

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Oct, 12:19:23 AM

#82548 Jim Schubiner
Email: jim.schubiner@accessgrouphousing.com 📞 19293011950
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Apple iPhone
Browser: Apple Safari
Device: Mobile
Average Response Time: 1 Min 12 Secs
City: NEW YORK
State: New York
Country: UNITED STATES


Chat Transcript

Chat Duration : 29 Mins 43 Secs

Jim Schubiner	Hello, I am your Acebuddy	14 Oct, 12:19:23 AM
Acebuddy	Hello Jim Schubiner, I'm your Ace Buddy. I'll be happy to assist you!	12:19:24 AM
	Whom Would You Like to Connect With?	12:19:24 AM
Jim Schubiner	Managed IT	12:19:37 AM
Acebuddy	Please wait while we connect you to an available Representative.	12:19:37 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:19:37 AM
	<i>Ayush Kishor accepted the chat transfer request.</i>	12:19:44 AM
Jim Schubiner	The forgot password sent me a code but it didn't work	12:20:06 AM
Ayush Kishor	Thank you for choosing ACE cloud Hosting, my name is Ayush. How may I assist you?	12:20:20 AM
Jim Schubiner	The forgot password sent me a code but it didn't work	12:20:44 AM
	Can you reset password and give it to me	12:21:04 AM
Ayush Kishor	Before proceeding, could you please confirm your company name?	12:21:35 AM
Jim Schubiner	AGM Mnagement	12:22:46 AM
	Or The Access Group LLC	12:22:58 AM
	Management	12:23:09 AM

Ayush Kishor	Kindly stay connected, I'm transferring your chat to the concerned department.	12:23:28 AM
	<i>Ayush Kishor is transferring the chat to Support(QB & App Hosting).</i>	12:23:38 AM
	<i>Shubham Maurya accepted the chat transfer request.</i>	12:24:12 AM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	12:24:30 AM
Jim Schubiner	Login issues	12:24:46 AM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:24:55 AM
Jim Schubiner	Reset password	12:24:55 AM
	CID66658	12:25:39 AM
Shubham Maurya	Thank you for the information, please allow few minutes to check the same.	12:26:05 AM
	Thanks for the patience, Please let me know which password you are trying to reset?	12:27:46 AM
Jim Schubiner	CID66658 for website	12:28:28 AM
	?	12:30:07 AM
Shubham Maurya	Yes, we can see that currently the admin for this account is jim.schubiner@accessgrouphousing.com which is you so you can manage your account and reset all users passwords using https://myportal.acecloudhosting.co	12:31:14 AM
	User ID will be your CID66658 and for password user "forgot password" option	12:31:45 AM
Jim Schubiner	I did that	12:32:28 AM
	I created a new password and it doesn't work	12:32:50 AM
Shubham Maurya	Please hold on let me check your account status.	12:33:12 AM
	JimS_AGM@myrealdata.net	12:34:21 AM
	This is your username right?	
Jim Schubiner	Yes for Remote Desktop connection	12:35:36 AM
Shubham Maurya	Sure, please let me check at your end.	12:35:57 AM
	May I take the remote access of your local computer?	12:36:00 AM
Jim Schubiner	No	12:36:24 AM
	Just trying to log into the customer portal to review acct info	12:36:54 AM
Shubham Maurya	Please can you share me error screen shot which you are getting?	12:37:32 AM
	<i>12:39:30 AMJim Schubiner is sharing a file with you</i> IMG_9472.png - (Size:1.12 MB)	12:39:30 AM
	<i>12:40:08 AMJim Schubiner is sharing a file with you</i> IMG_9472.png - (Size:1.12 MB)	12:40:08 AM
	<i>12:40:59 AMJim Schubiner is sharing a file with you</i> IMG_9472.png - (Size:1.12 MB)	12:40:59 AM

	See	
	Thanks for sharing details, In case if you are sure that you have successfully reset your password then please kindly wait for 30min and they try with the same password. In case if you are not sure about the password then we would suggest you to please use "forgot password" option after 30 min and then login using that new password.	12:43:07 AM
	Currently your Myportal is locked for 30 min.	12:43:26 AM
	Are we still connected here?	12:45:22 AM
	Are we still connected here?	12:46:27 AM
	Are we still connected here?	12:47:13 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.	12:49:03 AM

	Shubham Maurya has ended this chat session	12:49:07 AM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Oct, 7:37:08 PM

#82402 Daniel Ayzenberg

Email: daniel@cpa-esq.com 📞 7184313193

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 28 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 27 Secs

Daniel Ayzenberg	Hello, I am your Acebuddy	9 Oct, 7:37:08 PM

Acebuddy	Hello Daniel, I'm your Ace Buddy. I'll be happy to assist you!	7:37:09 PM
	Whom Would You Like to Connect With?	7:37:09 PM
Daniel Ayzenberg	Technical Support (QB & App Hosting)	7:37:21 PM
Acebuddy	Welcome to Ace Support.	7:37:21 PM
	Please chose an option :	7:37:21 PM
Daniel Ayzenberg	I'd like to report an Issue	7:37:36 PM
Acebuddy	Please select an option!	7:37:36 PM
Daniel Ayzenberg	Other Issue	7:37:41 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:37:41 PM
Daniel Ayzenberg	DRAKE hosted	7:37:49 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:37:51 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:37:51 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:38:25 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:38:37 PM
Daniel Ayzenberg	thanks Manish	7:38:45 PM
	I have drake hosted and some users say that when they log in, the scren is frozen	7:39:04 PM
	they cannot click on any clients	7:39:08 PM
	please let me know how we can address. thankss	7:40:40 PM
Manish Singh	Drake 2024 is currently experiencing a issue. Please contact Drake support for a permanent resolution. In the meantime, we can provide temporary admin access for 24 hours to help resolve this issue. (Edited)	7:42:19 PM
	May I know the username of the users who are facing this issue.	7:43:07 PM
Daniel Ayzenberg	ok	7:43:29 PM
	so, it is on their side and not Ace?	7:43:51 PM
	users are Mariya, Olga and Zhanna. Can you see it?	7:44:03 PM
Manish Singh	Yes, let me check once.	7:44:30 PM
Daniel Ayzenberg	thanks	7:45:14 PM
	any news?	7:48:23 PM
Manish Singh	Working on it, Daniel please give me 2 minutes.	7:50:12 PM
Daniel Ayzenberg	ok	7:50:16 PM
Manish Singh	Kindly log off Mariya, Olga and Zhanna and log them back in for implementing the necessary changes	7:53:10 PM
	Are we still connected here?	7:54:53 PM
	Are we still connected here?	7:56:50 PM

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82919 John Donahue

Email: john@mccarthypools.com 📞 5084851307

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop


City: WESTBOROUGH

State: Massachusetts

Country: UNITED STATES

Chat Transcript

John Donahue	Hello, I am your Acebuddy	24 Oct, 8:49:59 PM
Acebuddy	Hello John Donahue, I'm your Ace Buddy. I'll be happy to assist you!	8:50:00 PM
	Whom Would You Like to Connect With?	8:50:00 PM
John Donahue	Technical Support (QB & App Hosting)	8:50:16 PM
Acebuddy	Welcome to Ace Support.	8:50:16 PM
	Please chose an option :	8:50:16 PM
<i>John Donahue has ended this chat session</i>		8:51:00 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Oct, 1:07:56 AM

#82603 Tamara Bills

Email: tamara@smihtaxadvisors.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: SALT LAKE CITY

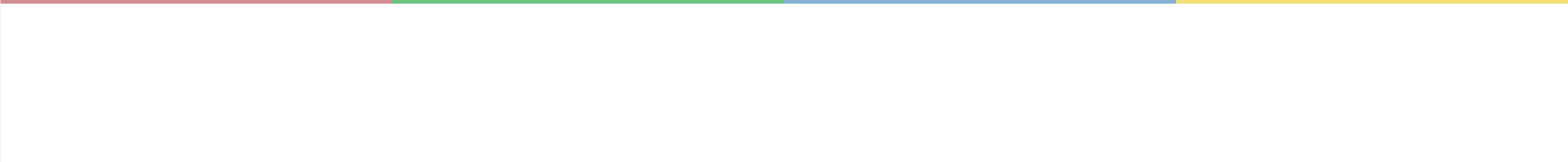
State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 59 Secs

Tamara Bills	Hello, I am your Acebuddy	15 Oct, 1:07:56 AM
Acebuddy	Hello Tamara Bills, I'm your Ace Buddy. I'll be happy to assist you!	1:07:57 AM
	Whom Would You Like to Connect With?	1:07:57 AM
Tamara Bills	Technical Support (QB & App Hosting)	1:08:01 AM
Acebuddy	Welcome to Ace Support.	1:08:01 AM
	Please chose an option :	1:08:01 AM
Tamara Bills	I'd like to report an Issue	1:08:10 AM
Acebuddy	Please select an option!	1:08:10 AM
Tamara Bills	QuickBooks Issue	1:08:16 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:08:16 AM
Tamara Bills	QuickBooks is Frozen	1:08:21 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	1:08:21 AM
	Was that helpful?	1:08:21 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	1:44:55 AM
	Ended due to chat idle timeout	1:44:55 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Oct, 7:46:12 PM

#82258 LESLIE STEPHENS
Email: stephenshardwood@highland.net ☎ 14236632564
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: 55 Secs
City: PINE KNOT
State: Kentucky
Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 26 Secs

LESLIE STEPHENS	Hello, I am your Acebuddy	6 Oct, 7:46:13 PM
Acebuddy	Hello Leslie Stephens, I'm your Ace Buddy. I'll be happy to assist you!	7:46:14 PM
	Whom Would You Like to Connect With?	7:46:14 PM
LESLIE STEPHENS	Technical Support (QB & App Hosting)	7:46:16 PM
Acebuddy	Welcome to Ace Support.	7:46:16 PM
	Please chose an option :	7:46:16 PM
LESLIE STEPHENS	I'd like to report an Issue	7:46:20 PM
Acebuddy	Please select an option!	7:46:20 PM
LESLIE STEPHENS	Other Issue	7:46:24 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:46:24 PM
LESLIE STEPHENS	I rebooted my computer as directed but it is still showing a black screen when I open the server.	7:46:46 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:46:46 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:46:46 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	7:47:23 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	7:47:31 PM

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Oct, 7:53:36 PM

#83069 Beverly Layson
Email: beverly@laysoncpa.com ☎ 478-259-0523
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: 54 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 17 Secs

Beverly Layson	Hello, I am your Acebuddy	29 Oct, 7:53:37 PM
Acebuddy	Hello Beverly Layson, I'm your Ace Buddy. I'll be happy to assist you!	7:53:38 PM
	Whom Would You Like to Connect With?	7:53:38 PM
Beverly Layson	Technical Support (QB & App Hosting)	7:53:53 PM
Acebuddy	Welcome to Ace Support.	7:53:53 PM
	Please chose an option :	7:53:53 PM
Beverly Layson	I'd like to report an Issue	7:54:12 PM
Acebuddy	Please select an option!	7:54:12 PM
Beverly Layson	Other Issue	7:54:18 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:54:18 PM
Beverly Layson	We are trying to free us space on our C drive and want to know how to do this	7:54:40 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:54:41 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:54:41 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	7:55:31 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	7:55:40 PM

	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:55:48 PM
Beverly Layson	Layosn CPA Beverly Layosn	7:56:04 PM
	Please give me a minute	7:56:39 PM
Shubham Maurya	Thanks for sharing details, please take your time.	7:56:57 PM
	LaysonCPA.myrealddata.net LaysonCPA2.myrealddata.net Please confirm the server name which you are having space issue with?	7:59:03 PM
Beverly Layson	I'm not sure what you mean... the C drive?	7:59:23 PM
Shubham Maurya	No, I mean that you have 2 server under this account (like 2 different computers). So on which server you are currently logged in where space issue is happening.	8:00:25 PM
	Let me check for the first one please hold.	8:00:34 PM
Beverly Layson	OK Thank you	8:00:44 PM
	THis is what we received.During a recent system check, we found that the C drive on your remote server has critically low disk space. • Total C Drive Capacity: 65.86 GB • Available Free Space: 10.34 GB ~16% _____	8:01:17 PM
	<i>8:01:58 PMShubham Maurya is sharing a file with you</i> <i>image.png - (Size:24.16 KB)</i> <i>C drive space for server name : LaysonCPA</i>	8:01:58 PM
	<i>8:03:45 PMShubham Maurya is sharing a file with you</i> <i>image.png - (Size:10.6 KB)</i> <i>C drive details for server : LaysonCPA2</i>	8:03:45 PM
Shubham Maurya	Just for the confirmation that we are checking right server please check below details for your account. CID65131 Business name: Layson CPA POC for your account: [Faith Kilpatrick](https://crm.zoho.in/crm/org60000682839/tab/Contacts/23102000002083697) Faith@laysoncpa.com 478-259-0523 Primary Contact [Beverly Layson](https://crm.zoho.in/crm/org60000682839/tab/Contacts/23102000002083681) beverly@laysoncpa.com 478-259-0523 Service User & Secondary Contact [Andrew Layson](https://crm.zoho.in/crm/org60000682839/tab/Contacts/23102000001738823) andrew@laysoncpa.com 478-951-3462 Primary Contact [Terry Layson](https://crm.zoho.in/crm/org60000682839/tab/Contacts/23102000001591727) terry@laysoncpa.com	8:06:43 PM

