:49:58 PM

#81436 Jay Thakor

Email: jay@hfcpillc.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 17 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 6 Secs

Jay Thakor	Hello, I am your Acebuddy	11 Sep, 9:49:59 PM
Acebuddy	Hello Jay, I'm your Ace Buddy. I'll be happy to assist you!	9:49:59 PM
	Whom Would You Like to Connect With?	9:49:59 PM
Jay Thakor	Technical Support (QB & App Hosting)	9:51:25 PM
Acebuddy	Welcome to Ace Support.	9:51:25 PM
	Please chose an option :	9:51:25 PM
Jay Thakor	I'd like to report an Issue	9:51:31 PM
Acebuddy	Please select an option!	9:51:31 PM
Jay Thakor	QuickBooks Issue	9:51:51 PM
Acebuddy		

	What type of QuickBooks Issue are you facing?	9:51:51 PM
Jay Thakor	QuickBooks Login Issue	9:52:36 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	9:52:36 PM
	Was that helpful?	9:52:36 PM
Jay Thakor	No	9:52:40 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:52:40 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:52:40 PM
Jay Thakor	I already raised this issue before.	9:53:03 PM
	My Ticket ID : Ace support ticket with reference 748857	9:53:11 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:53:13 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:53:19 PM
	Hello Jay	9:53:22 PM
Jay Thakor	Hi Shashwat	9:53:29 PM
	My Ticket ID : Ace support ticket with reference 748857	9:53:31 PM
	I already this issue 7 time but still I am facing this issue	9:53:50 PM
Shashwat Verma	As checked, we have made the required changes	9:53:50 PM
	Kindly try to access the server	9:53:57 PM
	I will surely help you with this issue.	9:54:08 PM
	Is the issue still persist after the reboot?	9:54:24 PM
Jay Thakor	Still not able to login into file	9:54:31 PM
Shashwat Verma	Okay	9:54:37 PM
Jay Thakor	Yes, it's persist	9:54:37 PM
Shashwat Verma	Let me check	9:54:45 PM
Jay Thakor	ure	9:55:09 PM
	I already talked with superior authority as well.	9:55:27 PM
	My ticket My Ticket ID : Ace support ticket with reference 748857	9:55:28 PM
Shashwat Verma	Yes, we have fetched your issue	9:55:43 PM
Jay Thakor	I am unsure why this is happening in every 15 days	9:55:54 PM
	This is really affecting my work. I hope you understand my situation.	9:56:18 PM
Shashwat Verma	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.	9:56:19 PM
Jay Thakor		9:56:37 PM

	Ok	
Shashwat Verma	Is the issue occur with the same file?	9:57:18 PM
	Or let me check that file on the server end?	9:57:31 PM
Jay Thakor	It's occurring with all file	9:58:11 PM
Shashwat Verma	May I take the remote access of your server?	9:58:23 PM
Jay Thakor	Sure, you can take it now	9:58:39 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	9:58:50 PM
Jay Thakor	Yes, you can take the access now	9:59:23 PM
Shashwat Verma	Kindly try to open the file	10:00:17 PM
	Okay (Edited)	10:00:33 PM
	Jay, I have made some changes from backend and found that there are some pending patches update of Qb which have to be pushed	10:02:07 PM
	Could you please give 30 mins, so that I can implement and made some changes from backend and keep you updated on email?	10:02:41 PM
	I assure, i will resolve the root cause of the same	10:03:05 PM
Jay Thakor	Ok	10:03:26 PM
Shashwat Verma	And will email you the detailed email of the issue also	10:03:29 PM
Jay Thakor	Take your time	10:03:34 PM
	That will be great	10:03:41 PM
Shashwat Verma	Perfect	10:03:46 PM
Jay Thakor	But make sure that i am able to access the file after 30 minutes	10:03:59 PM
Shashwat Verma	Again, I deeply apologize for the inconvenience caused to you.	10:03:59 PM
	Sure, will try our best	10:04:13 PM
Jay Thakor	Thanks	10:04:44 PM
Shashwat Verma	Will keep you updated on email	10:04:58 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:05:00 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	10:05:02 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	

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

Shashwat Verma has ended this chat session

10:05:05 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Sep, 10:27:02 PM

#81759 Renee

Email: renee@getbetternumbers.com 16367519776

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: ST LOUIS

State: Missouri

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Secs

Renee	Hello, I am your Acebuddy	21 Sep, 10:27:03 PM
Acebuddy	Hello Renee, I'm your Ace Buddy. I'll be happy to assist you!	10:27:04 PM
	Whom Would You Like to Connect With?	10:27:04 PM
Renee	Technical Support (QB & App Hosting)	10:27:11 PM
Acebuddy	Welcome to Ace Support.	10:27:11 PM
	Please chose an option :	10:27:11 PM
Renee	I'd like to raise a Request	10:27:20 PM
Acebuddy	Please select your request type.	10:27:20 PM
Renee	Other Request	10:27:29 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	10:27:29 PM

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

10:27:29 PM

Renee No, That'll be all!

10:27:37 PM

Acebuddy Thank you for contacting Ace Support, Have a nice day!

10:27:37 PM

Acebuddy has ended this chat session

10:27:37 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Sep, 4:59:55 PM

#81322 Kim

Email: kimberly@southernspc.com 13524464434

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 2 Mins 50 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 3 Hours 33 Mins

Kim Hello, I am your Acebuddy 9 Sep, 4:59:58 PM

Acebuddy Hello Kim, I'm your Ace Buddy. I'll be happy to assist you! 4:59:59 PM

Whom Would You Like to Connect With? 4:59:59 PM

Kim Technical Support (QB & App Hosting) 5:00:13 PM

Acebuddy Welcome to Ace Support. 5:00:13 PM

Please chose an option : 5:00:13 PM

Kim I'd like to report an Issue 5:00:19 PM

Acebuddy Please select an option! 5:00:19 PM

Kim	Other Issue	5:00:22 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:00:22 PM
Kim	cant log on	5:00:29 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:00:29 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:00:30 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	5:00:40 PM
Kim	i contacted yall yesterday and you were doing an update behind the scenes and its still asking for a file doctor to be downloaded and it wont let me do it	5:01:11 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	5:01:21 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:01:43 PM
Kim	Southern Site & Power construction	5:02:08 PM
	Kimberly	5:02:09 PM
Shubham Maurya	Thanks for the confirmation, we tried searching with this name but unable to find any account. Please can you share CID number if you have?	5:03:50 PM
Kim	i dont know where to find CID number	5:04:24 PM
	thats our company name	5:04:33 PM
	<i>5:05:42 PM Kim is sharing a file with you Screenshot 2025-09-09 at 7.34.41 AM.png - (Size:336.82 KB)</i>	5:05:42 PM
Shubham Maurya	Please check is this your company name registered with us?	5:05:43 PM
	Stokes Construction and Maintenance LLC	
Kim	yah but thats our old name and everytime i chat with you guys i give our new name to. you all so idk why its not showing up for you	5:06:16 PM
	thats not the server im trying to log into	5:06:31 PM
	i sent you a pic	5:06:43 PM
Shubham Maurya	No worries, Please confirm the server name is it SCMLLC.myrealdta.net	5:07:07 PM
Kim	thats our old file	5:07:27 PM
	im confused	5:07:29 PM
Shubham Maurya	kimberly@southernspc.com	5:08:39 PM
	Is it correct email ID which you are using right now?	
	Or if you can share me any old ticket number to check?	5:08:51 PM
Kim	thats my email yes. my user name is Kimberly, to log in	5:09:00 PM
	763758	5:09:27 PM

Shubham Maurya	Thanks for the details Kim, Yes your ticket is having same account details Stokes Construction and Maintenance LLC.	5:11:03 PM
	We can see that QB was already update and informed over the mail.	5:11:22 PM
	Let me check if any further update is there right now, Please hold on.	5:11:37 PM
	<i>5:16:06 PM Shubham Maurya is sharing a file with you image.png - (Size:2.17 KB)</i>	5:16:06 PM
	<i>Thanks for your patience Kim, Please wait while more updates are being installed.</i>	
Kim	ok	5:16:34 PM
Shubham Maurya	Appreciate your Patience Kim, We are facing few issues while updating it. So we are performing troubleshooting steps to fix it. This might take some more time and once done we will let you know here.	5:28:22 PM
Kim	ok	5:28:34 PM
Shubham Maurya	Apologies for the delay. Please check and let us know if QuickBooks is working fine on your end.	5:46:22 PM
	Are we still connected here?	6:00:37 PM
	Are we still connected here?	6:02:19 PM
	Are we still connected here?	6:03:37 PM
Kim	yes	6:05:58 PM
	not working	6:06:58 PM
	<i>6:07:19 PM Kim is sharing a file with you Screenshot 2025-09-09 at 8.37.00 AM.png - (Size:135.63 KB)</i>	6:07:19 PM
Shubham Maurya	Please can you confirm the workflow which you are performing? Like trying to use QB file doctor or while launching QB application itself?	6:08:48 PM
Kim	click the icon for qb to login and then this pops up	6:09:08 PM
Shubham Maurya	Okay, please confirm which version of QB you are trying to launch QB 20.0 or QB 24.0	6:11:06 PM
Kim	24	6:12:09 PM
Shubham Maurya	Thank you for confirming, we have already updated the application so let us perform server reboot once.	6:14:03 PM
	Please save your data and let us know once you are ready for server reboot as users will get logged out.	6:15:02 PM
Kim	go ahead	6:15:09 PM
Shubham Maurya	Thanks for the confirmation !	6:15:34 PM
	Reboot is done, we are testing the application now please wait.	6:21:13 PM
	Okay please check it now.	6:26:55 PM
Kim	nope-- when i put user name and password the file doctor screen pops up when i hit enter to login	6:29:11 PM
Shubham Maurya	May I take the remote access of your server?	6:29:18 PM