	478-731-7196 Primary Contact	
Beverly Layson	yes this is right	8:07:36 PM
	<i>8:09:37 PMShubham Maurya is sharing a file with you</i> <i>image.png - (Size:14.34 KB)</i> <i>To check C drive space from your end you can follow the steps on server.</i> <i>open file explorer window and type C: at top bar</i>	8:09:37 PM
	<i>8:10:44 PMShubham Maurya is sharing a file with you</i> <i>image.png - (Size:251.31 KB)</i> <i>Once you are in C drive then right click >>properties.</i>	8:10:44 PM
	<i>8:11:14 PMShubham Maurya is sharing a file with you</i> <i>image.png - (Size:81.98 KB)</i> <i>You will have your C drive details.</i>	8:11:14 PM
	Is there any way to make this larger.	8:14:05 PM
	<i>8:15:40 PMShubham Maurya is sharing a file with you</i> <i>image.png - (Size:81.78 KB)</i> <i>I just freed up 11 GB more by deleting few unnecessary data from C drive. This is updated status for u</i>	8:15:40 PM
Shubham Maurya	You mean you want add more space in drive?	8:15:56 PM
Beverly Layson	No I am good. This is great... Thank you so much.	8:16:23 PM
	This might be a crazy question but how do I get to the C drive to look at the data.	8:16:59 PM
Shubham Maurya	You can follow this step to check your data in C drive.	8:17:34 PM
	If you want I can show you on remote session if you are logged into server.	8:17:57 PM
Beverly Layson	I've got it now... Thank you	8:18:56 PM
Shubham Maurya	That's great ! You are most welcome Beverly.	8:19:26 PM
	Is there anything else I may help you with ?	8:19:31 PM
Beverly Layson	Now is this the amount for all of us or just my computer?	8:19:43 PM
Shubham Maurya	This is for all users on this server.	8:20:05 PM
	<i>8:20:13 PMShubham Maurya is sharing a file with you</i> <i>image.png - (Size:24.72 KB)</i> <i>For all of them</i>	8:20:13 PM
Beverly Layson	OK I'm Bevelry and I wonder why I have so much... haha	8:20:52 PM
Shubham Maurya	I completely understand your point here, you can take it as a same computer and multiple users as using this same computer from different location.	8:21:47 PM
	Just like you.	8:21:52 PM
	So computer configuration will remain same for all of them, they are just having access of it and	

	working on this same computer at same time.	8:23:56 PM
Beverly Layson	OK THank you so much..	8:24:53 PM
Shubham Maurya	I hope that helped clarify your question to some extent.	8:25:34 PM
	Is there anything else I may help you with ?	8:25:36 PM
Beverly Layson	No that is all. Thank you	8:26:15 PM
Shubham Maurya	Thanks you for your patience with us Beverly.	8:26:37 PM
	Have a good one !	8:26:44 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	8:26:47 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:26:52 PM
	<i>Shubham Maurya has ended this chat session</i>	8:26:54 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82450 testing

Email: testing@gmail.com 📞 309878191

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: NEW DELHI

10 Oct, 5:46:35 PM

State: Delhi
Country: INDIA

Chat Transcript

Chat Duration : 36 Mins 18 Secs

testing	Hello, I am your Acebuddy	10 Oct, 5:46:36 PM
Acebuddy	Hello Testing, I'm your Ace Buddy. I'll be happy to assist you!	5:46:37 PM
	Whom Would You Like to Connect With?	5:46:37 PM
testing	Technical Support (QB & App Hosting)	5:47:00 PM
Acebuddy	Welcome to Ace Support.	5:47:00 PM
	Please chose an option :	5:47:00 PM
testing	I'd like to report an Issue	5:47:13 PM
Acebuddy	Please select an option!	5:47:13 PM
testing	QuickBooks Issue	5:47:31 PM
Acebuddy	What type of QuickBooks Issue are you facing?	5:47:31 PM
testing	QuickBooks Login Issue	5:47:36 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	5:47:37 PM
	Was that helpful?	5:47:37 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.	6:22:54 PM
Ended due to chat idle timeout		6:22:54 PM



Chat Transcript

Hello, I am your Acebuddy

13 Oct, 10:08:29 PM

#82543 Sandra's Furniture

Email: accounting@saundrasfurniture.com 📞 5096844491

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: 14 Secs
City: KETTLE FALLS
State: Washington
Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 41 Secs

Saundra's Furniture	Hello, I am your Acebuddy	13 Oct, 10:08:29 PM
Acebuddy	Hello Saundra's Furniture, I'm your Ace Buddy. I'll be happy to assist you!	10:08:30 PM
	Whom Would You Like to Connect With?	10:08:30 PM
Saundra's Furniture	Technical Support (QB & App Hosting)	10:08:43 PM
Acebuddy	Welcome to Ace Support.	10:08:43 PM
	Please chose an option :	10:08:43 PM
Saundra's Furniture	I'd like to report an Issue	10:08:53 PM
Acebuddy	Please select an option!	10:08:53 PM
Saundra's Furniture	QuickBooks Issue	10:08:58 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:08:58 PM
Saundra's Furniture	QuickBooks Login Issue	10:09:06 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	10:09:06 PM
	Was that helpful?	10:09:06 PM
Saundra's Furniture	No	10:09:19 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	10:09:19 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:09:19 PM
Saundra's Furniture	Re:[## 783242 ##] Saundra's Inc : Quickbooks Launching issue	10:09:37 PM
	<i>Dushyant accepted the chat transfer request.</i>	10:10:19 PM
Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.	10:10:24 PM
Saundra's Furniture	Hello	10:10:34 PM
Dushyant	I will be surely assisting you with this. Please allow me 2-3 minutes to check this ticket.	10:10:49 PM
	Thank you for your paitence,	10:15:28 PM

	May I take the remote access of your local computer?	10:15:33 PM
Saundra's Furniture	Yes	10:15:43 PM
Dushyant	Prior providing the access, I would suggest you to close any important documents at your end.	10:16:46 PM
Saundra's Furniture	Done	10:16:58 PM
Dushyant	https://assist.acecloudhosting.com/join/6972862477	10:16:58 PM
Saundra's Furniture	Done	10:19:24 PM
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.	10:19:40 PM
	Thank you for your patience,	10:28:12 PM
	Quickbooks file & bill pay issues has been resolved now.	10:28:30 PM
Saundra's Furniture	This issue has been resolved	10:28:34 PM
Dushyant	Is there anything else I may help you with ?	10:28:37 PM
Saundra's Furniture	No, thank you, have a wonderful day	10:29:03 PM
Dushyant	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:29:05 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	10:29:08 PM
	<i>Dushyant has ended this chat session</i>	10:29:11 PM



#82208 Ashlee Swenson

Email: ashlee@equitablecpa.com

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 17 Secs

City: SPANISH FORK

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 33 Secs

Ashlee Swenson	Hello, I am your Acebuddy	3 Oct, 7:49:14 PM
Acebuddy	Hello Ashlee Swenson, I'm your Ace Buddy. I'll be happy to assist you!	7:49:15 PM
	Whom Would You Like to Connect With?	7:49:15 PM
Ashlee Swenson	Technical Support (QB & App Hosting)	7:49:18 PM
Acebuddy	Welcome to Ace Support.	7:49:18 PM
	Please chose an option :	7:49:18 PM
Ashlee Swenson	I'd like to report an Issue	7:49:22 PM
Acebuddy	Please select an option!	7:49:22 PM
Ashlee Swenson	QuickBooks Issue	7:49:26 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:49:26 PM
Ashlee Swenson	QuickBooks Update	7:49:29 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	7:49:29 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	7:49:29 PM
	Do you need any further assistance on the topic?	7:49:29 PM
Ashlee Swenson	Yes	7:49:57 PM
Acebuddy	Please wait while we connect you to our Support Representative	7:49:57 PM
	Acebuddy (bot) forwarded the chat request	7:49:57 PM
	Sanyam Madan accepted the chat transfer request.	7:50:15 PM

Email: rachel@txalphateam.com 📞 12813973688

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 9 Secs

City: ROSARIO

State: La Union

Country: PHILIPPINES

Chat Transcript		Chat Duration : 26 Mins 24 Secs
rachel	Hello, I am your Acebuddy	10 Oct, 7:17:46 PM
Acebuddy	Hello Rachel, I'm your Ace Buddy. I'll be happy to assist you!	7:17:46 PM
	Whom Would You Like to Connect With?	7:17:46 PM
rachel	Technical Support (QB & App Hosting)	7:18:00 PM
Acebuddy	Welcome to Ace Support.	7:18:00 PM
	Please chose an option :	7:18:00 PM
rachel	I'd like to raise a Request	7:18:07 PM
Acebuddy	Please select your request type.	7:18:07 PM
rachel	Password Reset	7:18:12 PM
Acebuddy	Please select an option below	7:18:12 PM
rachel	Not Enrolled to Selfcare Portal	7:18:21 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.	7:18:21 PM
	Do you need any further assistance on the topic?	7:18:21 PM
rachel	Restart	7:18:37 PM
Acebuddy	Hello Rachel, I'm your Ace Buddy. I'll be happy to assist you!	7:18:37 PM
	Whom Would You Like to Connect With?	7:18:37 PM
rachel	Technical Support (QB & App Hosting)	7:18:43 PM
Acebuddy	Welcome to Ace Support.	7:18:43 PM
	Please chose an option :	7:18:43 PM
rachel	I'd like to report an Issue	7:18:48 PM
Acebuddy	Please select an option!	7:18:48 PM

rachel	QuickBooks Issue	7:18:52 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:18:52 PM
rachel	QuickBooks Login Issue	7:18:56 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	7:18:56 PM
	Was that helpful?	7:18:56 PM
rachel	No	7:19:01 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	7:19:01 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:19:01 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:19:31 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:19:45 PM
	<i>7:20:30 PMrachel is sharing a file with you</i> <i>image.png</i> - (<i>Size:21.46 KB</i>)	7:20:30 PM
rachel	Hi Manish, I need the 16 character code to reset my QB password please	7:20:30 PM
Manish Singh	I will surely help you with this issue.	7:22:09 PM
	Kindly allow me two minutes to check the same.	7:22:12 PM
rachel	Sure, thanks	7:22:19 PM
Manish Singh	Can you please resend the token	7:23:48 PM
rachel	Just did	7:24:15 PM
Manish Singh	May I take the remote access of your server?	7:25:42 PM
rachel	what do you mean?	7:26:05 PM
Manish Singh	Need to take remote access of your server end to check as we are not getting any token via email.	7:27:24 PM
	<i>7:28:24 PMrachel is sharing a file with you</i> <i>image.png</i> - (<i>Size:21.34 KB</i>)	7:28:24 PM
	<i>7:29:16 PMrachel is sharing a file with you</i> <i>image.png</i> - (<i>Size:22.74 KB</i>)	7:29:16 PM
rachel	I use the the email that's listed	7:29:28 PM
Manish Singh	Please send it s*****@acecloudhosting.com	7:29:40 PM
rachel	I just sent it	7:30:24 PM
Manish Singh	please let me check once.	7:30:58 PM
	We are not getting any token via email.	7:34:11 PM
	Are we still connected here?	7:35:54 PM
rachel	I resent it	7:37:35 PM
Manish Singh		

	We need to check on your end as we are not getting any email regarding the token, Rachel.	7:38:48 PM
	Are we still connected here?	7:41:39 PM
	Are we still connected here?	7:42:44 PM
	Are we still connected here?	7:43:13 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	7:44:06 PM
	<i>Manish Singh has ended this chat session</i>	7:44:10 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Oct, 4:22:44 AM

#82199 gary
Email: gary@charterbbq.com 📞 3232696868
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 26 Secs
City: LOS ANGELES
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 4 Mins 41 Secs

gary	Hello, I am your Acebuddy	3 Oct, 4:22:44 AM
Acebuddy	Hello Gary, I'm your Ace Buddy. I'll be happy to assist you!	4:22:45 AM
	Whom Would You Like to Connect With?	4:22:45 AM
gary	Technical Support (QB & App Hosting)	4:22:53 AM
Acebuddy	Welcome to Ace Support.	4:22:53 AM

	Please chose an option :	4:22:53 AM
gary	I'd like to report an Issue	4:23:00 AM
Acebuddy	Please select an option!	4:23:00 AM
gary	Other Issue	4:23:04 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:23:04 AM
gary	Security Risks	4:23:17 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:23:18 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:23:18 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	4:23:40 AM
	<i>Shashwat Verma is transferring the chat to Yash Kalra.</i>	4:23:48 AM
gary	Hi Shashwat	4:23:50 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	4:23:52 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	4:23:58 AM
	Hello Gary	4:24:06 AM
	<i>4:24:11 AMgary is sharing a file with you</i> Image_20251002152437_421_9.png - (Size:49.34 KB)	4:24:11 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:24:22 AM
gary	We noticed this pop-up for a few times	4:24:32 AM
	CharterLLC.myrealdata.net	4:25:04 AM
	Lynn Huang	4:25:11 AM
	or Gary Tang	4:25:18 AM
Yash Kalra	<p>Thank you for bringing this notification to our attention.</p> <p>We’d like to clarify that the update reminder you received from Intuit applies only to QuickBooks Desktop installations running on local computers . Since you are accessing QuickBooks through the Ace Cloud Hosting (ACH) server , your application operates on a server-based operating system , not Windows 10.</p> <p>Please be assured of the following:</p> <p>Our server operating system is fully compatible with your QuickBooks version.</p> <p>We regularly apply all Microsoft security patches and updates without delay.</p> <p>No action is required on your end regarding the Windows 10 notification.</p> <p>⚙️ Your hosted environment remains secure, compliant, and optimized for performance .</p>	4:25:44 AM
	Is there anything else I may help you with ?	4:26:08 AM
gary	Thank you	4:26:50 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	4:26:56 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:27:12 AM

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

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

Thanks!

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

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

4:27:15 AM

Yash Kalra has ended this chat session

4:27:26 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Oct, 6:26:47 AM

#82743 sbeltran
Email: sbeltran@goldingroup.biz 📞 240-752-8841
Department: Support(QB & App Hosting)
Operator: Gaurav kumar
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 38 Secs
City: ROCKVILLE
State: Maryland
Country: UNITED STATES

Chat Transcript

Chat Duration : 27 Mins 32 Secs

sbeltran	Hello, I am your Acebuddy	19 Oct, 6:26:47 AM
Acebuddy	Hello Sandra, I'm your Ace Buddy. I'll be happy to assist you!	6:26:48 AM
	Whom Would You Like to Connect With?	6:26:48 AM
sbeltran	Technical Support (QB & App Hosting)	6:26:53 AM

Acebuddy	Welcome to Ace Support.	6:26:53 AM
	Please chose an option :	6:26:53 AM
sbeltran	I'd like to report an Issue	6:27:05 AM
Acebuddy	Please select an option!	6:27:05 AM
sbeltran	Other Issue	6:27:16 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:27:16 AM
sbeltran	I did change the windows server password and now I can not enter into the servers	6:28:02 AM
Acebuddy	Please wait while we connect you to a Support Representative	6:28:02 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:28:03 AM
	<i>Gaurav kumar accepted the chat transfer request.</i>	6:28:19 AM
Gaurav kumar	Thank you for contacting Ace Cloud Hosting. My name is Gaurav kumar. I will be assisting you today.	6:28:27 AM
	Hello Sandra	6:28:34 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:28:51 AM
sbeltran	Hi Gaurav	6:28:57 AM
	server name Qblivepa.myrealddata.net And this is your CID : CID66670	6:29:17 AM
Gaurav kumar	Thank you for providing the details. Let me check that for you.	6:29:53 AM
sbeltran	Tks	6:30:11 AM
	The server ask me to chnage the windows password, it get changed and i was working, but i got desconected and could not enter again	6:31:04 AM
Gaurav kumar	May I take the remote access of your local computer and look into the issue from your end?	6:31:26 AM
sbeltran	yes	6:31:34 AM
Gaurav kumar	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/8912671614	6:31:51 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	6:31:58 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.	6:33:44 AM
	Since the issue is resolved, we are disconnecting the chat Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:53:59 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!	6:54:04 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/>)

Gaurav kumar has ended this chat session

6:54:19 AM

Chat Transcript

Ace Cloud Hosting for quickbooks is wanting me to change my password, but I do not know what my user name and password is now so I'm unable to change it.

Visitor Details

13 Oct, 9:23:49 PM

#82538 kathy.boone

Email: kathy.boone@secvis.com 📞 12512654552

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

Website: <https://www.acecloudhosting.com/knowledgebase/selfcare-portal-user-guide/>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 30 Secs

City: ORANGE BEACH


State: Alabama

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins

kathy.boone	Ace Cloud Hosting for quickbooks is wanting me to change my password, but I do not know what my user name and password is now so I'm unable to change it.	13 Oct, 9:23:49 PM
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further.	9:23:54 PM
	Hi Boone, may I confirm the company name registered with Ace?	9:24:19 PM
kathy.boone	SecureVision, LLC	9:24:41 PM
Rishabh Gogia	I'm unable to find with this account name, could you confirm your CID?	9:25:19 PM
	Rishabh Gogia is transferring the chat to Support(QB & App Hosting).	9:26:14 PM

	<i>Shubham Maurya accepted the chat transfer request.</i>	9:26:38 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	9:26:54 PM
	I will be surely assisting you. Kindly help me with your server name and user name?	9:28:51 PM
	Are we still connected here?	9:30:46 PM
	Are we still connected here?	9:31:47 PM
	Are we still connected here?	9:32:03 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	9:33:53 PM
	<i>Shubham Maurya has ended this chat session</i>	9:33:55 PM
		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82292 Cody Boothby

Email: codyb@socalglassinc.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: TEMECULA

State: California

Country: UNITED STATES

7 Oct, 2:32:13 AM

Chat Transcript

Chat Duration : 43 Mins 37 Secs

Cody Boothby	Hello, I am your Acebuddy	7 Oct, 2:32:13 AM
Acebuddy	Hello Cody Boothby, I'm your Ace Buddy. I'll be happy to assist you!	2:32:14 AM
	Whom Would You Like to Connect With?	2:32:14 AM

Cody Boothby	Technical Support (QB & App Hosting)	2:32:22 AM
Acebuddy	Welcome to Ace Support.	2:32:22 AM
	Please chose an option :	2:32:22 AM
Cody Boothby	I'd like to report an Issue	2:32:31 AM
Acebuddy	Please select an option!	2:32:31 AM
Cody Boothby	Password Reset	2:32:35 AM
Acebuddy	Please select an option below	2:32:35 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.	3:15:51 AM

Ended due to chat idle timeout

3:15:51 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Oct, 12:05:54 AM

#82150 shari

Email: shari@jkservicesinc.com ☎ 18054079440

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: 1 Min 9 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 46 Secs

shari	Hello, I am your Acebuddy	2 Oct, 12:05:55 AM
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!	12:05:56 AM

	Whom Would You Like to Connect With?	12:05:56 AM
shari	Technical Support (QB & App Hosting)	12:06:01 AM
Acebuddy	Welcome to Ace Support.	12:06:01 AM
	Please chose an option :	12:06:01 AM
shari	I'd like to report an Issue	12:06:05 AM
Acebuddy	Please select an option!	12:06:05 AM
shari	Other Issue	12:06:09 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:06:09 AM
shari	credit card processing scanner is not working	12:06:25 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:06:25 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:06:25 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	12:06:34 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	12:06:39 AM
	I deeply apologize for the inconvenience caused to you.	12:06:57 AM
shari	is this for account: JK Services Inc. ?	12:07:57 AM
	yes	12:08:24 AM
	I am logged in as Jim now	12:08:30 AM
	on drake server	12:08:37 AM
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.	12:09:24 AM
shari	yes	12:09:48 AM
	Ill be right back... I have to step away... you can log into the remote if needed it is jimk I believe	12:11:30 AM
Abhay Kumar Saraswat	Sure.	12:11:39 AM
	Let me send you the remote link.	12:11:56 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	12:12:02 AM
	https://assist.acecloudhosting.com/join/8252583788	12:12:14 AM
	Kindly paste this link in the browser of local computer and join the session.	12:12:18 AM
	Is this the first time you are facing this issue?	12:17:19 AM
shari	are you here	12:19:56 AM
Abhay Kumar Saraswat	Yes.	12:21:40 AM
	I was sending you messages there on remote.	12:21:52 AM

	Please join this new link from your local PC not from the server.	12:22:42 AM
	https://assist.acecloudhosting.com/join/3962487875	
	Kindly paste this link in the browser of local computer and join the session.	12:22:48 AM
	Are we still connected here?	12:24:45 AM
	Are we still connected here?	12:25:14 AM
	As we are connected on another chat, we are closing this now.	12:26:32 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:26:37 AM
	Abhay Kumar Saraswat has ended this chat session	12:26:41 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details	7 Oct, 6:43:37 PM
<p>#82305 tina</p> <p>Email: tina@groundscapeconcepts.com</p> <p>Department: Support(QB & App Hosting)</p> <p>Operator: Acebuddy</p> <p>Website: https://www.acecloudhosting.com/support-chat.php</p> <p>Operating System: Microsoft Windows</p> <p>Browser: Google Chrome</p> <p>Device: Desktop</p> <p>City: SODDY DAISY</p> <p>State: Tennessee</p> <p>Country: UNITED STATES</p>	

Chat Transcript	Chat Duration : 33 Mins 32 Secs
tina	Hello, I am your Acebuddy7 Oct, 6:43:39 PM
Acebuddy	Hello Tina, I'm your Ace Buddy. I'll be happy to assist you!6:43:40 PM
	Whom Would You Like to Connect With?6:43:40 PM
tina	Technical Support (QB & App Hosting)6:43:47 PM

Acebuddy	Welcome to Ace Support.	6:43:47 PM
	Please chose an option :	6:43:47 PM
tina	I'd like to raise a Request	6:43:56 PM
Acebuddy	Please select your request type.	6:43:56 PM
tina	Other Request	6:44:06 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.	6:44:06 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	6:44:06 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	7:17:12 PM
	<i>Ended due to chat idle timeout</i>	7:17:12 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Oct, 1:40:50 AM

#82850 info

Email: info@brkimcpa.com 📞 9729724930

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: 9 Secs

City: NEW YORK


State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 32 Secs

info	Hello, I am your Acebuddy	23 Oct, 1:40:50 AM
Acebuddy	Hello Jeongin, I'm your Ace Buddy. I'll be happy to assist you!	1:40:51 AM

	Whom Would You Like to Connect With?	1:40:51 AM
info	Technical Support (QB & App Hosting)	1:40:55 AM
Acebuddy	Welcome to Ace Support.	1:40:55 AM
	Please chose an option :	1:40:55 AM
info	I'd like to report an Issue	1:41:03 AM
Acebuddy	Please select an option!	1:41:03 AM
info	Other Issue	1:41:07 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:41:07 AM
info	Hello, Would it be possible to request the restoration of a previous file?	1:41:22 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:41:22 AM
<i>Acebuddy (bot) forwarded the chat request</i>		1:41:22 AM
info	the ticket number was #82847	1:41:41 AM
	I'd like older one.	1:41:47 AM
<i>Anjainay Singh accepted the chat transfer request.</i>		1:42:25 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	1:42:35 AM
	Hello Grace.	1:42:51 AM
	Are we still connected here?	1:43:29 AM
	Are we still connected here?	1:44:00 AM
	Are we still connected here?	1:44:57 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	1:45:59 AM
<i>Anjainay Singh has ended this chat session</i>		1:46:23 AM
		