Kim	yes	6:29:26 PM
Shubham Maurya	Prior providing the access, I would suggest you to close any important documents at your end.	6:29:49 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.	6:29:54 PM
Kim	ok	6:30:03 PM
Shubham Maurya	Please enter your password.	6:33:59 PM
	As we tested other company file at our end it's working but this file is having issues, Please can you share company file credentials so that we can try to repair it?	6:44:40 PM
Kim	like the login?	6:46:28 PM
Shubham Maurya	Yes company file login credentials.	6:47:00 PM
Kim	kimberly	6:47:17 PM
	2018330KI!	6:47:22 PM
	that is a lower case L	6:47:27 PM
Shubham Maurya	Thanks for the Information Kim and for patience with us while working on this issue.	6:48:24 PM
	Please accept the remote connection.	6:50:06 PM
	Kindly enter your QB file Admin password here.	6:55:28 PM
Kim	Hurr1c@nes	6:55:58 PM
Shubham Maurya	Thank you. Now please wait for this repair process to get complete.	6:58:20 PM
	We are currently testing this file on our end. Please bear with us. If you prefer, we can close this chat since it has been active for some time. We will email you the test results once completed. If necessary, we will escalate the issue, as it appears to be related specifically to this file.	7:16:45 PM
Kim	no ill stay on chat-- ive been dealing with this since yesterday-- i am super behind because of this and need this to get repaired asao	7:17:23 PM
Shubham Maurya	Sure, we'll let you know once it's done at our end Kimberly.	7:19:24 PM
	We were able to recover 1 day old file from server.	7:48:24 PM
Kim	what do you mean one day old	7:49:50 PM
Shubham Maurya	Current file is not working at our end right now, what best we can do is to escalate it for further check but we were able to open one day old file from backup data, once it's done we will share it with you, please check and let us know if you can continue with that.	7:52:43 PM
Kim	when was it last backed up?	7:53:01 PM
Shubham Maurya	Date and time it's showing is 9/8/2025 7:30 PM	7:54:45 PM
Kim	ok	7:54:53 PM
Shubham Maurya	Please login and check this file	7:59:20 PM
Kim	i did so much yesteday idk if this is accurate or nit	8:03:45 PM

	not	8:03:47 PM
	looks ok	8:04:54 PM
Shubham Maurya	I completely understand, Kim. I've tried my best to open the same file, but unfortunately, it's still not working, even after making multiple modifications.	
	QuickBooks file corruption can occur for various reasons, such as unstable network connections or large file size. While it's a rare issue, creating regular backups or working copies can help prevent data loss in such situations.	8:06:23 PM
	Still I will forward your original file to escalation team so that they can also check it, but to avoid further delays you can continue with this file. I understand this means redoing a full day's work, and I truly apologize for the inconvenience.	8:08:58 PM
Kim	ok do yall do the back ups?	8:11:57 PM
Shubham Maurya	Yes, We do backups once in every 24 hours around 2 AM (PST).	8:13:41 PM
	Are we still connected here?	8:24:37 PM
	Are we still connected here?	8:27:35 PM
	Are we still connected here?	8:28:48 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.	8:32:13 PM
	<i>Shubham Maurya has ended this chat session</i>	8:33:04 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Sep, 11:24:13 PM

#81281 Amanda Crisp

Email: acrisp@uwpiemont.org

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: ROEBUCK

State: South Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 40 Secs

Amanda Crisp	Hello, I am your Acebuddy	8 Sep, 11:24:14 PM
Acebuddy	Hello Amanda Crisp, I'm your Ace Buddy. I'll be happy to assist you!	11:24:15 PM
	Whom Would You Like to Connect With?	11:24:15 PM
Amanda Crisp	Technical Support (QB & App Hosting)	11:24:49 PM
Acebuddy	Welcome to Ace Support.	11:24:49 PM
	Please chose an option :	11:24:49 PM
Amanda Crisp	I'd like to report an Issue	11:24:58 PM
Acebuddy	Please select an option!	11:24:58 PM
Amanda Crisp	Password Reset	11:25:04 PM
Acebuddy	Please select an option below	11:25:04 PM
Amanda Crisp	Not Enrolled to Selfcare Portal	11:25:09 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	11:25:09 PM
	Do you need any further assistance on the topic?	11:25:09 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.	11:57:55 PM
	<i>Ended due to chat idle timeout</i>	11:57:55 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Sep, 11:40:50 PM

#81284 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: PHOENIX

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 26 Secs

william Coble	Hello, I am your Acebuddy	8 Sep, 11:40:51 PM
Acebuddy	Hello William Coble, I'm your Ace Buddy. I'll be happy to assist you!	11:40:52 PM
	Whom Would You Like to Connect With?	11:40:52 PM
william Coble	Technical Support (QB & App Hosting)	11:40:57 PM
Acebuddy	Welcome to Ace Support.	11:40:57 PM
	Please chose an option :	11:40:57 PM
william Coble	I'd like to raise a Request	11:41:03 PM
Acebuddy	Please select your request type.	11:41:03 PM
william Coble	Other Request	11:41:08 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.	11:41:08 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:41:08 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9 Sep, 12:13:18 AM
	<i>Ended due to chat idle timeout</i>	12:13:18 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Sep, 12:25:15 AM

#81655 steven.nguyen

Email: steven.nguyen@covenanteyes.com  5717650652

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 12 Secs

City: ARLINGTON

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 34 Secs

steven.nguyen	Hello, I am your Acebuddy	18 Sep, 12:25:15 AM
Acebuddy	Hello Steven.nguyen, I'm your Ace Buddy. I'll be happy to assist you!	12:25:16 AM
	Whom Would You Like to Connect With?	12:25:16 AM
steven.nguyen	Technical Support (QB & App Hosting)	12:25:40 AM
Acebuddy	Welcome to Ace Support.	12:25:40 AM
	Please chose an option :	12:25:40 AM
steven.nguyen	I'd like to report an Issue	12:25:44 AM
Acebuddy	Please select an option!	12:25:44 AM
steven.nguyen	Other Issue	12:25:48 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:25:48 AM
steven.nguyen	One of our members is requesting that we increase the idle timeout policy for our remote ace server. Is this possible?	12:26:17 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:26:18 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:26:18 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	12:26:23 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:26:28 AM
	Hello Steven	12:26:32 AM
steven.nguyen	Hello!	12:26:44 AM
Shashwat Verma	How are you?	12:26:46 AM
steven.nguyen	Doing great, what about yourself?	12:26:52 AM
Shashwat Verma	A perfect day!	12:27:08 AM
	I will surely help you with this issue.	12:27:15 AM

	Would 2 hrs be sufficient for you?	12:27:33 AM
	But would like to inform you that it will be applied for all users	12:27:49 AM
steven.nguyen	Let me double-check. Can you confirm what the current idle timeout is?	12:28:01 AM
Shashwat Verma	Kindly allow me two minutes to check the same.	12:28:11 AM
steven.nguyen	Please apply it to be 2 hours and we're happy for that to apply as the default for everyone	12:29:39 AM
Shashwat Verma	Sure, currently it is for 1 hr	12:30:02 AM
	We have made the required changes	12:30:22 AM
	Is there anything else I may help you with ?	12:30:27 AM
steven.nguyen	Does it apply immediately or will it require a restart etc?	12:31:09 AM
	That is all	12:31:15 AM
Shashwat Verma	yes	12:31:33 AM
	It is applied	12:31:45 AM
steven.nguyen	Thanks!!	12:31:48 AM
	<i>steven.nguyen has ended this chat session</i>	12:31:50 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Sep, 10:22:24 PM

#81645 Mohita Chadha

Email: mohita@kaurtax.com 19097099000

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 20 Secs

City: SAN FRANCISCO

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 56 Secs

Mohita Chadha	Hello, I am your Acebuddy	17 Sep, 10:22:25 PM
Acebuddy	Hello Mohita, I'm your Ace Buddy. I'll be happy to assist you!	10:22:26 PM
	Whom Would You Like to Connect With?	10:22:26 PM
Mohita Chadha	Technical Support (QB & App Hosting)	10:22:43 PM
Acebuddy	Welcome to Ace Support.	10:22:43 PM
	Please chose an option :	10:22:43 PM
Mohita Chadha	I'd like to report an Issue	10:22:47 PM
Acebuddy	Please select an option!	10:22:47 PM
Mohita Chadha	Other Issue	10:22:51 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:22:51 PM
Mohita Chadha	Hello - I wanted to check the status of my update to Lacerte?	10:23:17 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:23:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:23:18 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	10:23:26 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	10:23:32 PM
	Hello Mohita , how are you?	10:23:47 PM
Mohita Chadha	Hello	10:24:23 PM
	I contacted your team maybe 30 minutes ago or so and they were going to update Lacerte. Can you please provide me with a status update on that?	10:24:46 PM
Anjainay Singh	Sure Mohita, please allow me two minutes so that I can check it for you.	10:25:29 PM
	As I have checked with the previous agent it is under process.	10:27:34 PM
	I am with the agent and prioritizing this update urgently.	10:28:17 PM
	As I checked with agent it is completed.	10:28:41 PM
	Mohita, Is there anything else I may help you with?	10:28:58 PM
	Are we still connected here?	10:29:55 PM
	Are we still connected here?	10:31:00 PM
Mohita Chadha	can i log back in now?	10:31:02 PM
Anjainay Singh	Yes you may login back.	10:31:10 PM
	Mohita, Is there anything else I may help you with?	10:31:28 PM
Mohita Chadha	thank you!	10:32:50 PM

Anjainay Singh

Are we still connected here?

10:32:52 PM

Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji to share your positive feedback

10:33:02 PM

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

10:33:18 PM

Anjainay Singh has ended this chat session

10:33:21 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Sep, 7:00:38 AM

#81410 Angelo Bocacao

Email: info@clmqbp.com ☎ 639157602689

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 37 Secs

City: ALMANZA UNO

State: National Capital Region

Country: PHILIPPINES

Chat Transcript

Chat Duration : 21 Mins 32 Secs

Angelo Bocacao	Hello, I am your Acebuddy	11 Sep, 7:00:38 AM
Acebuddy	Hello Angelo Bocacao, I'm your Ace Buddy. I'll be happy to assist you!	7:00:39 AM
	Whom Would You Like to Connect With?	7:00:39 AM
Angelo Bocacao	Technical Support (QB & App Hosting)	7:00:45 AM
Acebuddy	Welcome to Ace Support.	7:00:45 AM
	Please chose an option :	7:00:45 AM
Angelo Bocacao	I'd like to report an Issue	7:00:50 AM

Acebuddy	Please select an option!	7:00:50 AM
Angelo Bocacao	QuickBooks Issue	7:00:56 AM
Acebuddy	What type of QuickBooks Issue are you facing?	7:00:56 AM
Angelo Bocacao	QuickBooks is Frozen	7:01:19 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	7:01:19 AM
	Was that helpful?	7:01:19 AM
Angelo Bocacao	No	7:01:24 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	7:01:24 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:01:24 AM
	<i>Rohan accepted the chat transfer request.</i>	7:01:32 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	7:01:38 AM
	Hello Angelo, how are you doing today ?	7:01:51 AM
	I will surely help you with this issue.	7:02:14 AM
	Kindly allow me two minutes to check the same.	7:02:16 AM
Angelo Bocacao	Hi	7:02:37 AM
	Can I call you?	7:02:44 AM
	We cannot use QB now	7:02:53 AM
	CID69954	7:03:20 AM
	CFTRI	7:03:39 AM
Rohan	Thank you for all the details.	7:03:52 AM
	I will surely help you with this issue.	7:04:28 AM
	<i>7:04:28 AM Angelo Bocacao is sharing a file with you image.png - (Size:24.13 KB)</i>	7:04:28 AM
	Is it possible for you to ask user O.marco to log out from the QuickBooks file?	7:05:44 AM
Angelo Bocacao	he is logged out	7:05:53 AM
Rohan	May I know his Server Username?	7:06:35 AM
Angelo Bocacao	antonio san jose	7:06:45 AM
Rohan	Thanks for the confirmation !	7:07:07 AM
Angelo Bocacao	did you logged him out from the server?	7:07:21 AM
Rohan	Yes I have logged him out So that you can try again with logging into the QuickBooks Company file	7:07:51 AM
Angelo Bocacao	okay	7:07:57 AM
	can i try it now?	7:08:01 AM