Email: shylesh@rockstarbookkeeping.com 📞 13108506091

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: 8 Secs

City: TORRANCE

State: California

Country: UNITED STATES

Chat Transcript		Chat Duration : 29 Mins 7 Secs
shylesh viswanathan	Hi,	27 Oct, 10:53:31 PM
Acebuddy	Hello Shylesh Viswanathan, I'm your Ace Buddy. I'll be happy to assist you!	10:53:32 PM
	Whom Would You Like to Connect With?	10:53:32 PM
shylesh viswanathan	Technical Support (QB & App Hosting)	10:53:34 PM
Acebuddy	Welcome to Ace Support.	10:53:34 PM
	Please chose an option :	10:53:34 PM
shylesh viswanathan	I'd like to report an Issue	10:53:41 PM
Acebuddy	Please select an option!	10:53:41 PM
shylesh viswanathan	Other Issue	10:53:46 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:53:46 PM
shylesh viswanathan	Ace Connect is not working on my laptop. It is working on my desktop.	10:54:08 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:54:09 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:54:09 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	10:54:22 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	10:54:26 PM
	I deeply apologize for the inconvenience caused to you.	10:54:41 PM
	I will be surely assisting you with this.	10:55:18 PM
	Is this for account: Rock Star Bookkeeping LLC?	10:56:13 PM
shylesh viswanathan	Yes	10:56:18 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	10:56:23 PM
	Could you please confirm when you first started experiencing this issue?	10:56:25 PM

shylesh viswanathan	Have not used the laptop in a few weeks so maybe 3 to 4 weeks.	10:56:46 PM
Abhay Kumar Saraswat	Okay.	10:57:02 PM
	May I take the remote access of your local computer?	10:57:32 PM
shylesh viswanathan	Yes	10:57:40 PM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	10:57:52 PM
	https://assist.acecloudhosting.com/join/3292615055	10:58:02 PM
	Kindly paste this link in the browser of local computer and join the session.	10:58:06 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:59:24 PM
	Thank you for your patience.	11:18:31 PM
shylesh viswanathan	Ok everything is working now. Thx	11:18:38 PM
Abhay Kumar Saraswat	Great.	11:18:44 PM
	Is there anything else I may help you with ?	11:18:47 PM
	Are we still connected here?	11:20:09 PM
	Are we still connected here?	11:21:12 PM
	Are we still connected here?	11:21:56 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:22:36 PM

Abhay Kumar Saraswat has ended this chat session

11:22:39 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82315 Stephanie Tan

Email: stan@carpathiancapital.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

7 Oct, 8:40:20 PM

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: MATANDANG BALARA

State: National Capital Region

Country: PHILIPPINES

Chat Transcript

Chat Duration : 40 Mins 24 Secs

Stephanie Tan	Hello, I am your Acebuddy	7 Oct, 8:40:21 PM
Acebuddy	Hello Stephanie Tan, I'm your Ace Buddy. I'll be happy to assist you!	8:40:21 PM
	Whom Would You Like to Connect With?	8:40:21 PM
Stephanie Tan	Technical Support (QB & App Hosting)	8:40:27 PM
Acebuddy	Welcome to Ace Support.	8:40:27 PM
	Please chose an option :	8:40:27 PM
Stephanie Tan	I'd like to raise a Request	8:40:33 PM
Acebuddy	Please select your request type.	8:40:33 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:20:45 PM
	Ended due to chat idle timeout	9:20:45 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82267 hannah

Email: hannah@carderconcreteco.com ☎ 18177731527

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: 34 Secs
City: BURLESON
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 38 Secs

hannah	Hello, I am your Acebuddy	6 Oct, 9:41:09 PM
Acebuddy	Hello Hannah, I'm your Ace Buddy. I'll be happy to assist you!	9:41:10 PM
	Whom Would You Like to Connect With?	9:41:10 PM
hannah	Technical Support (QB & App Hosting)	9:41:18 PM
Acebuddy	Welcome to Ace Support.	9:41:18 PM
	Please chose an option :	9:41:18 PM
hannah	I'd like to report an Issue	9:41:25 PM
Acebuddy	Please select an option!	9:41:25 PM
hannah	QuickBooks Issue	9:41:34 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:41:34 PM
hannah	Other QB related issue	9:41:47 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:41:47 PM
hannah	My icon disappeared over the weekend when no one was here.	9:42:20 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:42:21 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:42:21 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	9:42:59 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	9:43:04 PM
	Hello Hannah	9:43:11 PM
hannah	Hello	9:43:23 PM
Sujeet Kumar Suman	How are you doing?	9:43:34 PM
hannah	I need help restoring my QB icon on my desktop. It disappeared and I'm not able to restore it.	9:44:46 PM
Sujeet Kumar Suman	No worries, I will surely help you with this issue.	9:45:14 PM
	Could you please confirm which QuickBooks version you want the shortcut for on the desktop?	9:46:05 PM
hannah	Enterprise	9:46:38 PM
Sujeet Kumar Suman	We have just pasted the QuickBooks Enterprise 2024 version shortcut on your desktop.	9:48:12 PM
	Is there anything else I may help you with ?	9:49:06 PM

hannah	I don't see it. Do I need to restart my computer?	9:50:21 PM
Sujeet Kumar Suman	No, Need.	9:51:06 PM
hannah	Why don't I see it on my desktop?	9:52:00 PM
Sujeet Kumar Suman	No worries, I can help with that. Let me look into it for you.	9:52:36 PM
	May I take the remote access of your local computer?	9:52:41 PM
hannah	yes	9:52:56 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	9:53:22 PM
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/1982040538	9:53:40 PM
	Hello Hanna, we are still waiting for the remote session to try and resolve the issue.	9:57:50 PM
	Are we still connected here?	9:59:08 PM
	Are we still connected here?	10:02:10 PM
	Are we still connected here?	10:04:40 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:04:44 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	10:04:47 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82370 nhassan

Email: nhassan@columbiataxservice.com ☎ 4436357970

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min 6 Secs

City: STERLING

State: Virginia

9 Oct, 12:06:58 AM

Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 41 Secs

nhassan	Hello, I am your Acebuddy	9 Oct, 12:06:58 AM
Acebuddy	Hello Nhassan, I'm your Ace Buddy. I'll be happy to assist you!	12:06:59 AM
	Whom Would You Like to Connect With?	12:06:59 AM
nhassan	Technical Support (QB & App Hosting)	12:07:03 AM
Acebuddy	Welcome to Ace Support.	12:07:03 AM
	Please chose an option :	12:07:03 AM
nhassan	I'd like to report an Issue	12:07:09 AM
Acebuddy	Please select an option!	12:07:09 AM
nhassan	Other Issue	12:07:14 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:07:14 AM
nhassan	need help with firewall settings and eftsps	12:08:09 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:08:10 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:08:10 AM
	<i>Gaurav kumar declined the transfer request.</i>	12:08:44 AM
	<i>Shubham Maurya accepted the chat transfer request.</i>	12:09:15 AM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	12:09:23 AM
nhassan	hi subhAM	12:09:42 AM
	i need help with eftsps.	12:09:53 AM
	the software is reinstalled, but it still giving me connection error	12:10:13 AM
	so the eftsps support team told me to add some ip address to firewall	12:10:36 AM
	https://bp.eftsps.com:443 (204.194.122.25:443) https://tupdate.eftsps.com:443 (204.194.124.25:443) 216.66.209.168:443 12.36.213.131:443	12:10:39 AM
	these needs to be added to safe url list on mur instance of the server	12:11:23 AM
	CTAS	12:11:27 AM
	CTAS.myrealddata.net	12:11:49 AM
Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.	12:12:06 AM
nhassan	ok	12:12:25 AM
Shubham Maurya	Thanks for your patience Nhassan, We will surely help you with this request, bu to proceed further we	

	might be needing an email authentication direct from your registered email ID nhassan@columbiataxservice.com	12:14:35 AM
nhassan	sure	12:14:47 AM
	done	12:15:54 AM
	pls check email	12:15:57 AM
Shubham Maurya	You can mail us on Email: support@acecloudhosting.com, Once we receive your mail we will proceed with this request. If you want we can send you a follow up mail along with thicket number of this chat so that you can use same ticket to reply over mail.	12:16:03 AM
	Thank you so much please hold on.	12:16:14 AM
	Alright, we have received your mail on ticket number #776978. We will forward your request to concern team to add requested IP to safe list of firewall, Once it's done we will update you with the status over the mail.	12:19:05 AM
nhassan	ok	12:19:24 AM
Shubham Maurya	Thanks for your patience and understanding with us on this Nhassan.	12:19:43 AM
	Is there anything else I may help you with ?	12:19:45 AM
nhassan	no. waiting for that email now	12:20:05 AM
	have a good day	12:20:12 AM
Shubham Maurya	Sure, we will try to make it as early as possible.	12:20:27 AM
	you too have a good one !	12:20:34 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	12:20:37 AM
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
Shubham Maurya has ended this chat session		12:20:40 AM



Hello, I am your Acebuddy

Visitor Details 16 Oct, 7:50:28 AM

Visitor Details

16 Oct, 7:50:28 AM

16 Oct, 7:50:28 AM

#82674 chris

Email: chris@thesteelbreeze.com ☎ 12039945674

Department: Support(QB & App Hosting)

Operator: Karan Kanwal

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min 14 Secs

City: HEBRON

State: Connecticut

Country: UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 48 Secs

Chat Duration : 45 Mins 48 Secs

chris	Hello, I am your Acebuddy	16 Oct, 7:50:29 AM
Acebuddy	Hello Chris, I'm your Ace Buddy. I'll be happy to assist you!	7:50:30 AM
	Whom Would You Like to Connect With?	7:50:30 AM
chris	Technical Support (QB & App Hosting)	7:50:33 AM
Acebuddy	Welcome to Ace Support.	7:50:33 AM
	Please chose an option :	7:50:33 AM
chris	I'd like to report an Issue	7:50:38 AM
Acebuddy	Please select an option!	7:50:38 AM
chris	Other Issue	7:50:43 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:50:43 AM
chris	our server is running insanely slow	7:50:57 AM
Acebuddy	Please wait while we connect you to a Support Representative	7:50:57 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:50:57 AM
chris	CID72767	7:52:04 AM
	<i>Karan Kanwal accepted the chat transfer request.</i>	7:52:18 AM
Karan Kanwal	Thank you for contacting Ace Cloud Hosting. My name is Karan Kanwal. I will be assisting you today.	7:52:27 AM
chris	i'm trying to prepare a tax return and the system keeps locking up. also, when i try to efile, the webpage will not load	7:53:54 AM

Karan Kanwal	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:54:12 AM
chris	now my tax software is locked up	7:54:15 AM
	CID72767	7:54:33 AM
	user is ChristopherK	7:55:18 AM
Karan Kanwal	Thanks for the information!	7:55:56 AM
	Kindly confirm is the slowness issue is only happening at your end or your co-workers are also facing the same issue.	7:56:33 AM
chris	i have no idea	7:56:46 AM
	he is in bed	7:56:52 AM
	my computer works fine, it's definitely the cloud	7:57:13 AM
	i am trying to upload a tax return right now and it is totally locked up	7:58:27 AM
Karan Kanwal	Kindly allow me two minutes to check the same.	7:58:43 AM
chris	now i have a message i've never seen before	7:58:50 AM
	it's asking for my internet userid and password?	7:59:00 AM
Karan Kanwal	Thank you for your patience.	8:05:01 AM
	May I take the remote access of your local computer?	8:05:12 AM
chris	sure	8:05:16 AM
Karan Kanwal	Prior providing the access, I would suggest you to close any important documents at your end.	8:05:36 AM
chris	i am ready	8:06:05 AM
	you there?	8:07:16 AM
Karan Kanwal	https://assist.acecloudhosting.com/join/8212626528	8:07:19 AM
	Kindly try to access the server now.	8:19:11 AM
chris	i am connected	8:19:36 AM
Karan Kanwal	Kindly check if the tax application is working.	8:20:23 AM
chris	that should not be that slow	8:21:02 AM
	it is locked up	8:21:45 AM
	opening a return usually takes a second	8:22:06 AM
	that is insanely slow, it's still not done loadingp[8:22:52 AM
Karan Kanwal	Kindly logoff from the server, I'm applying some patches from the backend.	8:23:55 AM
chris	should i close the program?	8:24:08 AM
Karan Kanwal	Yes please	8:24:16 AM
chris	i am off	8:24:29 AM

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Oct, 7:09:18 PM

#82571 szolad

Email: szolad@cdt.org

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: HYATTSVILLE

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 36 Secs

szolad	Hello, I am your Acebuddy	14 Oct, 7:09:18 PM
Acebuddy	Hello Szolad, 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
szolad	Technical Support (QB & App Hosting)	7:09:24 PM
Acebuddy	Welcome to Ace Support.	7:09:24 PM
	Please chose an option :	7:09:24 PM
szolad	I'd like to report an Issue	7:09:31 PM
Acebuddy	Please select an option!	7:09:31 PM
szolad	Password Reset	7:09:34 PM
Acebuddy	Please select an option below	7:09:34 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.	7:51:55 PM
	Ended due to chat idle timeout	7:51:55 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Oct, 1:12:56 AM

#82103 Charles Xavier

Email: support@coretechs.it ☎ 2259007448

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 54 Secs

City: BELLA VISTA

State: Panama

Country: PANAMA

Chat Transcript

Chat Duration : 25 Mins 23 Secs

Charles Xavier	Hello, I am your Acebuddy	1 Oct, 1:12:57 AM
Acebuddy	Hello Support, I'm your Ace Buddy. I'll be happy to assist you!	1:12:58 AM
	Whom Would You Like to Connect With?	1:12:58 AM
Charles Xavier	Technical Support (QB & App Hosting)	1:18:11 AM
Acebuddy	Welcome to Ace Support.	1:18:11 AM
	Please chose an option :	1:18:11 AM
Charles Xavier	I'd like to raise a Request	1:18:21 AM
Acebuddy	Please select your request type.	1:18:21 AM
Charles Xavier	Password Reset	1:18:32 AM
Acebuddy	Please select an option below	1:18:32 AM
Charles Xavier	Not Enrolled to Selfcare Portal	1:18:37 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	1:18:37 AM
	Do you need any further assistance on the topic?	1:18:37 AM
Charles Xavier	Yes	1:18:42 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:18:42 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	1:18:42 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	1:18:57 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	1:19:02 AM
	Hello, how are you?	1:19:37 AM
Charles Xavier	Hello, I need follow up assistance regarding a ticket	1:19:58 AM
	775596	1:20:05 AM
Anjainay Singh	As per ticket Laura need assistance in setting up RDP connection, am I right?	1:21:12 AM
	As we have send up the instruction on ticket that admin Brent can download the RDP for Laura from My Portal and can also reset password.	1:23:08 AM
	Are we still connected here?	1:24:06 AM
	Are we still connected here?	1:25:11 AM
	Are we still connected here?	1:26:13 AM
Charles Xavier	I'm here sorry	1:26:27 AM
Anjainay Singh	Please refer this.	1:26:52 AM
Charles Xavier	yes, that part was resolved, thannk you but we now have another issue	1:27:30 AM
	<i>1:27:51 AMCharles Xavier is sharing a file with you</i> Screenshot 2025-09-30 112605.png - (Size:121.02 KB)	1:27:51 AM
Anjainay Singh	We would like to inform you that you are trying to access the QuickBooks company file and you need to contact company file Admin in order to resolve the password related issue.	1:29:50 AM
Charles Xavier	who's the company file admin?	1:30:11 AM
	and why am I being told this now when previously I was informed that it could be done from the ACE portal?	1:30:52 AM
Anjainay Singh	I understand your query; however, the ACE portal is only intended for managing server logins and password resets.	1:32:12 AM
Charles Xavier	I see	1:32:21 AM
	Who should I be contacting then?	1:32:38 AM
Anjainay Singh	QuickBooks login and password reset is managed by QuickBooks Admin.	1:32:47 AM
Charles Xavier	I understand, but who is that admin? name and last name please	1:33:17 AM
Anjainay Singh	Laura . I would request you to contact Brent for confirming the QuickBooks company file details. (Edited)	1:33:44 AM
	We only handle server login details and do not manage company files, as those are maintained by the QuickBooks administrator.	1:35:09 AM
	I will contact Brent on email on your behalf to assist you with this. (Edited)	1:36:15 AM
	Support, Is there anything else I may help you with?	1:36:56 AM

Charles Xavier	not for now, thanks	1:37:37 AM
Anjainay Singh	Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji to share your positive feedback	1:37:53 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:38:06 AM
	I will also share the ticket id with you over the mail once this chat is disconnected.	1:38:12 AM
Anjainay Singh has ended this chat session		1:38:20 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Oct, 10:58:37 PM

#82367 Jake Kauffman
Email: admin@cdt.org 📞 2023682281
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 36 Secs
City: BLOOMFIELD HILLS
State: District Of Columbia
Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 29 Secs

Jake Kauffman	Hello, I am your Acebuddy	8 Oct, 10:58:37 PM
Acebuddy	Hello Jacob Kauffman, I'm your Ace Buddy. I'll be happy to assist you!	10:58:38 PM
	Whom Would You Like to Connect With?	10:58:38 PM
Jake Kauffman	Technical Support (QB & App Hosting)	10:58:45 PM
Acebuddy	Welcome to Ace Support.	10:58:45 PM
	Please chose an option :	10:58:45 PM

Jake Kauffman	I'd like to report an Issue	10:58:54 PM
Acebuddy	Please select an option!	10:58:55 PM
Jake Kauffman	QuickBooks Issue	10:59:00 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:59:00 PM
Jake Kauffman	Other QB related issue	10:59:06 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:59:06 PM
Jake Kauffman	After a recent data migration it appears some information is missing from our quickbooks file. Namely the Journal entry dated 9/2025	11:00:20 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:00:21 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:00:21 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	11:01:42 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	11:01:47 PM
	I deeply apologize for the inconvenience caused to you.	11:01:56 PM
Jake Kauffman	Thanks Abhay!	11:01:57 PM
	No worries!	11:02:03 PM
Abhay Kumar Saraswat	I will be surely assisting you with this.	11:02:10 PM
Jake Kauffman	Great	11:02:17 PM
Abhay Kumar Saraswat	Is this for account: *Center for Democracy & Technology*?	11:02:36 PM
Jake Kauffman	Correct!	11:02:43 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	11:02:52 PM
	Kindly allow me two minutes to check the previous ticket regarding migration.	11:03:09 PM
Jake Kauffman	Sure thing! My colleage originally noticed the latest quickbooks file was missing and someone at AceCloud was able to find it and add it but this recovered file seems to be missing some data.	11:04:28 PM
Abhay Kumar Saraswat	Okay.	11:05:43 PM
	Could you please confirm me the file name?	11:05:50 PM
Jake Kauffman	Yes! Give me just a moment.	11:06:06 PM
Abhay Kumar Saraswat	Sure.	11:07:24 PM
Jake Kauffman	"cdt company file-sz4"	11:07:25 PM
Abhay Kumar Saraswat	Thank you for the information.	11:07:56 PM
Jake Kauffman	Sure thing!	11:09:35 PM

Abhay Kumar Saraswat	So, when you open this file, do you receive any error message, or is it just that some data appears to be missing?	11:09:46 PM
Jake Kauffman	Some data just appears to be missing. No error message. Namely the Journal entry dated 9/2025	11:10:27 PM
Abhay Kumar Saraswat	May I take remote access to your server so that you can show me the issue?	11:11:26 PM
Jake Kauffman	Sure!	11:12:37 PM
Abhay Kumar Saraswat	I can't see you on server.	11:12:46 PM
	Are you on server?	11:12:51 PM
Jake Kauffman	I am not but my colleage is -- username CatherineK	11:13:32 PM
Abhay Kumar Saraswat	No, the user is not active on server.	11:14:25 PM
Jake Kauffman	Okay, let me log in at them!	11:17:21 PM
Abhay Kumar Saraswat	Sure.	11:17:43 PM
	Please take your time.	11:17:49 PM
	Yes, I can see Catherine on server now.	11:19:06 PM
	Do I need to send her the request for remote?	11:20:07 PM
Jake Kauffman	I think you can send it to me	11:20:43 PM
Abhay Kumar Saraswat	Could you please confirm me your username?	11:21:18 PM
	Still I can see only Catherine on server.	11:21:32 PM
Jake Kauffman	Yup! I've signed in as her on my machine	11:21:54 PM
Abhay Kumar Saraswat	Okay.	11:22:02 PM
	Please accept.	11:22:19 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:22:28 PM
	Could you please exit from the QB file and show me from the beginning?	11:23:48 PM
	Okay, so what exactly missing from here?	11:26:22 PM
Jake Kauffman	Sorry, trying to get confirm with my colleage	11:28:06 PM
Abhay Kumar Saraswat	Okay.	11:28:18 PM
	Meanwhile, I would like to inform you that the original file we have transferred already after migration so nothing should be missing from the file end.	11:29:13 PM
Jake Kauffman	Okay so apparently you can see the journal entries for 9/17 and 9/29 but I guess when you log out and log back in, there's data missing so I'm going to try that now.	11:29:32 PM
Abhay Kumar	You are disconnected from the session.	11:30:38 PM

Saraswat		
	11:31:44 PMAbhay Kumar Saraswat is sharing a file with you image.png - (Size:4.7 KB)	11:31:44 PM
	You are talking about this, right?	11:31:52 PM
Jake Kauffman	Correct!	11:32:00 PM
	I think?	11:33:32 PM
	Sorry, I'm the IT guy and I'm getting instructions from one of our accountants!	11:33:56 PM
	It seems like the issue has been resolved! Thank you!	11:34:22 PM
Abhay Kumar Saraswat	I understand your concern. However, the file you have already includes all the available entries. If certain entries appear to be missing on your end, I'm afraid there isn't anything further we can assist with in this regard. I sincerely apologize for the inconvenience.	11:34:56 PM
	Great.	11:35:13 PM
Jake Kauffman	I apologize for inconveineicing you! Thanks for checking it out.	11:35:30 PM
Abhay Kumar Saraswat	No worries.	11:35:34 PM
	Is there anything else I may help you with ?	11:35:41 PM
Jake Kauffman	I think I'm all set! Thanks!	11:35:51 PM
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	11:35:53 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	11:36:01 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:36:05 PM
	Abhay Kumar Saraswat has ended this chat session	11:36:07 PM



Hello, I am your Acebuddy

Visitor Details

14 Oct, 10:30:28 PM

#82594 Daniel Barron

Email: dbarron@dmjtransportation.net ☎ 7246893271

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: 27 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 44 Secs

Daniel Barron	Hello, I am your Acebuddy	14 Oct, 10:30:29 PM
Acebuddy	Hello Daniel Barron, I'm your Ace Buddy. I'll be happy to assist you!	10:30:30 PM
	Whom Would You Like to Connect With?	10:30:30 PM
	Welcome to Ace Support.	10:30:39 PM
	Please chose an option :	10:30:39 PM
Daniel Barron	Technical Support (QB & App Hosting)	10:30:39 PM
	I'd like to report an Issue	10:30:43 PM
Acebuddy	Please select an option!	10:30:43 PM
Daniel Barron	QuickBooks Issue	10:30:47 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:30:47 PM
Daniel Barron	Other QB related issue	10:30:50 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:30:50 PM
Daniel Barron	I need to save a backup copy to upload to my accountant, it's saying there is not enough space on my server to save it? I've done it before	10:31:17 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:31:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:31:18 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	10:31:24 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	10:31:31 PM

	I deeply apologize for the inconvenience caused to you.	10:31:43 PM
	Is this for account: *DMJ Transportatio*n?	10:32:36 PM
Daniel Barron	Yes	10:32:40 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	10:32:52 PM
	Kindly allow me two minutes to check the same.	10:33:15 PM
	Thank you for your patience.	10:36:02 PM
Daniel Barron	Sure	10:36:14 PM
Abhay Kumar Saraswat	Could you please confirm me the file name and the exact path?	10:36:17 PM
Daniel Barron	I'm trying to save it to the DMJ Backup folder	10:37:16 PM
	It's the only QB Data file on my server	10:37:25 PM
	I usually back it up to the file, then use we transfer to send to my accountant.	10:37:40 PM
Abhay Kumar Saraswat	I would like to request you to save the file in Client Data folder.	10:39:27 PM
Daniel Barron	I will try that	10:39:39 PM
Abhay Kumar Saraswat	The reason you’re facing this issue is that you are on a shared server , and the user profile on shared servers has limited storage space. If you have saved multiple files on your Desktop or in the Downloads folder, it may have reached its maximum capacity.	10:39:40 PM
Daniel Barron	That is the error message I am getting.	10:40:10 PM
	I am not seeing a client data folder	10:40:49 PM
	They usually just increase my space to do the transfer.	10:41:02 PM
Abhay Kumar Saraswat	Let me show you.	10:41:30 PM
	May I take the remote access of your server?	10:41:43 PM
Daniel Barron	Please	10:42:09 PM
Abhay Kumar Saraswat	Great.	10:42:17 PM
	Please accept my request.	10:42:26 PM
	So. here is the folder.	10:43:39 PM
Daniel Barron	It won't let you save a back up copy and a regular copy of QB in the same folder	10:43:47 PM
	Client Data has my regular copy	10:43:59 PM
Abhay Kumar Saraswat	Then you can create a backup folder here.	10:44:06 PM
Daniel Barron	Why am i getting the connection problem trying to transfer the QBW file?	10:46:43 PM
Abhay Kumar Saraswat	Could you please try incognito to use wetransfer?	10:47:24 PM
Daniel Barron		