	also, we noticed an error regarding the C drive storage.	7:08:20 AM
Rohan	Yes Please	7:08:22 AM
Angelo Bocacao	we are not storing anything on the c drive, why is it full?	7:08:39 AM
	can we clean up temp files there?	7:08:45 AM
Rohan	Yes, Let me check if I can delete the trash files to free up the space	7:09:02 AM
Angelo Bocacao	yes please.	7:09:09 AM
Rohan	Please note that currently you have 7.02 Free GB out of 86 Gb in the C drive	7:09:59 AM
Angelo Bocacao	thats still small	7:10:42 AM
Rohan	May I take the remote access of your server?	7:10:49 AM
Angelo Bocacao	can i check whats in the c drive	7:10:49 AM
	i tried logging it, same issue	7:11:08 AM
	<i>7:11:10 AM Angelo Bocacao is sharing a file with you image.png - (Size:7.53 KB)</i>	7:11:10 AM
	<i>7:11:28 AM Angelo Bocacao is sharing a file with you image.png - (Size:18.36 KB)</i>	7:11:28 AM
	sur	7:11:41 AM
	sure	7:11:42 AM
Rohan	Sure, Let me first try to free up some space	7:11:48 AM
Angelo Bocacao	okay	7:11:53 AM
	when can we login in qb?	7:12:01 AM
Rohan	I believe we need to reboot the server once. Could you please ask the users to log out from the server for 2-3 minutes?	7:12:48 AM
Angelo Bocacao	sure	7:14:01 AM
	please reboot	7:14:03 AM
Rohan	I have freed up the space and now you have sufficient space in the C drive.	7:14:47 AM
	Thanks for the confirmation !	7:14:51 AM
	You can login to the server in 2 minutes.	7:15:04 AM
	Please check now	7:15:55 AM
Angelo Bocacao	wait	7:17:47 AM
Rohan	Sure take your time	7:19:06 AM
Angelo Bocacao	its working now	7:20:25 AM
	can you check on the c drive	7:20:57 AM
Rohan	Thanks for the confirmation !	7:21:00 AM

	I have already freed up the space in the C drive and now you have sufficient space in the C drive (Edited)	7:21:26 AM
Angelo Bocacao	okay.	7:21:45 AM
	thank you.	7:21:47 AM
	will get back if we encounter issue	7:21:54 AM
Rohan	Is there anything else I may help you with ?	7:21:54 AM
	Thanks for the confirmation !	7:22:02 AM
Angelo Bocacao	none as of now.	7:22:04 AM
Rohan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:22:07 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!	7:22:09 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/)	

Rohan has ended this chat session

7:22:11 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Sep, 6:14:52 PM

#81889 Char Bullman

Email: cbullman@teamoneclaims.com 18664947928

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 21 Secs

City: HOT SPRINGS VILLAGE

State: Arkansas

Country: UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 12 Secs

Char Bullman	Hello, I am your Acebuddy	24 Sep, 6:14:53 PM
Acebuddy	Hello Char Bullman, I'm your Ace Buddy. I'll be happy to assist you!	6:14:54 PM
	Whom Would You Like to Connect With?	6:14:54 PM
Char Bullman	Technical Support (QB & App Hosting)	6:15:08 PM
Acebuddy	Welcome to Ace Support.	6:15:08 PM
	Please chose an option :	6:15:08 PM
Char Bullman	I'd like to raise a Request	6:15:22 PM
Acebuddy	Please select your request type.	6:15:22 PM
Char Bullman	Application Update	6:15:32 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	6:15:32 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	6:15:32 PM
Char Bullman	Yes	6:15:44 PM
Acebuddy	Please wait while we connect you to our Support Representative	6:15:44 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:15:44 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	6:15:59 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	6:16:02 PM
Char Bullman	hello..	6:16:09 PM
Sanyam Madan	Hello , how are you doing	6:16:30 PM
Char Bullman	last night we had it scheduled to do a QB update to 24 and a server reboot but you did not have our license number information. I sent that over a little over an hour ago but was wondering if we could possible preform this action now before the rest of the office gets in and needs to start working	6:17:08 PM
Sanyam Madan	Thanks for sending over the license information. We'll proceed with the QuickBooks upgrade and server reboot as a priority now to ensure everything is ready before your office begins work.	6:18:36 PM
	We will give you update over this via mail	6:18:54 PM
Char Bullman	That is AWESOME... Thank you!!	6:19:21 PM
Sanyam Madan	Please also note that all users have to logout of the server so that we can begin now	6:19:29 PM

Char Bullman	everyone should be out. Let me know if someone isn't	6:19:43 PM
Sanyam Madan	Is there anything else I may help you with?	6:19:48 PM
	okay	6:19:52 PM
Char Bullman	no that is it.. thank you	6:19:56 PM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	6:20:00 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:20:04 PM
	<i>Sanyam Madan has ended this chat session</i>	6:20:06 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Sep, 10:35:25 PM

#81547 Steve Buck

Email: steve@nationalsalt.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: 46 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 11 Secs

Steve Buck	Hello, I am your Acebuddy	15 Sep, 10:35:26 PM
Acebuddy	Hello Steve Buck, I'm your Ace Buddy. I'll be happy to assist you!	10:35:26 PM
	Whom Would You Like to Connect With?	10:35:26 PM
Steve Buck	Technical Support (QB & App Hosting)	10:35:34 PM
Acebuddy	Welcome to Ace Support.	10:35:34 PM

	Please chose an option :	10:35:34 PM
Steve Buck	I'd like to report an Issue	10:35:40 PM
Acebuddy	Please select an option!	10:35:40 PM
Steve Buck	Other Issue	10:35:46 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:35:47 PM
Steve Buck	Outlook will not open in my server	10:35:56 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:35:56 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:35:56 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	10:37:10 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	10:37:21 PM
Steve Buck	okay. i just got done chatting with someone regarding my Sage being slow and freezing. so they updated it. now, i can't get outlook to open	10:38:01 PM
Ashutosh Mishra	Hello Steve I will be surely assisting you with this. Kindly help me with your server name and user name?	10:38:51 PM
Steve Buck	national salt distributors and steve_bu	10:39:09 PM
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?	10:40:13 PM
Steve Buck	i'm not sure. let me check	10:40:27 PM
Ashutosh Mishra	Sure	10:40:34 PM
Steve Buck	delanie's outlook opened right up. arielle isn't here so I can't ask her.	10:41:16 PM
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.	10:41:39 PM
	May I take the remote access of your server to identify the issue?	10:42:38 PM
Steve Buck	yes	10:42:56 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	10:43:05 PM
Steve Buck	okay	10:43:21 PM
Ashutosh Mishra	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:43:49 PM
Steve Buck	alright	10:44:14 PM
Ashutosh Mishra	The outlook windows has opened, please check if you are able to access it.	10:44:58 PM
Steve Buck	the outlook windows that just opened were emails that I was trying to send out of sage previously	10:45:22 PM
Ashutosh Mishra	The outlook application is now opening as I see you have opened it right now on the remote session. If the concern is also related to Sage integration please verify that too for further issue identification and assistance.	10:47:52 PM
Steve Buck	okay, just give me one second	10:48:12 PM

Ashutosh Mishra	Sure, please take your time	10:48:18 PM
Steve Buck	I think the email address that is in this outlook is his old one. he has a work microsoft 365 account now that needs to be logged in	10:53:31 PM
Ashutosh Mishra	Enter the new email address.	10:55:58 PM
Steve Buck	hold on one second	10:56:13 PM
Ashutosh Mishra	Sure	10:56:49 PM
Steve Buck	i'm going to have to get delanie to fix my 365 account. - i'll reach back out if i have issues. - thank you!	10:58:36 PM
Ashutosh Mishra	Thanks for the confirmation !	10:59:03 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	10:59:27 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!	10:59:34 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/)	

Steve Buck has ended this chat session

10:59:37 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Sep, 11:28:54 PM

#81551 Aclan

Email: rex@bdsmithfinancial.com 09266878307

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: CABUGAO

State: Quezon

Country: PHILIPPINES

Chat Transcript

Chat Duration : 38 Mins 7 Secs

Aclan	Hello, I am your Acebuddy	15 Sep, 11:28:55 PM
Acebuddy	Hello Rexier Aclan, I'm your Ace Buddy. I'll be happy to assist you!	11:28:55 PM
	Whom Would You Like to Connect With?	11:28:55 PM
Aclan	Technical Support (QB & App Hosting)	11:29:07 PM
Acebuddy	Welcome to Ace Support.	11:29:07 PM
	Please chose an option :	11:29:07 PM
Aclan	I'd like to report an Issue	11:29:15 PM
Acebuddy	Please select an option!	11:29:15 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.	16 Sep, 12:07:02 AM
	<i>Ended due to chat idle timeout</i>	12:07:02 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Sep, 4:21:18 PM

#81675 BRYAN GIRGENTI

Email: bryan@cfltaxpro.com 14078801151

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: SANFORD

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 39 Secs

BRYAN GIRGENTI	Hello, I am your Acebuddy	18 Sep, 4:21:20 PM
Acebuddy	Hello Bryan Girgenti, I'm your Ace Buddy. I'll be happy to assist you!	4:21:21 PM
	Whom Would You Like to Connect With?	4:21:21 PM
BRYAN GIRGENTI	Technical Support (QB & App Hosting)	4:21:35 PM
Acebuddy	Welcome to Ace Support.	4:21:35 PM
	Please chose an option :	4:21:35 PM
BRYAN GIRGENTI	I'd like to report an Issue	4:21:48 PM
Acebuddy	Please select an option!	4:21:49 PM
BRYAN GIRGENTI	Password Reset	4:21:57 PM
Acebuddy	Please select an option below	4:21:57 PM
BRYAN GIRGENTI	Not Enrolled to Selfcare Portal	4:22:04 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	4:22:04 PM
	Do you need any further assistance on the topic?	4:22:04 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	5:00:59 PM
	<i>Ended due to chat idle timeout</i>	5:00:59 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Sep, 7:36:32 PM

#81420 sbhardwaj

Email: sbhardwaj@hmgroupllp.com

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: 31 Secs

City: RAMAGIRI

State: Karnataka

Country: INDIA

Chat Duration : 21 Mins 43 Secs

Chat Transcript

sbhardwaj	Hello, I am your Acebuddy	11 Sep, 7:36:33 PM
Acebuddy	Hello Shivam Bharwaj, I'm your Ace Buddy. I'll be happy to assist you!	7:36:34 PM
	Whom Would You Like to Connect With?	7:36:34 PM
sbhardwaj	VDI/DaaS Support	7:36:39 PM
Acebuddy	Please wait while we connect you to an available Representative.	7:36:40 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:36:40 PM
	<i>Pradeep Kumar accepted the chat transfer request.</i>	7:36:47 PM
sbhardwaj	Hi Pradeep, I am not able to get into my VDI. Can you please help	7:37:21 PM
	It had became frequent issue	7:37:33 PM
Pradeep Kumar	Thank you for contacting ACE Cloud. Could you please Help me with your business name?	7:38:09 PM
sbhardwaj	Everytime I am either not able to get into VDI or getting frequent disconnection	7:38:24 PM
	HM Group LLP	7:38:32 PM
Pradeep Kumar	Kindly Provide me your full username once.	7:39:51 PM
sbhardwaj	Shivam Bhardwaj	7:40:05 PM
Pradeep Kumar	Is it VDI\Shivam.Bhardwaj or realdata?	7:40:31 PM
sbhardwaj	I am not sure	7:40:42 PM
	Where I can check	7:40:47 PM
Pradeep Kumar	Alright, Are you using RDP for login?	7:41:25 PM
sbhardwaj	Shivam.B@myrealdata.net	7:41:44 PM
Pradeep Kumar	Alright, Thank you for the details. Let me transfer you to the correct department.	7:42:32 PM
	<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i>	7:42:40 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	7:43:05 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	7:43:12 PM
sbhardwaj	Hello	7:43:29 PM

Sanyam Madan	Hello Shivam , how are you doing	7:43:59 PM
sbhardwaj	I am facing issue to get into my VDI	7:44:16 PM
	Everytime I am either not able to get into VDI or getting frequent disconnection	7:44:30 PM
	It had became very frequent issue	7:44:46 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:45:17 PM
sbhardwaj	sbhardwaj	7:45:38 PM
	<i>Sanyam Madan is transferring the chat to Sujeet Kumar Suman.</i>	7:45:53 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	7:45:57 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	7:46:04 PM
sbhardwaj	Can you see chat history?	7:46:32 PM
Sujeet Kumar Suman	Yes, we can.	7:46:43 PM
	Let me check.	7:46:49 PM
sbhardwaj	Thanks	7:46:54 PM
Sujeet Kumar Suman	Thank you for your patience.	7:48:03 PM
	You are currently unable to connect to the server, correct?	7:48:26 PM
sbhardwaj	yes	7:48:32 PM
Sujeet Kumar Suman	Are you encountering any errors when trying to access it?	7:48:41 PM
sbhardwaj	I have taken screenshot of error	7:49:24 PM
Sujeet Kumar Suman	Could you please share a screenshot of the prompt that appears when you click on it?	7:49:52 PM
	<i>7:50:17 PM sbhardwaj is sharing a file with you</i>	7:50:17 PM
	<i>WhatsApp Image 2025-09-11 at 19.15.16.jpeg - (Size:157.82 KB)</i>	
	Thank you for the screenshot.	7:50:44 PM
	As checked, your session is still showing as connected from the backend. Let me sign you out from the backend	7:50:59 PM
	We have signed you out from the backend. Please try accessing the server again and let us know if you are still facing any issues.	7:51:50 PM
	For future reference, please click on the <i>Sign Out</i> icon on the server desktop to log out. Kindly avoid disconnecting the server directly, as it may leave your session still connected in the backend.	7:53:09 PM
sbhardwaj	Let me check	7:53:24 PM
Sujeet Kumar Suman	Sure, please take your time	7:53:33 PM
sbhardwaj	I am able to login now	7:54:50 PM
Sujeet Kumar Suman	Thanks for the confirmation !	7:54:55 PM
sbhardwaj		

	Any reason why It is very frequent issue for me	7:55:13 PM
Sujeet Kumar Suman	Please follow the above steps to prevent this issue in the future.	7:55:41 PM
sbhardwaj	Either I am facing issue while logging in or facing frequent disconnection	7:55:53 PM
Sujeet Kumar Suman	We need to investigate why it is disconnecting frequently	7:56:33 PM
	Are you the only one experiencing this issue, or are others affected as well?	7:56:40 PM
sbhardwaj	only me	7:56:48 PM
Sujeet Kumar Suman	May I take the remote access of your local computer?	7:56:58 PM
sbhardwaj	not right now	7:57:22 PM
Sujeet Kumar Suman	We need to investigate this issue further.	7:57:22 PM
sbhardwaj	I have few urgent task	7:57:30 PM
Sujeet Kumar Suman	Okay, no issue.	7:57:43 PM
	Is there anything else I may help you with ?	7:57:48 PM
sbhardwaj	no	7:57:51 PM
	Thanks	7:57:53 PM
Sujeet Kumar Suman	Thanks for the confirmation !	7:58:02 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	7:58:06 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:58:10 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!	7:58:14 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Sujeet Kumar Suman has ended this chat session</i>	7:58:17 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Sep, 11:43:59 PM

#82015 mike

Email: mike@backstoptax.com 6026867247

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 27 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 28 Secs

mike	Hello, I am your Acebuddy	27 Sep, 11:44:00 PM
Acebuddy	Hello Mike, I'm your Ace Buddy. I'll be happy to assist you!	11:44:01 PM
	Whom Would You Like to Connect With?	11:44:01 PM
mike	Technical Support (QB & App Hosting)	11:44:08 PM
Acebuddy	Welcome to Ace Support.	11:44:08 PM
	Please chose an option :	11:44:08 PM
mike	I'd like to report an Issue	11:44:14 PM
Acebuddy	Please select an option!	11:44:14 PM
mike	Other Issue	11:44:18 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:44:18 PM
mike	Adobe running very slow	11:44:33 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:44:34 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:44:34 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:45:04 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:45:11 PM
	Hello Mike	11:45:16 PM
mike	Hello	11:45:20 PM
Shashwat Verma	Is that the only application running slow?	11:45:38 PM

mike	Yes	11:45:44 PM
Shashwat Verma	Is the slowness constant, or does it occur at specific times of the day?	11:46:10 PM
mike	Constant for several days	11:46:19 PM
Shashwat Verma	Are all users affected, just some users, or only you?	11:46:31 PM
mike	Only me	11:46:42 PM
Shashwat Verma	Okay	11:46:54 PM
	I will surely help you with this issue.	11:46:57 PM
	Kindly allow me two minutes to check the same.	11:46:59 PM
mike	Ok. By the way, I work remotely and log into the system to work	11:47:27 PM
Shashwat Verma	Got it	11:48:15 PM
	Let me check the system statistics, allow me 4-5 mins	11:49:20 PM
mike	ok	11:49:27 PM
Shashwat Verma	Are you working as Michael.Me?	11:50:43 PM
mike	Yes	11:50:48 PM
Shashwat Verma	Looks like you have open multiple adobe files that makes the application slower	11:52:09 PM
mike	Only 2	11:52:42 PM
Shashwat Verma	Can we just sign off you from the server for the testing purpose?	11:52:57 PM
	Okay, in the backend, many process are in running state	11:53:12 PM
mike	Yes, let me log out of other apps	11:53:28 PM
Shashwat Verma	Sure	11:53:32 PM
mike	Ok, I think I'm out of everything	11:54:29 PM
Shashwat Verma	Okay	11:54:35 PM
	Kindly re-login the server again	11:55:02 PM
	Are we still connected here?	11:55:14 PM
	Are we still connected here?	11:58:21 PM
	Are we still connected here?	11:59:07 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.	28 Sep, 12:01:26 AM

Shashwat Verma has ended this chat session

12:01:29 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Sep, 7:05:01 PM

#82074 swebb

Email: swebb@oakhavenrc.com ☎ 15672046882

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: 36 Secs

City: OTTAWA

State: Ohio

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 7 Secs

swebb	Hello, I am your Acebuddy	30 Sep, 7:05:01 PM
Acebuddy	Hello Swebb, I'm your Ace Buddy. I'll be happy to assist you!	7:05:02 PM
	Whom Would You Like to Connect With?	7:05:02 PM
swebb	Technical Support (QB & App Hosting)	7:05:22 PM
Acebuddy	Welcome to Ace Support.	7:05:22 PM
	Please chose an option :	7:05:22 PM
swebb	I'd like to report an Issue	7:05:33 PM
Acebuddy	Please select an option!	7:05:33 PM
swebb	Password Reset	7:05:37 PM
Acebuddy	Please select an option below	7:05:37 PM
swebb	Already Enrolled to Selfcare Portal	7:05:43 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	7:05:43 PM
	Do you need any further assistance on the topic?	7:05:43 PM
swebb	Yes	7:05:50 PM
Acebuddy	Please wait while we connect you to our Support Representative	7:05:50 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	7:05:50 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	7:06:23 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	7:07:00 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:08:33 PM
	Are we still connected here?	7:12:51 PM
	Are we still connected here?	7:14:22 PM
	Are we still connected here?	7:17:58 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	7:20:46 PM
	<i>Shubham Maurya has ended this chat session</i>	7:21:08 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details	16 Sep, 12:16:30 AM
#81557 MARIA SOLIS	
Email: maria.a.solis09@gmail.com ☎ 2103891078	
Department: Support(QB & App Hosting)	
Operator: Dushyant	
Website: https://www.acecloudhosting.com/support-chat.php	
Operating System: Microsoft Windows	
Browser: Google Chrome	
Device: Desktop	
Average Response Time: 1 Min 20 Secs	
City: NATALIA	
State: Texas	
Country: UNITED STATES	

Chat Transcript	Chat Duration : 37 Mins 26 Secs
MARIA SOLIS	16 Sep, 12:16:31 AM
Acebuddy	Hello, I am your Acebuddy

	Hello Maria.a.solis09, I'm your Ace Buddy. I'll be happy to assist you!	12:16:32 AM
	Whom Would You Like to Connect With?	12:16:32 AM
MARIA SOLIS	Technical Support (QB & App Hosting)	12:16:41 AM
Acebuddy	Welcome to Ace Support.	12:16:41 AM
	Please chose an option :	12:16:41 AM
MARIA SOLIS	I'd like to report an Issue	12:17:43 AM
Acebuddy	Please select an option!	12:17:43 AM
MARIA SOLIS	Other Issue	12:17:46 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:17:46 AM
MARIA SOLIS	one drive	12:17:55 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:17:56 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:17:56 AM
	<i>Gaurav kumar declined the transfer request.</i>	12:18:39 AM
	<i>Dushyant accepted the chat transfer request.</i>	12:18:51 AM
MARIA SOLIS	ok	12:18:52 AM
Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.	12:19:14 AM
MARIA SOLIS	thx	12:19:20 AM
	i am having issues with the onedrive to save	12:19:45 AM
Dushyant	when was the last time it worked for you?	12:20:11 AM
	Kindly help me with your server name and user name?	12:20:25 AM
MARIA SOLIS	this is the first time	12:20:26 AM
	solis business	12:20:35 AM
	maria.solis	12:20:39 AM
Dushyant	Thank you for providing the details.	12:22:30 AM
MARIA SOLIS	can i share my screen	12:22:44 AM
Dushyant	Prior providing the access, I would suggest you to close any important documents at your end.	12:23:21 AM
MARIA SOLIS	yes it's closed	12:23:32 AM
Dushyant	Please approve.	12:25:12 AM
MARIA SOLIS	i just did	12:25:53 AM
Dushyant	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:26:07 AM
		12:39:59 AM

	Thank you for patience.	
	As per your confirmation, we rebooted the server.	12:40:11 AM
MARIA SOLIS	when you like me to resign in just text	12:40:14 AM
	ok	12:40:17 AM
Dushyant	Sure will do.	12:40:36 AM
MARIA SOLIS	thx	12:41:14 AM
Dushyant	Please try to sign into the server.	12:41:32 AM
MARIA SOLIS	ok	12:41:37 AM
Dushyant	Please allow me for remote session.	12:43:01 AM
MARIA SOLIS	did	12:43:10 AM
	not working	12:43:55 AM
Dushyant	thank you for the patience.	12:52:06 AM
MARIA SOLIS	got it thx	12:52:15 AM
	will go to the drop down folfere	12:52:25 AM
Dushyant	Thanks for the confirmation.	12:52:31 AM
	yes, and you have select onedrive (sub folders)	12:52:52 AM
MARIA SOLIS	got it	12:53:00 AM
	thank you	12:53:03 AM
Dushyant	Is there anything else, i can help you with?	12:53:05 AM
MARIA SOLIS	that is all for now	12:53:33 AM
Dushyant	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:53:46 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!	12:53:50 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>Dushyant has ended this chat session</i>	12:53:57 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Sep, 1:33:39 AM