	I'll give it a try.	10:47:51 PM
Abhay Kumar Saraswat	Sure.	10:47:54 PM
Daniel Barron	Same connection Problem	10:49:55 PM
Abhay Kumar Saraswat	There might be some issue with the wetransfer then.	10:50:11 PM
Daniel Barron	IS there another way to transfer? Any idea when it will not have issues?	10:50:34 PM
Abhay Kumar Saraswat	Kindly allow me two minutes to check the same.	10:50:59 PM
	Thank you for your patience.	10:56:26 PM
	I tried to create the link of the same file but getting the same error from my end as well.	10:56:57 PM
	Let me check any alternate of this.	10:57:17 PM
	I apologize for the trouble you’ve experienced.	10:57:25 PM
Daniel Barron	Keep me posted	10:57:36 PM
Abhay Kumar Saraswat	Sure.	10:57:52 PM
	Please allow me few more minutes.	10:58:01 PM
	I apologize for any delay. Thank you for your patience.	11:05:23 PM
	I tried with ACE wetransfer account as well but the wetransfer server is completely down.	11:06:26 PM
	I would like to request you to please try again later the same.	11:07:07 PM
	Are we connected?	11:08:48 PM
	Are we still connected here?	11:10:24 PM
	Are we still connected here?	11:11:24 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	11:12:11 PM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	11:12:14 PM



#82875 nicholas

Email: nicholas@imperialpainting.com 📞 17816985894

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 9 Secs

City: WEST ORANGE

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 45 Secs

nicholas	Hello, I am your Acebuddy	23 Oct, 9:37:56 PM
Acebuddy	Hello Nicholas, I'm your Ace Buddy. I'll be happy to assist you!	9:37:57 PM
	Whom Would You Like to Connect With?	9:37:57 PM
nicholas	Technical Support (QB & App Hosting)	9:43:05 PM
Acebuddy	Welcome to Ace Support.	9:43:05 PM
	Please chose an option :	9:43:05 PM
nicholas	I'd like to report an Issue	9:43:10 PM
Acebuddy	Please select an option!	9:43:10 PM
nicholas	QuickBooks Issue	9:43:14 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:43:14 PM
nicholas	QuickBooks is Frozen	9:43:22 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	9:43:23 PM
	Was that helpful?	9:43:23 PM
nicholas	No	9:43:37 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:43:37 PM
	Acebuddy (bot) forwarded the chat request	9:43:37 PM
nicholas	Hi. We are using the QB desktop app. One of the users emmanuella.i@myrealdata.net is trying to use QB but is getting an error "An empty QB window already exists, so QB will use that window now"	9:44:13 PM
	can you please restart her QB or suggest a solution since it doesnt allow her to log in	9:44:26 PM
	this only affect her, no other users right now	9:44:32 PM
	Karan Bhattacharya accepted the chat transfer request.	9:44:56 PM

Karan Bhattacharya	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.	9:45:49 PM
	I will surely help you with this issue.	9:46:12 PM
	Kindly allow me 4-5 minutes to check the same.	9:46:46 PM
nicholas	ok	9:47:40 PM
Karan Bhattacharya	Thank you for your patience	9:51:38 PM
	I found that Emmanuella is not logged in,please ask the user to login back	9:52:47 PM
nicholas	she uses the remote app by the way	9:52:58 PM
	<i>9:52:59 PMKaran Bhattacharya is sharing a file with you</i> <i>image.png - (Size:30.68 KB)</i>	9:52:59 PM
	not the remote desktopp view	9:53:03 PM
	ill have her log in	9:53:13 PM
	it may be easier you force close her instance though	9:54:32 PM
	oh	9:54:42 PM
	it is working now	9:54:43 PM
	she just said	9:54:45 PM
Karan Bhattacharya	I have already logged her off	9:54:49 PM
	and I can see she has logged in back now	9:55:00 PM
nicholas	thank you	9:55:00 PM
Karan Bhattacharya	please check if she is still facing the issue	9:55:20 PM
nicholas	it is working	9:55:25 PM
	thank you	9:55:25 PM
Karan Bhattacharya	Is there anything else I may help you with ?	9:55:54 PM
nicholas	nope	9:55:58 PM
	thank you	9:55:58 PM
Karan Bhattacharya	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!	9:56:34 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/)	
	<i>Karan Bhattacharya has ended this chat session</i>	9:56:41 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Oct, 7:34:40 PM

#82832 Jamie
Email: operations@ghtransusa.com
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 27 Secs
City: BROOKLYN
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 25 Secs

Jamie	Hello, I am your Acebuddy	22 Oct, 7:34:40 PM
Acebuddy	Hello Jamie, I'm your Ace Buddy. I'll be happy to assist you!	7:34:41 PM
	Whom Would You Like to Connect With?	7:34:41 PM
Jamie	Technical Support (QB & App Hosting)	7:35:10 PM
Acebuddy	Welcome to Ace Support.	7:35:10 PM
	Please chose an option :	7:35:10 PM
Jamie	I'd like to report an Issue	7:35:18 PM
Acebuddy	Please select an option!	7:35:18 PM
Jamie	QuickBooks Issue	7:35:23 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:35:23 PM
Jamie	QuickBooks Login Issue	7:35:28 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	7:35:28 PM
	Was that helpful?	7:35:28 PM
Jamie	No	7:35:45 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	7:35:45 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:35:45 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	7:36:44 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	7:36:56 PM
Jamie	case # 790003	7:37:27 PM
Shubham Maurya	Thank you for the information, please allow few minutes to check the same.	7:38:02 PM
	Thanks for the patience, we checked that "**QB NOT WORKING**" was reported by you please can you share that error image file again over here as it's not accessible on the ticket.	7:41:40 PM
	server name: Qblive06 Business name: GH Trans USA LLC Username :JamieW.q6@myrealdata.net	7:42:47 PM
	<i>7:43:22 PM</i> Jamie is sharing a file with you image.png - (Size:45.97 KB)	7:43:22 PM
	Thanks for the information !	7:44:33 PM
	Please hold on let me make some changes from backend then try to use the app again.	7:44:55 PM
	Thanks for the patience, Please try to use the application now and check.	7:50:28 PM
Jamie	it's good now, thank you	7:51:34 PM
Shubham Maurya	Most welcome !	7:51:45 PM
	Is there anything else I may help you with ?	7:51:47 PM
Jamie	no	7:51:53 PM
Shubham Maurya	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.	7:51:59 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	7:52:02 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:52:04 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Oct, 1:16:28 AM

#82550 ALEX
Email: aparajon@paragonbizsolutions.com 📞 18184820612
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 5 Secs
City: RIVERSIDE
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 44 Secs

ALEX	Hello, I am your Acebuddy	14 Oct, 1:16:28 AM
Acebuddy	Hello Alex, I'm your Ace Buddy. I'll be happy to assist you!	1:16:30 AM
	Whom Would You Like to Connect With?	1:16:30 AM
ALEX	Technical Support (QB & App Hosting)	1:17:52 AM
Acebuddy	Welcome to Ace Support.	1:17:52 AM
	Please chose an option :	1:17:52 AM
ALEX	I'd like to report an Issue	1:17:59 AM
Acebuddy	Please select an option!	1:17:59 AM
ALEX	Other Issue	1:18:10 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:18:10 AM

ALEX	I need the link again as I changed computers so i can access my cloud system	1:18:37 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:18:38 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:18:38 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	1:18:59 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	1:19:05 AM
	I understand your concern Alex so as per my understanding you want to access the server from new machine?	1:20:24 AM
	Are we still connected here?	1:21:20 AM
	Are we still connected here?	1:21:54 AM
	Are we still connected here?	1:22:33 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	1:23:33 AM
	<i>Anjainay Singh has ended this chat session</i>	1:24:13 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Oct, 3:29:19 PM

#82251 Ravi Shah

Email: ravi@yourtaxadvisor.com 📞 +1 9739609951

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: MUMBAI

State: Maharashtra

Country: INDIA

Chat Transcript

Chat Duration : 1 Month 2 Weeks

Ravi Shah	Hello, I am your Acebuddy	6 Oct, 3:29:20 PM
Acebuddy	Hello Ravi Shah, I'm your Ace Buddy. I'll be happy to assist you!	3:29:22 PM
	Whom Would You Like to Connect With?	3:29:22 PM
Ravi Shah	Technical Support (QB & App Hosting)	3:29:28 PM
Acebuddy	Welcome to Ace Support.	3:29:28 PM
	Please chose an option :	3:29:28 PM
Ravi Shah	I'd like to report an Issue	3:29:34 PM
Acebuddy	Please select an option!	3:29:34 PM
Ravi Shah	Other Issue	3:29:39 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:29:39 PM
Ravi Shah	There is space issue in RDC and as of now it shows only 1% left	3:30:06 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:30:07 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:30:07 PM
	<i>Yash Ahi has not responded for the transfer request.</i>	3:32:15 PM
Ravi Shah	Ho can the free space be increased?	3:32:57 PM
	Hi	3:35:36 PM
	Any update?	3:35:40 PM
	<i>Chat request was not picked up by the operators</i>	3:55:17 PM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82218 Rachel Novak

Email: rachel@henssgenhardware.com 📞 15187933593

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Apple iPhone

Browser: Apple Safari

3 Oct, 10:53:40 PM

Device: Mobile
City: FREEDOM
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 10 Secs

Rachel Novak	Hello, I am your Acebuddy	3 Oct, 10:53:40 PM
Acebuddy	Hello Rachel Novak, I'm your Ace Buddy. I'll be happy to assist you!	10:53:41 PM
	Whom Would You Like to Connect With?	10:53:41 PM
Rachel Novak	Technical Support (QB & App Hosting)	10:53:45 PM
Acebuddy	Welcome to Ace Support.	10:53:45 PM
	Please chose an option :	10:53:45 PM
Rachel Novak	I'd like to raise a Request	10:53:52 PM
Acebuddy	Please select your request type.	10:53:52 PM
Rachel Novak	Other Request	10:54:08 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.	10:54:08 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:54:08 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.	11:37:51 PM
Ended due to chat idle timeout		11:37:51 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82386 shanelahaie
Email: shanelahaie@gmail.com ☎ 15082926037
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: 43 Secs

City: TORRINGTON

State: Connecticut

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 8 Mins

shanelahaie	Hello, I am your Acebuddy	9 Oct, 7:09:54 AM
Acebuddy	Hello Shanelahaie, I'm your Ace Buddy. I'll be happy to assist you!	7:09:55 AM
	Whom Would You Like to Connect With?	7:09:55 AM
shanelahaie	Technical Support (QB & App Hosting)	7:10:00 AM
Acebuddy	Welcome to Ace Support.	7:10:00 AM
	Please chose an option :	7:10:00 AM
shanelahaie	I'd like to report an Issue	7:10:05 AM
Acebuddy	Please select an option!	7:10:05 AM
shanelahaie	Other Issue	7:10:09 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:10:09 AM
shanelahaie	cohesion connect is failing and i've been advised to run the repair to fix. i have the installer on the desktop now, but i can't run because i'm not an admin	7:10:45 AM
Acebuddy	Please wait while we connect you to a Support Representative	7:10:45 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:10:46 AM
	<i>Ankit Kumar accepted the chat transfer request.</i>	7:11:25 AM
	<i>Ankit Kumar is transferring the chat to Support(QB & App Hosting).</i>	7:11:43 AM
	<i>Rohan accepted the chat transfer request.</i>	7:11:45 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	7:11:49 AM
	Hello Shane, how are you doing today ?	7:12:05 AM
shanelahaie	hello - i need to run the connectinstaller for cohesion on the desktop to repair the cohesion connect connection	7:12:08 AM
	i'm good! how are you!	7:12:11 AM
Rohan	That's Great. I'm good too, thanks for asking.	7:12:47 AM
shanelahaie	Ticket ID: 770871 was previously open as well!	7:13:04 AM