#81489 Andy

Email: kcorrea@lokring.com ☎ 13104066663

Department: Support(QB & App Hosting)

Operator: Dushyant

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 55 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 9 Secs

Andy	Hello, I am your Acebuddy	13 Sep, 1:33:40 AM
Acebuddy	Hello Andy, I'm your Ace Buddy. I'll be happy to assist you!	1:33:40 AM
	Whom Would You Like to Connect With?	1:33:40 AM
	Welcome to Ace Support.	1:33:46 AM
	Please chose an option :	1:33:46 AM
Andy	Technical Support (QB & App Hosting)	1:33:46 AM
	I'd like to report an Issue	1:33:57 AM
Acebuddy	Please select an option!	1:33:57 AM
Andy	QuickBooks Issue	1:34:03 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:34:03 AM
Andy	Other QB related issue	1:34:08 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:34:08 AM
Andy	My pdfs are not saving properly	1:34:38 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:34:39 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	1:34:39 AM
	<i>Dushyant accepted the chat transfer request.</i>	1:34:53 AM
Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.	1:35:00 AM
Andy	Username:myrealdata\LWC_KathyC	1:35:21 AM
	Server Name: LokringWC.myrealdata.net	1:35:27 AM
Dushyant	Thank you for the details.	1:35:46 AM
	Is there any error message is showing while you are saving your pdf?	1:36:40 AM
Andy	yes	1:36:48 AM
	<i>1:37:09 AM Andy is sharing a file with you image.png - (Size:8.57 KB)</i>	1:37:09 AM
Dushyant	Thank you for sharing the screenshot.	1:38:40 AM
	Is there any other colleague of yours having the same issues?	1:38:56 AM
Andy	no	1:39:04 AM
Dushyant	or you are the only person having this issue?	1:39:04 AM
	thank you for the confirmation on this.	1:39:12 AM
	Have you faced this error earlier as well or this is the first time you are getting this error?	1:39:42 AM
Andy	ive had it before and idk what ace cloud did but they fixed it	1:39:59 AM
Dushyant	May I take the remote access of your server?	1:41:10 AM
Andy	yes	1:41:16 AM
Dushyant	Prior providing the access, I would suggest you to close any important documents at your end.	1:42:11 AM
Andy	ok	1:42:22 AM
Dushyant	Kindly approve the request i have sent on server.	1:44:22 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.	1:45:02 AM
	Thank you for your patience.	1:54:51 AM
	As per discussion over the remote session, The issue is resolved.	1:55:07 AM
Andy	thank you!	1:55:45 AM
	<i>Andy has ended this chat session</i>	1:55:50 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Sep, 12:18:24 AM

#81733 Roberto

Email: roberto@lopezramoscpa.com 17873096343

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: 16 Secs

City: SAN JUAN

State: Puerto Rico

Country: PUERTO RICO

Chat Transcript

Chat Duration : 20 Mins 13 Secs

Roberto	Hello, I am your Acebuddy	20 Sep, 12:18:25 AM
Acebuddy	Hello Roberto, I'm your Ace Buddy. I'll be happy to assist you!	12:18:26 AM
	Whom Would You Like to Connect With?	12:18:26 AM
Roberto	Technical Support (QB & App Hosting)	12:18:32 AM
Acebuddy	Welcome to Ace Support.	12:18:32 AM
	Please chose an option :	12:18:32 AM
Roberto	I'd like to report an Issue	12:18:38 AM
Acebuddy	Please select an option!	12:18:38 AM
Roberto	Other Issue	12:18:44 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:18:44 AM
Roberto	You created an additional user and my request was so that it had the capability to be used simultaneously with the other one, but if one logs in it kicks out of the server the other. I think the new user (Carlos) has the same credential logins as Roberto	12:20:14 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:20:15 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:20:15 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	12:21:04 AM

	<i>Sujeet Kumar Suman is transferring the chat to Shashwat Verma.</i>	12:21:10 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	12:21:12 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:21:14 AM
	Hello Roberto	12:21:20 AM
	How are you doing?	12:21:27 AM
Roberto	Good, and you?	12:22:50 AM
Shashwat Verma	Fine	12:22:54 AM
	I will surely help you with this issue.	12:23:03 AM
	As checked you have recently enabled the user	12:23:29 AM
	Are you using two different RDP for the different users?	12:24:44 AM
	Are we still connected here?	12:26:13 AM
Roberto	yes i am using two different RDP for each user	12:26:54 AM
Shashwat Verma	Roberto, looks like there is some issue is with their configuration, as such issue of same time login should not affect the other user	12:27:41 AM
	<i>12:27:50 AM Roberto is sharing a file with you image.png - (Size:295.39 KB)</i>	12:27:50 AM
	<i>look at this when I try to connect from Carlos RDP:</i>	
	Got it the issue	12:28:03 AM
	Just credentails are get auto saved	12:28:11 AM
	May I take the remote access of your local computer?	12:28:21 AM
Roberto	ok	12:28:28 AM
Shashwat Verma	Will make the things set for you	12:28:31 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	12:28:35 AM
	https://assist.acecloudhosting.com/join/1482467247	12:28:47 AM
	Kindly Click on the link and open the downloaded file.	12:28:50 AM
	Kindly open the link in local pc	12:29:02 AM
Roberto	done	12:31:08 AM
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:31:29 AM
	Let me paste two new different rdp on your desktop	12:32:06 AM
	As per the remote session, we have rebooted your local pc, therefore this chat got disconnected	12:38:36 AM
	<i>Shashwat Verma has ended this chat session</i>	12:38:39 AM



Chat Transcript

How to download the rdp generator

Visitor Details

12 Sep, 2:14:20 AM

#81456 Aclan

Email: rex@bdsmithfinancial.com ☎ 09266878307

Department: Support(QB & App Hosting)

Operator: Dushyant

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 31 Secs

City: MARACANAO

State: Mindoro Occidental

Country: PHILIPPINES

Chat Transcript

Chat Duration : 22 Mins 21 Secs

Aclan	How to download the rdp generator	12 Sep, 2:14:21 AM
Dev Dubey	Thank you for contacting ACE. My name is Dev Dubey. I will be assisting you further.	2:14:25 AM
	Hello Rexier, please let me know if you have an account with Ace.	2:14:52 AM
Aclan	the company I am working me provided a server name and user name but I got error occurred notif, saying that the not valid IP found.	2:16:07 AM
Dev Dubey	Thanks, I have located your account, B.D. Smith Financial Services.	2:16:14 AM
	<i>Dev Dubey is transferring the chat to Support(QB & App Hosting).</i>	2:16:42 AM
	Let me transfer the chat to a support representative to assist further.	2:16:44 AM
	<i>Dushyant accepted the chat transfer request.</i>	2:16:49 AM
Aclan	ok	2:16:50 AM
Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.	2:16:56 AM
Aclan	the company I am working with provided me a server name and user name but I got error occurred notif, saying that the not valid IP found.	2:17:31 AM

	I am unable to download the microsoft rdp generator	2:17:53 AM
Dushyant	I will surely help you with this issue.	2:18:10 AM
	I have fetched your details at our end.	2:19:13 AM
Aclan	Is it safe to share with you the user name and server name my company provided for me. Can you check if it is valid	2:19:13 AM
Dushyant	May i take remote control of your machine?	2:19:27 AM
Aclan	sure	2:19:52 AM
Dushyant	Yes, it is safe..	2:20:00 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	2:20:09 AM
Aclan	BDSmith2.myrealdata.net rex.a@myrealdata.net	2:20:37 AM
	thats the server name and user name	2:20:51 AM
Dushyant	Thank you for the inforamtion.	2:20:55 AM
	https://assist.acecloudhosting.com/join/8852979203	2:21:04 AM
	Kindly Click on the link and open the downloaded file.	2:21:15 AM
Aclan	ok, it prompted me join remote session	2:21:51 AM
Dushyant	Yes, you can join.	2:22:29 AM
Aclan	whats next do i have to install it?	2:23:09 AM
	hello?	2:23:55 AM
Dushyant	You need to open the setup file from download folder.	2:25:14 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	2:25:42 AM
	As per the remote session, we have successfully setup the RDP for the client.	2:36:00 AM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	2:36:06 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:36:40 AM
	<i>Dushyant has ended this chat session</i>	2:36:47 AM



Chat Transcript

Hello, I am your Acebuddy

12 Sep, 1:54:11 AM

Visitor Details

#81455 kirpal

Email: kirpal@irionline.com  17324291945

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 25 Secs

City: EDISON

State: New Jersey

Country: UNITED STATES

Chat Duration : 14 Mins 32 Secs

Chat Transcript

kirpal	Hello, I am your Acebuddy	12 Sep, 1:54:12 AM
Acebuddy	Hello Kirpal, I'm your Ace Buddy. I'll be happy to assist you!	1:54:13 AM
	Whom Would You Like to Connect With?	1:54:13 AM
kirpal	Technical Support (QB & App Hosting)	1:55:18 AM
Acebuddy	Welcome to Ace Support.	1:55:18 AM
	Please chose an option :	1:55:18 AM
kirpal	I'd like to report an Issue	1:56:00 AM
Acebuddy	Please select an option!	1:56:00 AM
kirpal	QuickBooks Issue	1:56:05 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:56:06 AM
kirpal	Other QB related issue	1:56:16 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:56:16 AM
	<i>1:56:45 AM kirpal is sharing a file with you 1_image.png - (Size:131.74 KB)</i>	1:56:45 AM
	Please wait while we connect you to a Support Representative	1:56:45 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:56:45 AM
kirpal	microslft .net framework error getting user naem is NiKHIL MEGHANI - his phone number is 732-422-5764	1:57:42 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	1:58:28 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1:58:32 AM

	Hello Kripal	1:58:36 AM
	Do you want us to assist on chat or shall we call you as requested as it affected user is someone else?	1:59:41 AM
	Are we still connected here?	2:01:22 AM
kirpal	yes	2:02:58 AM
	call this number --> microsift .net framework error getting user naem is NiKHIL MEGHANI - his phone number is 732-422-5764	2:03:28 AM
Shashwat Verma	Okay	2:03:35 AM
	Our engineer will connect you on call	2:03:52 AM
	Shall we proceed closing this chat?	2:04:08 AM
	Are we still connected here?	2:05:38 AM
	Are we still connected here?	2:06:27 AM
kirpal	no, nikhil is not on desk right now	2:08:01 AM
Shashwat Verma	Sure, will get him on call	2:08:37 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:08:42 AM
	<i>Shashwat Verma has ended this chat session</i>	2:08:44 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Sep, 9:31:00 AM

#81411 KEITH

Email: ks.partsfast@gmail.com 7133203009

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 54 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 50 Secs