Rohan	I will surely help you with this issue.	7:13:07 AM
shanelahaie	thank you!	7:13:12 AM
Rohan	Kindly allow me 3-4 minutes to check the same.	7:13:19 AM
	Thank you for the details.	7:15:55 AM
	Shane, we can provide you restricted Admin rights to your user so that you can run the requested application for repairing process.	7:18:28 AM
shanelahaie	awesome!	7:18:52 AM
	let me know when to try. ultimately - cohesion connect is saying that internet connection is not available. so i'm trying to trouble shoot! any help you can provide on what could be happening would be appreciated as well!	7:19:25 AM
Rohan	I'm sharing a disclaimer with you and you need to accept and acknowledge that So that we can provide you Temp Admin rights on the server	7:19:58 AM
shanelahaie	ok	7:20:57 AM
Rohan	I have shared the disclaimer with you, please accept it over the email	7:24:32 AM
	Also, can we take remote access of your server remote session to have a look at this issue once?	7:26:38 AM
shanelahaie	approved	7:27:20 AM
	yes, please take over. i have it open and ready	7:27:32 AM
Rohan	We have not received the email yet.	7:28:02 AM
	Yes, we have received the email now	7:29:35 AM
	We are providing you the restricted admin now	7:29:52 AM
	Temp Restricted Admin rights have been provided to your user. We would request you to please log off and login back to reflect the changes	7:31:28 AM
	Are we still connected here?	7:33:04 AM
	Are we still connected here?	7:34:44 AM
shanelahaie	hi sorry!	7:34:45 AM
	yes i'm here.	7:34:48 AM
Rohan	Thanks for the confirmation !	7:35:03 AM
shanelahaie	logging back in now	7:35:36 AM
Rohan	Please login back	7:35:44 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:36:39 AM
shanelahaie	i'm back and approved	7:36:41 AM
	all closed.	7:36:47 AM
Rohan	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:36:48 AM

	<p>As discussed, we have checked multiple aspects on our end, and everything appears to be functioning correctly. Therefore, we recommend reaching out to the Cohesion Connect support team , as they have the required expertise to assist with this issue.</p> <p>Please let us know a convenient time for the meeting and share the meeting link via email. We will be awaiting your reply.</p>	8:17:49 AM
	<p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p>	8:17:53 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	8:17:55 AM
	<p><i>Rohan has ended this chat session</i></p>	8:17:57 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82508 wahid khan

Email: wahid@thelodestonegroup.com 📞 03102064381

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: 51 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

13 Oct, 1:24:56 AM

Chat Transcript		Chat Duration : 48 Mins 18 Secs
wahid khan	Hello, I am your Acebuddy	13 Oct, 1:24:57 AM
Acebuddy	Hello Wahid Khan, I'm your Ace Buddy. I'll be happy to assist you!	1:24:58 AM
	Whom Would You Like to Connect With?	1:24:58 AM
wahid khan	Technical Support (QB & App Hosting)	1:25:11 AM
Acebuddy	Welcome to Ace Support.	1:25:11 AM
	Please chose an option :	1:25:11 AM
wahid khan	I'd like to report an Issue	1:25:21 AM
Acebuddy	Please select an option!	1:25:21 AM
wahid khan	Other Issue	1:25:27 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:25:27 AM
wahid khan	Hello, I hope you’re doing well! We raised Ticket ID: 782550 to have the QuickBridge UPS connector installed. Your team has responded twice confirming that it has been installed on the server, but when I checked the server, the QuickBridge UPS connector i	1:32:11 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:32:12 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:32:12 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	1:33:29 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	1:33:49 AM
	I will surely help you with this issue.	1:34:19 AM
	Kindly allow me two minutes to check the same.	1:34:24 AM
wahid khan	yes sure	1:36:36 AM
Ashutosh Mishra	We are currently installing the dependencies for the application.	1:37:12 AM
wahid khan	which dependencies?	1:37:32 AM
Ashutosh Mishra	Please check now.	1:37:36 AM
	The associated Microsoft frameworks for the application.	1:37:57 AM
wahid khan	still not showing uyp	1:38:27 AM
	on which server you are installlingi"	1:38:47 AM
Ashutosh Mishra	It is installed on CapeCod	1:39:30 AM
wahid khan	I requested to install that on cape cod Air Grilles server	1:39:33 AM
	does it require me to restart the remote machine';	1:40:21 AM
Ashutosh Mishra	Yes it is installed on the same server.	1:40:48 AM
	<i>1:40:58 AMAshutosh Mishra is sharing a file with you</i>	

	image.png - (Size:6.37 KB)	1:40:58 AM
	The icons look like this	
	Are we still connected here?	1:42:13 AM
	1:42:23 AMwahid khan is sharing a file with you	
	image.png - (Size:205.73 KB)	1:42:23 AM
wahid khan	yes	1:42:39 AM
Ashutosh Mishra	Please let me know your username?	1:42:57 AM
wahid khan	LynnDoherty	1:43:25 AM
Ashutosh Mishra	Please check now.	1:44:14 AM
wahid khan	now there are three icons	1:44:41 AM
	can you remove QB one from the one you added	1:45:07 AM
Ashutosh Mishra	I have removed the additional icon.	1:45:52 AM
wahid khan	no you removed the wrong one	1:46:00 AM
	UPS connector is asking for password	1:46:31 AM
Ashutosh Mishra	You can also simply move the icon to recycle bin.	1:46:37 AM
	May I take the remote access of your server?	1:47:35 AM
	1:47:36 AMwahid khan is sharing a file with you	
	image.png - (Size:22.3 KB)	1:47:36 AM
wahid khan	yes please	1:47:47 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	1:48:13 AM
wahid khan	you can take the access	1:48:34 AM
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.	1:51:18 AM
	So now both the applications are working.	2:10:18 AM
	Are we still connected here?	2:12:15 AM
wahid khan	Okay thank you for the quick help	2:12:36 AM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:13:00 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:13:07 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!	2:13:14 AM

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

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

Ashutosh Mishra has ended this chat session

2:13:16 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Oct, 7:57:52 PM

#82210 btessman
Email: btessman@exp-logistics.com 📞 +1
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 15 Secs
City: URBANDALE
State: Iowa
Country: UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 31 Secs

btessman	Hello, I am your Acebuddy	3 Oct, 7:57:53 PM
Acebuddy	Hello Ben Tessman, I'm your Ace Buddy. I'll be happy to assist you!	7:57:53 PM
	Whom Would You Like to Connect With?	7:57:53 PM
btessman	Technical Support (QB & App Hosting)	7:57:56 PM
Acebuddy	Welcome to Ace Support.	7:57:56 PM
	Please chose an option :	7:57:56 PM
btessman	I'd like to report an Issue	7:58:02 PM

Acebuddy	Please select an option!	7:58:02 PM
btessman	Other Issue	7:58:06 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:58:06 PM
btessman	I am having a hard time transferring a program. It is giving me a permission error.	7:58:25 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:58:26 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:58:26 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:58:43 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:58:47 PM
btessman	Good morning, Manish! Can you please login remotely to our user: EL_Admin (I am in it now)	7:58:54 PM
	This is Ben Tessman of Express Logistics	7:59:03 PM
Manish Singh	May I know what error you are facing?	7:59:06 PM
btessman	Yes, I am moving a downloaded file from the downloads folder to where it needs to be inside of Programs x86 and it is telling me I do not have sufficient priviledges.	7:59:37 PM
	I do believe I have admin access so I am not sure why it's not working properly	7:59:48 PM
	(This is a third party app we have been extensively troubleshooting relating to Ace ticket #768982)	8:00:26 PM
Manish Singh	Kindly allow me two minutes to check the same.	8:01:02 PM
btessman	Thanks	8:01:09 PM
Manish Singh	May I take the remote access of your server?	8:03:21 PM
	Are we still connected here?	8:06:33 PM
btessman	yes sir	8:07:32 PM
Manish Singh	May I take the remote access of your server?	8:07:40 PM
btessman	please login to el_admin I am ready	8:07:41 PM
	yes	8:07:43 PM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	8:07:46 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:08:07 PM
btessman	in the right window, the QBARMG orange app	8:08:07 PM
	needs to move to the left window	8:08:13 PM
	<i>8:16:46 PMManish Singh is sharing a file with you</i> <i>image.png - (Size:43.05 KB)</i>	8:16:46 PM
	<i>As I can check its already there</i>	
	Why is my window showing otherwise?	8:17:44 PM
Manish Singh		8:18:55 PM

	To better assist you can we arrange a call with the agent who is working on this already?	
btessman	ok	8:19:38 PM
Manish Singh	May I have your contact number and preferred time?	8:19:55 PM
btessman	5155186232 and asap would be preferred. Thank you Manish	8:20:10 PM
Manish Singh	It will take around 30-35 minutes, Ben	8:20:29 PM
	Will that work for you?	8:21:01 PM
btessman	sure, thank you	8:21:08 PM
Manish Singh	Is there anything else I may help you with ?	8:21:12 PM
btessman	Actually, please schedule for T-2hrs	8:21:24 PM
	My team needs to do some work and that time will allow them to complete it.	8:21:36 PM
Manish Singh	Sure after 2 hours we will call you and assist you accordingly.	8:21:55 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:22:50 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!	8:23:02 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/)	
<i>Manish Singh has ended this chat session</i>		8:23:24 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82808 Clay Lomax

Email: claylomax@gmail.com 📞 19162762529

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

22 Oct, 12:02:10 AM

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 33 Secs

City: RICHMOND

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 36 Secs

Clay Lomax	Hello, I am your Acebuddy	22 Oct, 12:02:11 AM
Acebuddy	Hello Clay Lomax, I'm your Ace Buddy. I'll be happy to assist you!	12:02:12 AM
	Whom Would You Like to Connect With?	12:02:12 AM
Clay Lomax	Technical Support (QB & App Hosting)	12:02:19 AM
Acebuddy	Welcome to Ace Support.	12:02:19 AM
	Please chose an option :	12:02:19 AM
Clay Lomax	I'd like to report an Issue	12:02:25 AM
Acebuddy	Please select an option!	12:02:25 AM
Clay Lomax	Other Issue	12:02:31 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:02:31 AM
Clay Lomax	I cannot connect to cloud	12:02:43 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:02:43 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:02:43 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	12:04:12 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	12:04:20 AM
Clay Lomax	Great	12:04:41 AM
	I can not get into the cloud it seems to be having a connection issue	12:05:17 AM
Anjainay Singh	I understand your concern Clay and assure you the best possible resolution for it.	12:06:05 AM
	Could you please confirm since when you are facing this issue?	12:06:19 AM
Clay Lomax	I have tried several times over the past couple hours	12:06:52 AM
Anjainay Singh	It means you were able to access the server before it without any issues?	12:07:32 AM
Clay Lomax	I was on yesterday afternoon with no issues	12:07:58 AM
	I have not been able to get on today at all	12:08:11 AM
Anjainay Singh	I understand your concern and we will cooperatively resolve it .	12:08:45 AM

	May I take the remote access of your local computer?	12:08:53 AM
Clay Lomax	yes please	12:09:00 AM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	12:09:19 AM
Clay Lomax	done	12:09:25 AM
Anjainay Singh	https://assist.acecloudhosting.com/join/3612285197	12:09:45 AM
	Please copy this URL at your local machine browser and download the remote session file.	12:10:06 AM
	Click on the downloaded file and select Accept and continue.	12:10:34 AM
	We are connected.	12:10:46 AM
	As we are connected on remote session I would request you to please stay connected on chat as well.	12:11:09 AM
	As issue has been resolve on remote session and I also request you please access the server from newly configured RDP saved with name new	12:18:51 AM
	I will also share the ticket id with you over the mail once this chat is disconnected.	12:19:19 AM
Clay Lomax	will do	12:19:20 AM
Anjainay Singh	Please also share your positive feedback by clicking smiling emoji.	12:19:39 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:19:43 AM
	<i>Anjainay Singh has ended this chat session</i>	12:19:47 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82794 Laura Baker

Email: admin@wiseproductsinc.com 📞 9032277882

Department: Support(QB & App Hosting)

Operator: Dushyant

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 29 Secs

City: HONEY GROVE

21 Oct, 8:39:37 PM

State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 28 Mins 59 Secs

Laura Baker	Hello, I am your Acebuddy	21 Oct, 8:39:37 PM
Acebuddy	Hello Laura Baker, I'm your Ace Buddy. I'll be happy to assist you!	8:39:38 PM
	Whom Would You Like to Connect With?	8:39:38 PM
Laura Baker	Technical Support (QB & App Hosting)	8:39:44 PM
Acebuddy	Welcome to Ace Support.	8:39:44 PM
	Please chose an option :	8:39:44 PM
Laura Baker	I'd like to report an Issue	8:39:51 PM
Acebuddy	Please select an option!	8:39:51 PM
Laura Baker	QuickBooks Issue	8:39:55 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:39:55 PM
Laura Baker	Other QB related issue	8:40:01 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:40:01 PM
Laura Baker	I am having trouble with price rules in inventory Items. It is automactially changing the base price when it's not met the rule I have put on there	8:40:45 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:40:46 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:40:46 PM
	<i>Dushyant accepted the chat transfer request.</i>	8:40:55 PM
Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.	8:40:59 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:41:22 PM
Laura Baker	I don't know what my server name would be. Would that be the business?	8:41:56 PM
Dushyant	Yes, correct	8:42:04 PM
Laura Baker	Wise Products	8:42:08 PM
	Laura Baker or admin@wiseproductsinc.com?	8:42:20 PM
Dushyant	Thank you for the information.	8:42:44 PM
	Is the issue is in the quickbooks, or could you more elaborate the issues so that i can try my best to fix your issues ASAP.	8:43:19 PM
Laura Baker	Can you call me and we can do a screen share so I can show you? its a error in quickbooks	8:43:39 PM
Dushyant	Yes, we can arrange a callback, This is the chat support, you can still share your screen and show me the issues with in the quickbooks.	8:44:27 PM