KEITH	Hello, I am your Acebuddy	11 Sep, 9:31:02 AM
Acebuddy	Hello Keith Sholar, I'm your Ace Buddy. I'll be happy to assist you!	9:31:03 AM
	Whom Would You Like to Connect With?	9:31:03 AM
KEITH	Technical Support (QB & App Hosting)	9:31:08 AM
Acebuddy	Welcome to Ace Support.	9:31:08 AM
	Please chose an option :	9:31:08 AM
KEITH	I'd like to report an Issue	9:31:13 AM
Acebuddy	Please select an option!	9:31:13 AM
KEITH	QuickBooks Issue	9:31:19 AM
Acebuddy	What type of QuickBooks Issue are you facing?	9:31:19 AM
KEITH	Other QB related issue	9:31:25 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:31:25 AM
KEITH	PRINTING LICENSE	9:31:36 AM
Acebuddy	Please wait while we connect you to a Support Representative	9:31:36 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:31:36 AM
	<i>Rohan accepted the chat transfer request.</i>	9:31:56 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	9:32:01 AM
	Hello Keith, how are you doing today ?	9:32:17 AM
	I will surely help you with this issue.	9:32:23 AM
	Could you please share the Screenshot of the Error ? (Edited)	9:32:42 AM
KEITH	HI ROHANHAVING ISSUES TODAY. ADRESSING THEM ONE A TIME. YESTERDAY GOT MESSAGES THAT WHEN WE LOG ON DISK SPACE LOW. TODAY GETTING MESSAGDE ADOBE NOT WORKING. TICKET FOR THAT. UPDATES DID NOT INSTALL. YOU GUYS HELP DO THAT A FEW HOURS AGO.	9:34:00 AM
	NOT MY UNIPRINT WAS FLASHING LICING EXPIRED AND THIER IS A GIANT BANNER ON MY REPORTS RIGHT NOW	9:34:38 AM
Rohan	We do apologies for all inconvenienced caused to you. We will surely help you with each and every issue.	9:35:20 AM
KEITH	THE RED LIGHT ON LICENSE EXPIRED UNIPRINT ICON WENT AWAY . LET ME TRY PRINT AGAIN	9:35:21 AM
Rohan	Kindly allow me 4-5 minutes to check the same.	9:35:35 AM
KEITH	NO ITS STILL THERE ON SERVER SIDE	9:35:43 AM

SEEMS LIKE MY QB APPLICATION HAVING ISSUES ALL AT THE SAME TIME.

9:36:22 AM

9:37:17 AM Rohan is sharing a file with you

[image.png](#) - (Size: 12.55 KB)

9:37:17 AM

Please note that one of our engineers is already working on this Adobe issue and will update you via email.

YES I AM AWARE OF THAT ISSUE

9:37:55 AM

Rohan Please check the Uniprint issue now and let me know the status

9:38:10 AM

KEITH UNIPRINT IS NOT WORKING NOW. SHOWING LICENSE EXPIRED

9:38:18 AM

ITS PRINTING WITH LARGE BANNERS

9:38:30 AM

Rohan Please try again and let me know status

9:38:39 AM

KEITH AND WEB CONNECTOR NOT WORKING. I WILL GET BACK TO YOU ON THAT TOMMORROW

9:39:01 AM

Rohan Sure, you can contact us anytime. We are always available for you.

9:39:23 AM

Please try again and let me know status.

9:39:35 AM

KEITH OK IM PRINTING A 32 PAGE REPORT. HAVE TO WAIT TO DO A NEW PRINT JOB

9:40:12 AM

GIVE ME A MINUTE OR SO. HOWEVER THE RED ICON IS NOW OFF

9:40:35 AM

Rohan Sure take your time and let me know the status

9:40:46 AM

KEITH OK ITS WORKING.

9:41:59 AM

Rohan Thanks for the confirmation !

9:42:13 AM

Is there anything else I may help you with ?

9:42:17 AM

KEITH ANYTHING AS TO WHY ALL THE APPS UNIPRINT ADOBE WEB CONNECTOR AND MESSAGES SAYING LOW DISK SPACE YESTERDAY

9:42:49 AM

DID SOMETHING HAPPEN. VERY STRANGE TO HAVE SO MANY ISSUES AT THE SAME TIME

9:43:43 AM

IS OUR SERVER HEALTHY. EALIER TODAY SEVERAL CRITICLE UPDATES HAD TO BE DONE FROM YOUR BACK END

9:44:52 AM

JUST WONDERING IF SOMEONE CAN LOOK INSIDE AND DO A HEALTH CHECK

9:45:19 AM

WE DID BASIC TESTING YESTERDAY. MY INTERNET IS FAST FILES WEERE GOOD. DID A REBUILD CHECK

9:45:58 AM

Rohan Keith, the low disk issue was related to the C: drive of the server, and we have already resolved it. Additionally, the other issues are application-specific, which can also be addressed; however, we would need to go through all the troubleshooting steps. Rest assured, we will resolve all your issues on a priority basis

9:46:16 AM

KEITH OK. I WILL PICK THIS UP TOMMORROW. WE JUST NEVER HAVE THAT MANY ISSUES

9:46:50 AM

THANK YOU I HAVE TO GO

9:47:02 AM

I HAVE A FEW MORE REPORTS TO GENERATE

9:47:17 AM

Rohan I understand your concerns; however, we will make sure to resolve all your issues on priority.

9:48:21 AM

Thanks for the confirmation !

9:48:32 AM

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

9:48:36 AM

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

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

Thanks!

9:48:39 AM

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

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

Rohan has ended this chat session

9:48:53 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Sep, 2:10:50 AM

#81872 Megan Reiner

Email: dsmmobilewash2@hotmail.com 15155564569

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: ANKENY

State: Iowa

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 17 Secs

Megan Reiner	Hello, I am your Acebuddy	24 Sep, 2:10:51 AM
Acebuddy	Hello Megan Reiner, I'm your Ace Buddy. I'll be happy to assist you!	2:10:52 AM
	Whom Would You Like to Connect With?	2:10:52 AM
Megan Reiner		

	Technical Support (QB & App Hosting)	2:10:57 AM
Acebuddy	Welcome to Ace Support.	2:10:57 AM
	Please chose an option :	2:10:57 AM
Megan Reiner	I'd like to raise a Request	2:11:03 AM
Acebuddy	Please select your request type.	2:11:03 AM
Megan Reiner	Change in Applications	2:11:19 AM
Acebuddy	Please select your desired option!	2:11:19 AM
Megan Reiner	Application Addition	2:11:28 AM
Acebuddy	Please select your Application	2:11:28 AM
Megan Reiner	Setback	2:11:48 AM
Acebuddy	Please select your desired option!	2:11:48 AM
Megan Reiner	Setback	2:11:52 AM
Acebuddy	Please select your request type.	2:11:52 AM
Megan Reiner	Other Request	2:11:58 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	2:11:58 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:11:58 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	2:43:09 AM
	<i>Ended due to chat idle timeout</i>	2:43:09 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Sep, 7:09:19 PM

#81631 Leah

Email: leah@amc-pa.com ☎ 7242621118

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: CLAIRTON

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Secs

Leah	Hello, I am your Acebuddy	17 Sep, 7:09:20 PM
Acebuddy	Hello Leah, I'm your Ace Buddy. I'll be happy to assist you!	7:09:20 PM
	Whom Would You Like to Connect With?	7:09:20 PM
Leah	Technical Support (QB & App Hosting)	7:09:27 PM
Acebuddy	Welcome to Ace Support.	7:09:27 PM
	Please chose an option :	7:09:27 PM
Leah	I'd like to raise a Request	7:09:33 PM
Acebuddy	Please select your request type.	7:09:33 PM
Leah	Application Update	7:09:45 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	7:09:45 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	7:09:45 PM
Leah	No	7:09:52 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	7:09:52 PM
	<i>Acebuddy has ended this chat session</i>	7:09:52 PM



Chat Transcript

Hello, I am your Acebuddy

#82019 Lopez

Email: lillylopez@sierrashred.com ☎ 19729513671

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Duration : 45 Mins 31 Secs

Chat Transcript

Lopez	Hello, I am your Acebuddy	28 Sep, 4:53:49 AM
Acebuddy	Hello Lilly Lopez, I'm your Ace Buddy. I'll be happy to assist you!	4:53:50 AM
	Whom Would You Like to Connect With?	4:53:50 AM
Lopez	Technical Support (QB & App Hosting)	4:53:56 AM
Acebuddy	Welcome to Ace Support.	4:53:56 AM
	Please chose an option :	4:53:56 AM
Lopez	I'd like to raise a Request	4:54:06 AM
Acebuddy	Please select your request type.	4:54:06 AM
Lopez	Other Request	4:54:16 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	4:54:16 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	4:54:16 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	5:39:21 AM
	<i>Ended due to chat idle timeout</i>	5:39:21 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details**#81736 christiaan Long****Email:** clong@totemconstructionllc.com 12254088008**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 13 Secs**City:** BATON ROUGE**State:** Louisiana**Country:** UNITED STATES**Chat Transcript**

Chat Duration : 28 Mins 56 Secs

christiaan Long	Hello, I am your Acebuddy	20 Sep, 1:21:20 AM
Acebuddy	Hello Christiaan Long, I'm your Ace Buddy. I'll be happy to assist you!	1:21:21 AM
	Whom Would You Like to Connect With?	1:21:21 AM
	Welcome to Ace Support.	1:21:28 AM
	Please chose an option :	1:21:28 AM
christiaan Long	Technical Support (QB & App Hosting)	1:21:28 AM
	I'd like to report an Issue	1:21:33 AM
Acebuddy	Please select an option!	1:21:34 AM
christiaan Long	QuickBooks Issue	1:21:40 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:21:40 AM
christiaan Long	QuickBooks is Frozen	1:21:43 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	1:21:44 AM
	Was that helpful?	1:21:44 AM
christiaan Long	No	1:21:50 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	1:21:50 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:21:50 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	1:22:07 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	1:22:13 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:22:17 AM
christiaan Long		

	my quickbooks is frozen. I tried the unfreeze tool. it close QBs but it will now not reopen.	1:22:53 AM
Yash Kalra	Christiaan, I will be surely assisting you with this. Kindly help me with your server name and username? (Edited)	1:23:17 AM
christiaan Long	julianL.NENT1	1:23:38 AM
Yash Kalra	Kindly confirm if your account name is : Totem Construction LLC	1:24:28 AM
christiaan Long	qbnxtent1.myrealdata.net	1:24:46 AM
Yash Kalra	Kindly allow me two minutes to check the same.	1:24:48 AM
christiaan Long	yes totem construction	1:24:56 AM
	something is wrong with the server. I cannot even log on to it now.	1:25:28 AM
Yash Kalra	To help me assist you better, please answer the following questions: 1. Is this issue affecting a single user or all users accessing the file? 2. At what specific point does the file freeze? (e.g., while using a particular functionality or accessing a specific document). 3. Does the freezing issue occur with one file or across multiple files? Server accessibility. (Edited)	1:26:05 AM
christiaan Long	I dont know about other users. we only have 2 and the other person is not available right now. I was just looking up transactions in QBs and it froze and would not open back up.	1:27:49 AM
Yash Kalra	Okay, please stay connected while we are making some changes from the backend. In the meantime please let us know if you have faced this issue earlier as well.	1:29:20 AM
christiaan Long	first time. can you restart the server?	1:29:45 AM
Yash Kalra	Christiaan, please try to login now.	1:32:49 AM
	Please confirm if the issue is resolved?	1:33:59 AM
christiaan Long	no qbs will not open	1:34:42 AM
Yash Kalra	Christiaan, we have just initiated a server reboot. Let's wait until the reboot is completed, as we believe the issue will be resolved once the server is back online.	1:38:34 AM
	Please try to login now?	1:43:07 AM
	Please confirm if the issue is resolved?	1:46:06 AM
christiaan Long	Yes. It seems to be resolved. Thank You.	1:47:57 AM
Yash Kalra	Is there anything else I may help you with ?	1:48:03 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	1:50:09 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:50:11 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am	

working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.
Thanks!

1:50:15 AM

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

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

Yash Kalra has ended this chat session

1:50:17 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Sep, 6:06:51 PM

#81415 Charles Vincent Choken

Email: vince@fintaxcpas.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: ASHBURN

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Min 48 Secs

Charles Vincent Choken	Hello, I am your Acebuddy	11 Sep, 6:06:53 PM
Acebuddy	Hello Charles Vincent Choken, I'm your Ace Buddy. I'll be happy to assist you!	6:06:54 PM
	Whom Would You Like to Connect With?	6:06:54 PM
Charles Vincent Choken	Technical Support (QB & App Hosting)	6:07:05 PM
Acebuddy	Welcome to Ace Support.	6:07:05 PM
	Please chose an option :	6:07:05 PM

Charles Vincent Choken	I'd like to raise a Request	6:07:13 PM
Acebuddy	Please select your request type.	6:07:13 PM
Charles Vincent Choken	Other Request	6:07:26 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	6:07:26 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	6:07:26 PM
Charles Vincent Choken	No, That'll be all!	6:08:41 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	6:08:41 PM
	<i>Acebuddy has ended this chat session</i>	6:08:42 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Sep, 8:48:42 PM

#81082 Brian Liebert

Email: brian@liebertassociates.com 13479031272

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 24 Secs

City: WESTPORT

State: Connecticut

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 22 Secs

Brian Liebert	Hello, I am your Acebuddy	2 Sep, 8:48:43 PM
Acebuddy	Hello Brian Liebert, I'm your Ace Buddy. I'll be happy to assist you!	8:48:44 PM

	Whom Would You Like to Connect With?	8:48:44 PM
Brian Liebert	VDI/DaaS Support	8:48:57 PM
Acebuddy	Please wait while we connect you to an available Representative.	8:48:57 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:48:57 PM
	<i>Shubham accepted the chat transfer request.</i>	8:50:00 PM
	<i>Shubham is transferring the chat to Support(QB & App Hosting).</i>	8:50:56 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	8:51:43 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	8:52:35 PM
Brian Liebert	Hi there - this is in reagrds to ticket ID 757685	8:52:45 PM
Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.	8:52:56 PM
Brian Liebert	Basically, I'm having an issue getting the display on my second monitor to be full screen (it's using the resolution from my first monitor)	8:53:10 PM
Shubham Maurya	Alright, thanks for sharing complete detail Brian.	8:54:57 PM
	So as per the understating you want RDP to be on full screen but only for one monitor right?	8:55:44 PM
	That monitor is using screen resolution of first monitor which is not full as per the second monitor.	8:56:22 PM
Brian Liebert	RDP is fine.. the issue is with the new ACE software for RDP	8:56:54 PM
Shubham Maurya	Okay, the multi screen option is toggled off or On?	8:58:37 PM
	May I take the remote access of your local computer?	8:59:06 PM
Brian Liebert	yes	9:02:01 PM
	toggled off	9:02:02 PM
Shubham Maurya	https://assist.acecloudhosting.com/join/2032025688	9:03:47 PM
	Kindly paste this link in the browser of local computer and join the session.	9:03:53 PM
	Kindly close all important tabs and documents for not to breach any security concern.	9:03:58 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:04:30 PM
Brian Liebert	can you see my screen?	9:06:59 PM
Shubham Maurya	Yes please point out which screen you want to make as primary.	9:07:38 PM
Brian Liebert	the one with ultratax.. this is the normal RDP	9:07:54 PM
	It's full screen	9:07:57 PM
	now let me log into the other	9:08:01 PM
	Can you see UT now? It's tiny	9:08:26 PM

Shubham Maurya	It's keep on gray out at my end after a while.	9:10:15 PM
Brian Liebert	is it easier to chat over the phone to resolve?	9:11:39 PM
Shubham Maurya	Sure, we can arrange a callback if required. Just let me share you another session link to try once again.	9:12:58 PM
	https://assist.acecloudhosting.com/join/6412267697	9:13:30 PM
	Please try using this one.	9:13:36 PM
Brian Liebert	working?	9:17:13 PM
Shubham Maurya	It's still showing the same gray screen, please hold let me switch the platform in case if it's from my side. Else we will proceed with scheduling callback for you.	9:17:55 PM
Brian Liebert	let's do this later then I'll call back	9:18:27 PM
	thank you	9:18:29 PM
Shubham Maurya	Okay, do you want me to schedule a callback for you after 2-3 hours or you will try calling in at your convenience?	9:19:31 PM
	Are we still connected here?	9:22:51 PM
	Are we still connected here?	9:24:23 PM
	Are we still connected here?	9:25:12 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	9:26:02 PM
	<i>Shubham Maurya has ended this chat session</i>	9:26:05 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Sep, 3:28:47 PM

#81114 krisika

Email: krisika@hkidata.com 7383092838

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 1 Min 46 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Duration : 21 Mins 20 Secs

Chat Transcript

krisika	Hello, I am your Acebuddy	3 Sep, 3:28:48 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	3:28:49 PM
	Whom Would You Like to Connect With?	3:28:49 PM
krisika	Technical Support (QB & App Hosting)	3:28:54 PM
Acebuddy	Welcome to Ace Support.	3:28:54 PM
	Please chose an option :	3:28:54 PM
krisika	I'd like to report an Issue	3:29:27 PM
Acebuddy	Please select an option!	3:29:27 PM
krisika	Other Issue	3:29:30 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:29:30 PM
krisika	Hi	3:29:40 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:29:41 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:29:41 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	3:29:47 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	3:29:55 PM
krisika	Quickbook not open in all users	3:30:27 PM
Shubham Maurya	Sure, I can help with that. Let me look into it for you.	3:31:13 PM
krisika	We need permanent solution of this problem	3:31:29 PM
	Daily issue from last week	3:31:41 PM
Shubham Maurya	Yes we do understand that Krisika, We can see that you do have a ticket number for this same issue #760802	3:32:57 PM
	<i>3:33:11 PM krisika is sharing a file with you</i>	
	<i>17568937621082349407518507033144.jpg - (Size:4.81 MB)</i>	3:33:11 PM
	<i>This error</i>	
	Please allow me sometime to check with escalation team on this ongoing issue for your server.	3:33:38 PM
	Thank you for sharing details, let me check please.	3:33:58 PM
krisika		

	Ok	3:34:06 PM
Shubham Maurya	Thanks for your patience, please try to use Quickbooks and let us know if you are able to use it now.	3:41:07 PM
krisika	Quickbook open in all users	3:44:41 PM
	Thank you	3:44:48 PM
Shubham Maurya	You are most welcome krisika, Thanks for your patience and understanding with us.	3:45:47 PM
	We have forwarded your issue to our senior escalation team for prompt resolution. We understand the impact this has on users and are committed to resolving it as quickly as possible.	3:45:49 PM
	Once we do have any update we will share it with you over the mail.	3:46:07 PM
	Is there anything else I may help you with ?	3:46:09 PM
krisika	No	3:47:43 PM
	Thank you	3:47:45 PM
Shubham Maurya	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!	3:49:13 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:49:16 PM
	<i>Shubham Maurya has ended this chat session</i>	3:50:09 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Sep, 6:08:18 PM

#81416 Lalit Abichandani

Email: lalitcpa@yourtaxadvisor.com ☎ 19739609951

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: 33 Secs

City: ANNAPOLIS

State: Maryland

Country: UNITED STATES

Chat Duration : 14 Mins 8 Secs

Chat Transcript

Lalit Abichandani	Hello, I am your Acebuddy	11 Sep, 6:08:18 PM
Acebuddy	Hello Lalit Abichandani, I'm your Ace Buddy. I'll be happy to assist you!	6:08:19 PM
	Whom Would You Like to Connect With?	6:08:19 PM
Lalit Abichandani	Technical Support (QB & App Hosting)	6:08:29 PM
Acebuddy	Welcome to Ace Support.	6:08:29 PM
	Please chose an option :	6:08:29 PM
Lalit Abichandani	I'd like to report an Issue	6:08:36 PM
Acebuddy	Please select an option!	6:08:36 PM
Lalit Abichandani	Other Issue	6:09:11 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:09:11 PM
	<i>6:09:37 PMLalit Abichandani is sharing a file with you image.png - (Size:6.3 KB)</i>	6:09:37 PM
	<i>Having error while installing Taxwise Update</i>	
Lalit Abichandani	??	6:10:25 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:10:26 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:10:26 PM
Lalit Abichandani	ok	6:10:31 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	6:10:50 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	6:10:55 PM
	<i>Hello Lalit</i>	6:11:03 PM
Lalit Abichandani	Hi	6:11:08 PM
	Can you please help me to resolve this issue?	6:11:16 PM
	<i>6:11:20 PMLalit Abichandani is sharing a file with you image.png - (Size:6.3 KB)</i>	6:11:20 PM

	Do you want my system access for the same?	6:11:34 PM
Sujeet Kumar Suman	Sure, I can help with that. Let me look into it for you.	6:11:35 PM
Lalit Abichandani	ok	6:11:44 PM
Sujeet Kumar Suman	Could you please confirm what access you were attempting when you encountered this error?	6:12:23 PM
Lalit Abichandani	Update Installation of Taxwise	6:12:51 PM
Sujeet Kumar Suman	Kindly allow me two minutes to check the same.	6:13:20 PM
Lalit Abichandani	ok	6:13:34 PM
Sujeet Kumar Suman	When was the last time you updated TaxWise from your end?	6:14:05 PM
Lalit Abichandani	Don't know.	6:14:38 PM
	But mostly in June or so	6:14:45 PM
Sujeet Kumar Suman	As checked, you are not authorized to update the TaxWise application from your end. Let me update the TaxWise application from the backend.	6:15:39 PM
Lalit Abichandani	please	6:15:51 PM
Sujeet Kumar Suman	As checked, the update is still pending; however, multiple users are currently logged into the server.	6:16:26 PM
Lalit Abichandani	if you want I can ask all of them to come out from the tax wise	6:16:48 PM
Sujeet Kumar Suman	Kindly guide them to log out from the server for 5 minutes so we can perform the TaxWise application update.	6:17:19 PM
Lalit Abichandani	I am having the chat on the server only, If I will log out how will I can connect with you inn this chat?	6:17:56 PM
Sujeet Kumar Suman	No worries, once the application is updated, we will inform you via email.	6:18:56 PM
Lalit Abichandani	ok	6:19:05 PM
	closing in 1 minute	6:19:12 PM
Sujeet Kumar Suman	Thanks for the confirmation !	6:19:18 PM
	Is there anything else I may help you with ?	6:19:20 PM
Lalit Abichandani	you can start the process at your end	6:19:23 PM
Sujeet Kumar Suman	Once everyone logs out, we will proceed with updating TaxWise 2024.	6:19:57 PM
	As the user confirmed, the chat got disconnected when they signed out from the server. Hence, ending the chat.	6:22:21 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	6:22:27 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Sep, 12:02:37 AM

#81091 Rhonda Stallings

Email: rs@emersonrussell.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: CHATTANOOGA

State: Tennessee

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 10 Secs

Rhonda Stallings	Hello, I am your Acebuddy	3 Sep, 12:02:38 AM
Acebuddy	Hello Rhonda Stallings, I'm your Ace Buddy. I'll be happy to assist you!	12:02:39 AM
	Whom Would You Like to Connect With?	12:02:39 AM
Rhonda Stallings	Technical Support (QB & App Hosting)	12:02:44 AM
Acebuddy	Welcome to Ace Support.	12:02:44 AM
	Please chose an option :	12:02:44 AM
Rhonda Stallings	I'd like to report an Issue	12:02:50 AM
Acebuddy	Please select an option!	12:02:50 AM
Rhonda Stallings	QuickBooks Issue	12:02:56 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:02:56 AM
Rhonda Stallings	QuickBooks is Frozen	12:02:59 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	12:02:59 AM
	Was that helpful?	12:02:59 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.	12:34:49 AM

Ended due to chat idle timeout

12:34:49 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Sep, 9:52:29 PM

#81506 Bobby Fodera

Email: bobby.fodera@gmail.com ☎ 16095535626

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 11 Secs

City: LINWOOD

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 26 Secs

Bobby Fodera	Hello, I am your Acebuddy	13 Sep, 9:52:29 PM
Acebuddy	Hello Bobby.fodera, I'm your Ace Buddy. I'll be happy to assist you!	9:52:31 PM
	Whom Would You Like to Connect With?	9:52:31 PM
Bobby Fodera	Technical Support (QB & App Hosting)	9:52:39 PM
Acebuddy	Welcome to Ace Support.	9:52:39 PM
	Please chose an option :	9:52:39 PM
Bobby Fodera	I'd like to report an Issue	9:52:46 PM
Acebuddy	Please select an option!	9:52:46 PM
Bobby Fodera	Other Issue	9:52:54 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:52:54 PM
Bobby Fodera	unable to access the Ace/reldata server and getting this error. Remote Desktop Connection The remote resource can't be reached. Check your connection and try again or ask your network administrator for help.	9:54:27 PM

Acebuddy	Please wait while we connect you to a Support Representative	9:54:27 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:54:28 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:54:30 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:54:33 PM
	Hello Bobby	9:54:38 PM
Bobby Fodera	Thank you Shashwat	9:54:42 PM
Shashwat Verma	I will surely help you with this issue.	9:54:48 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?	9:54:52 PM
Bobby Fodera	1st time for me and yes, user Wendi has also reported an issue everything was working fine last evening about 12 hours ago.	9:55:14 PM 9:55:36 PM
Shashwat Verma	Okay	9:55:47 PM
	May I take the remote access of your local computer?	9:55:50 PM
	https://assist.acecloudhosting.com/join/2252236538	9:55:57 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:56:27 PM
Bobby Fodera	done	9:57:17 PM
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:57:22 PM
	As per the remote session, issue resolved by changing the gateway	10:02:51 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:02:53 PM
	<i>Shashwat Verma has ended this chat session</i>	10:02:56 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Sep, 5:10:25 AM

#81662 Hedley and Bennett Inc

Email: finances@hedleyb.com ☎ 12623910904

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: LOS ANGELES

State: California

Country: UNITED STATES

Chat Duration : 38 Mins 47 Secs

Chat Transcript

Hedley and Bennett Inc	Hello, I am your Acebuddy	18 Sep, 5:10:27 AM
Acebuddy	Hello Hedley And Bennett Inc, I'm your Ace Buddy. I'll be happy to assist you!	5:10:27 AM
	Whom Would You Like to Connect With?	5:10:27 AM
Hedley and Bennett Inc	Technical Support (QB & App Hosting)	5:14:09 AM
Acebuddy	Welcome to Ace Support.	5:14:09 AM
	Please chose an option :	5:14:09 AM
Hedley and Bennett Inc	I'd like to raise a Request	5:14:14 AM
Acebuddy	Please select your request type.	5:14:14 AM
Hedley and Bennett Inc	Server Resource Addition	5:14:30 AM
Acebuddy	Please select the resource type you'd like to add	5:14:30 AM
Hedley and Bennett Inc	Setback	5:14:35 AM
Acebuddy	Please select your request type.	5:14:35 AM
Hedley and Bennett Inc	Other Request	5:14:38 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	5:14:38 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	5:14:38 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	5:49:14 AM
	<i>Ended due to chat idle timeout</i>	5:49:14 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Sep, 7:53:45 PM

#81777 christiaan Long

Email: clong@totemconstructionllc.com  12254088008

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: BATON ROUGE

State: Louisiana

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 36 Secs

christiaan Long	Hello, I am your Acebuddy	22 Sep, 7:53:46 PM
Acebuddy	Hello Christiaan Long, I'm your Ace Buddy. I'll be happy to assist you!	7:53:47 PM
	Whom Would You Like to Connect With?	7:53:47 PM
christiaan Long	Technical Support (QB & App Hosting)	7:58:12 PM
Acebuddy	Welcome to Ace Support.	7:58:12 PM
	Please chose an option :	7:58:12 PM
christiaan Long	I'd like to report an Issue	7:58:22 PM
Acebuddy	Please select an option!	7:58:22 PM
christiaan Long	Password Reset	7:58:24 PM
Acebuddy	Please select an option below	7:58:24 PM
christiaan Long	Not Enrolled to Selfcare Portal	7:58:34 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	7:58:34 PM
	Do you need any further assistance on the topic?	7:58:34 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:31:22 PM
	<i>Ended due to chat idle timeout</i>	8:31:22 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Sep, 12:11:27 AM

#81092 fady.hocheimy

Email: fady.hocheimy@mfhgroup.com +2207751010

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 18 Secs

City: SERREKUNDA

State: Western

Country: GAMBIA

Chat Transcript

Chat Duration : 7 Mins 50 Secs

fady.hocheimy	Hello, I am your Acebuddy	3 Sep, 12:11:28 AM
Acebuddy	Hello Fady.hocheimy, I'm your Ace Buddy. I'll be happy to assist you!	12:11:29 AM
	Whom Would You Like to Connect With?	12:11:29 AM
fady.hocheimy	Technical Support (QB & App Hosting)	12:11:37 AM
Acebuddy	Welcome to Ace Support.	12:11:37 AM
	Please chose an option :	12:11:37 AM
fady.hocheimy	I'd like to raise a Request	12:11:42 AM
Acebuddy	Please select your request type.	12:11:42 AM
fady.hocheimy	Reboot your Server	12:11:51 AM
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion.	12:11:51 AM
	Do you need any further assistance on the topic?	12:11:51 AM

fady.hocheimy	Yes	12:11:55 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:11:55 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:11:55 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	12:12:10 AM
fady.hocheimy	hi	12:12:15 AM
	hope all well	12:12:16 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	12:12:21 AM
fady.hocheimy	i want to confirm when was last time you restarted our server please	12:12:53 AM
	MFH GROUP	12:12:55 AM
Anjainay Singh	I am fine Fady, thankyou for asking.	12:12:55 AM
	Sure, please allow me two minutes so that I can provide you precise information.	12:13:57 AM
	As I checked and found that server was rebooted 18 hours before.	12:15:30 AM
fady.hocheimy	oh ok	12:15:41 AM
	please reboot again at midnight GMT	12:15:51 AM
	today seemed slow	12:15:55 AM
Anjainay Singh	Sure, I will reboot the server as well also find the root cause for slowness and will share you the detail report over an email.	12:17:00 AM
fady.hocheimy	thanks	12:17:33 AM
Anjainay Singh	Is there anything else I may help you with ?	12:17:46 AM
fady.hocheimy	no thanks	12:17:51 AM
Anjainay 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.	12:17:56 AM
fady.hocheimy	thanks	12:18:10 AM
Anjainay Singh	I will also share the ticket id with you over the mail once this chat is disconnected.	12:18:12 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:18:30 AM
	Please share your positive feedback by clicking on smiling emoji.	12:19:12 AM
	<i>Anjainay Singh has ended this chat session</i>	12:19:18 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Sep, 4:53:53 PM

#82013 hitesh

Email: hitesh@patel.cpa

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: 1 Min 37 Secs

City: KADI

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 19 Mins 28 Secs

hitesh	Hello, I am your Acebuddy	27 Sep, 4:53:54 PM
Acebuddy	Hello Hitesh, I'm your Ace Buddy. I'll be happy to assist you!	4:53:55 PM
	Whom Would You Like to Connect With?	4:53:55 PM
hitesh	Technical Support (QB & App Hosting)	4:54:09 PM
Acebuddy	Welcome to Ace Support.	4:54:09 PM
	Please chose an option :	4:54:09 PM
hitesh	I'd like to report an Issue	4:54:15 PM
Acebuddy	Please select an option!	4:54:15 PM
hitesh	Other Issue	4:54:20 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:54:20 PM
hitesh	server not working properly	4:54:39 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:54:40 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:54:40 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	4:54:44 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting	

	you today.	4:54:55 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:55:21 PM
	<i>4:56:23 PM hitesh is sharing a file with you</i> <u>Screenshot (7).png</u> - (Size:16.2 KB)	4:56:23 PM
hitesh	Pradip Patel & co	4:56:39 PM
	RDP_Hitesh_PPC	4:56:46 PM
Shubham Maurya	Thanks for the details, Kindly allow me two minutes to check the same.	4:57:31 PM
hitesh	yes	4:57:39 PM
Shubham Maurya	Thank you for your patience.	4:59:34 PM
	We have checked that server is accessible from our end, please let me know how many users are facing this issue and any major changes made before getting this error?	5:00:12 PM
hitesh	last one month showing this problem continually	5:01:05 PM
	only me showing this problem	5:01:23 PM
Shubham Maurya	We can see you do have an ongoing ticket for server issue #745442.	5:03:30 PM
	Let me check RDP file to reconfigure it.	5:03:48 PM
	May I take the remote access of your local computer?	5:03:52 PM
hitesh	yes	5:03:58 PM
Shubham Maurya	https://assist.acecloudhosting.com/join/5782120866	5:05:38 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	5:05:42 PM
	Kindly paste this link in the browser of local computer and join the session.	5:05:55 PM
hitesh	Joined	5:06:27 PM
Shubham Maurya	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	5:06:34 PM
hitesh	ok	5:06:50 PM
	ok done	5:11:25 PM
	server is working fast	5:11:37 PM
	thank you	5:11:49 PM
Shubham Maurya	Hitesh, we can see that uploading ping is getting high on your current Internet connection through ISP so that will affect the server accessibility, In case if you do have any alternative Internet you can try with that as well in future.	5:12:10 PM
	You are most welcome !	5:12:18 PM
	Is there anything else I may help you with ?	5:12:23 PM

hitesh no thank you 5:12:57 PM

Shubham Maurya Have a good one ! 5:13:09 PM

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

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

5:13:15 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/>)

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

5:13:20 PM

Shubham Maurya has ended this chat session

5:13:23 PM