	May I take the remote access of your local computer?	8:44:37 PM
Laura Baker	yes	8:44:50 PM
Dushyant	Sounds good.	8:44:58 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:45:06 PM
Laura Baker	ok	8:45:11 PM
Dushyant	https://assist.acecloudhosting.com/join/5282014865	8:45:30 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:48:24 PM
Laura Baker	ok	8:50:13 PM
	I was typing in the remote section and the text window disappered	8:51:35 PM
Dushyant	and i was typing on the remote session.	8:51:56 PM
	No problem, we can still do the chat over this chat session too.	8:52:11 PM
	<div>seems like this is related to internal working of QB</div>	8:52:20 PM
Laura Baker	ok can you help me download the tool hub app so they can try to help me	8:52:39 PM
Dushyant	Sure, will do over the remote session.	8:53:04 PM
Laura Baker	also they said to make sure my file is local so they can access it. I am not for sure what that means	8:53:23 PM
Dushyant	This is from Intuit support right?	8:53:47 PM
Laura Baker	yes	8:53:53 PM
Dushyant	Okay, as checked remote session is showing failed right now.	8:54:08 PM
	I can share you another link to share your screen, from where we can download the tool hub	8:54:27 PM
Laura Baker	they said I needed the hosting site to download the tool app and make sure my file is local.	8:54:32 PM
	okay	8:54:33 PM
Dushyant	https://assist.acecloudhosting.com/join/5672349285	8:55:10 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:59:47 PM
	Thank you for your patience.	9:03:46 PM
	Is there anything else I may help you with ?	9:03:49 PM
	Are we still connected here?	9:05:42 PM
	Are we still connected here?	9:07:26 PM
	Are we still connected here?	9:08:27 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.

9:08:35 PM

Dushyant has ended this chat session

9:08:38 PM

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Oct, 2:48:09 PM

#82523 michael

Email: michael@silversfs.com 📞 18187184643

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 1 Min 11 Secs

City: JERUSALEM

State: Hamerkaz

Country: ISRAEL

Chat Transcript

Chat Duration : 18 Mins 13 Secs

michael	Hello, I am your Acebuddy	13 Oct, 2:48:09 PM
Acebuddy	Hello Michael, I'm your Ace Buddy. I'll be happy to assist you!	2:48:11 PM
	Whom Would You Like to Connect With?	2:48:11 PM
michael	Technical Support (QB & App Hosting)	2:48:15 PM
Acebuddy	Welcome to Ace Support.	2:48:15 PM
	Please chose an option :	2:48:15 PM
michael	I'd like to report an Issue	2:48:29 PM
Acebuddy	Please select an option!	2:48:29 PM
michael	Other Issue	2:48:33 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:48:33 PM

michael	Server not connecting for staff	2:48:48 PM
Acebuddy	Please wait while we connect you to a Support Representative	2:48:49 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:48:49 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	2:48:59 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	2:49:10 PM
	I deeply apologize for the inconvenience caused to you.	2:49:44 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:49:53 PM
michael	Please check the server for my staff member Prachi Silversfs_6_fsi	2:50:17 PM
	She tries to log on and it just keeps saying please wait	2:50:23 PM
	Her username is silversfs_6_fsi	2:50:46 PM
	I am the owner of Michael silvers	2:50:53 PM
Vikas Singh Chauhan	Let me check, I am connecting to the server.	2:51:10 PM
michael	Ok	2:51:20 PM
	Also when her server is down she is unable to contact support. She lives in India so can you please provide me with a customer support number in India so she can contact support directly next time	2:52:36 PM
Vikas Singh Chauhan	Sure, The direct 24X7 support number is 8884155240.	2:54:08 PM
michael	What about an Indian local phone number	2:54:25 PM
Vikas Singh Chauhan	This is the only support number available and she can reach out to us anytime or she can initiate a chat session as well.	2:55:11 PM
michael	Ok	2:55:23 PM
	Do you have any update on the server access for her?	2:55:30 PM
Vikas Singh Chauhan	Upon checking the server, I can confirm that she is currently logged in.	2:57:03 PM
	<i>2:57:15 PMVikas Singh Chauhan is sharing a file with you</i> <i>image.png - (Size:102.27 KB)</i>	2:57:15 PM
michael	Can you please force log her off and try to lock her in again	2:57:39 PM
	She told me that she is unable to log in	2:57:44 PM
Vikas Singh Chauhan	Okay, I can log off her but she need to login herself again.	2:58:30 PM
	Are we still connected here?	3:00:35 PM
	Are we still connected here?	3:02:08 PM
	Are we still connected here?	3:04:38 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	3:06:20 PM
	<i>Vikas Singh Chauhan has ended this chat session</i>	3:06:23 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Oct, 9:58:26 PM

#82217 linsey hempel
Email: linsey@thepinnaclecompanies.com ☎ 19708525989
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: 10 Secs
City: FRISCO
State: Colorado
Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 32 Secs

linsey hempel	Hello, I am your Acebuddy	3 Oct, 9:58:26 PM
Acebuddy	Hello Linsey Hempel, I'm your Ace Buddy. I'll be happy to assist you!	9:58:27 PM
	Whom Would You Like to Connect With?	9:58:27 PM
linsey hempel	Technical Support (QB & App Hosting)	9:58:29 PM
Acebuddy	Welcome to Ace Support.	9:58:29 PM
	Please chose an option :	9:58:29 PM
linsey hempel	I'd like to report an Issue	9:58:43 PM
Acebuddy	Please select an option!	9:58:43 PM
linsey hempel	Other Issue	9:58:47 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:58:47 PM
linsey hempel	app doesn't work	9:58:55 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:58:55 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	9:58:55 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:59:00 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:59:15 PM
linsey hempel	This is still not working	9:59:21 PM
Shashwat Verma	Hello lensey , we are waiting to open your pc (Edited)	9:59:28 PM
linsey hempel	we were disconnected	9:59:29 PM
	HELP	9:59:30 PM
	It is open	9:59:38 PM
Shashwat Verma	I will surely help you with this issue.	9:59:38 PM
	https://assist.acecloudhosting.com/join/2482014063	9:59:50 PM
	Kindly Click on the link and open the downloaded file.	9:59:55 PM
	Kindly use this new link please	10:00:02 PM
linsey hempel	done	10:00:06 PM
Shashwat Verma	We are connected	10:00:19 PM
	As per the remote session, we have configured both rdp and ace connect via IP	10:16:54 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:16:56 PM
	<i>Shashwat Verma has ended this chat session</i>	10:16:59 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details ----- 23 Oct, 12:55:01 AM

#82846 Bryan Kochis
Email: webmaster@brewingscience.com ☎ 719-650-4602
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: 57 Secs

City: WOODLAND PARK

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 5 Mins

Bryan Kochis	Hello, I am your Acebuddy	23 Oct, 12:55:02 AM
Acebuddy	Hello Bryan Kochis, I'm your Ace Buddy. I'll be happy to assist you!	12:55:02 AM
	Whom Would You Like to Connect With?	12:55:02 AM
Bryan Kochis	Technical Support (QB & App Hosting)	12:55:07 AM
Acebuddy	Welcome to Ace Support.	12:55:07 AM
	Please chose an option :	12:55:07 AM
Bryan Kochis	I'd like to report an Issue	12:55:12 AM
Acebuddy	Please select an option!	12:55:12 AM
Bryan Kochis	Other Issue	12:55:16 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:55:16 AM
Bryan Kochis	Office 365 license issue	12:55:29 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:55:30 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:55:30 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	12:56:33 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	12:56:38 AM
	Hello Bryan	12:56:45 AM
Bryan Kochis	Hey Sujeet ... Can you check our account? We're supposed to have an Office 365 (or maybe just Outlook) license for 2 of our users. One (myrealddata/TheresaT) is logged out of Microsoft and Outlook says "non-commercial use only".	12:58:07 AM
	server is BSI.myrealddata.net	12:58:19 AM
Sujeet Kumar Suman	Sure, I can help with that. Let me look into it for you.	12:58:32 AM
	Thank you for the information and allow 2 minutes to check the same.	12:58:42 AM
	Could you please share a screenshot of the prompt that appears when you click on it?	12:59:16 AM
	<i>1:00:25 AM</i> <i>Bryan Kochis is sharing a file with you</i> Outlook issue 1.jpg - (Size:299.58 KB)	1:00:25 AM
	Thank you for the screenshot.	1:00:45 AM
Bryan Kochis	We have our own Office 365 licenses, but I tried that & it said that since were in a share computing	

	environment it couldn't be used. So I assume it needs to be from ACE.	1:01:19 AM
	Our other user ChrisCor is not having this issue with Outlook	1:01:44 AM
Sujeet Kumar Suman	Sure, I can help with that.	1:03:13 AM
	May I take remote access of Theresa Tucker’s local computer? (Edited)	1:03:25 AM
	Are we still connected here?	1:05:14 AM
Bryan Kochis	yes	1:05:37 AM
Sujeet Kumar Suman	Thanks for response.	1:06:07 AM
Bryan Kochis	I am logged in as Theresa right now. Do you want me to get out?	1:06:28 AM
Sujeet Kumar Suman	There’s no need, I will connect directly to Theresa Tucker’s server via remote session. Please ask Theresa Tucker to approve the remote-access prompt on her server when it appears so we can complete the connection	1:07:42 AM
Bryan Kochis	Issue the remote again. I don't see it.	1:09:15 AM
Sujeet Kumar Suman	We tried to connect to Theresa Tucker’s server, but she denied the remote access request.	1:09:27 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.	1:09:46 AM
Bryan Kochis	She should be using a license provided by ACE	1:11:33 AM
Sujeet Kumar Suman	Thank you for the information.	1:11:51 AM
Bryan Kochis	That one ... Theresa.t@brewingscience.onmicrosoft.com ...was added by me. But it wouldn't accept it. That's here license for Office 365 on her workstation.	1:13:01 AM
Sujeet Kumar Suman	We just checked and found that the O365 App for Enterprise is licensed by us. We also verified that Theresa_Tucker@BrewingscienceInstitute.onmicrosoft.com is the correct credential for Theresa Tucker’s O365 account.	1:15:05 AM
	Thank you for your patience, Bryan	1:18:21 AM
	Please enter the password for email id Theresa_Tucker@BrewingscienceInstitute.onmicrosoft.com	1:19:03 AM
Bryan Kochis	I'm not sure I understand. I don't have that password. I have never seen that user. Is that one registered with Microsoft in a separate Office admin account that ACE set up for us?	1:19:38 AM
	The only email this Outlook account uses is billing@brewingscience.com. Two of our ACE users use Outlook to access this 1 email account.	1:20:42 AM
Sujeet Kumar Suman	Yes.We need to reset the password for the email ID. For that, we require authentication over email so we can proceed accordingly.	1:21:39 AM
Bryan Kochis	If you guys set up Theresa_Tucker@BrewingscienceInstitute.onmicrosoft.com then I don't know if I have that password. You should have that license info as we pay you for it.	1:25:34 AM
	Talking with Teresa now	1:26:55 AM
	1:27:55 AMSujeet Kumar Suman is sharing a file with you image.png - (Size:7.24 KB)	

	<p>Yes, we checked and found that the correct email ID is Theresa_Tucker@BrewingscienceInstitute.onmicrosoft.com.</p> <p>It appears that Theresa mistakenly typed the user ID from the server and combined it with the Office 365 email ID.</p> <p>The correct email ID to use is: Theresa_Tucker@BrewingscienceInstitute.onmicrosoft.com.</p>	1:27:55 AM
	<p>1:29:10 AM</p> <p>Sujeet Kumar Suman is sharing a file with you</p> <p>image.png - (Size:12.74 KB)</p> <p>Theresa is trying to log into the wrong email ID on the outlook account.</p>	1:29:10 AM
	<p>Ok so PWD is BSI@Qbs=716</p>	1:29:37 AM
Sujeet Kumar Suman	<p>Let me check.</p>	1:30:30 AM
	<p>I believe this is the server login password.</p>	1:31:06 AM
Bryan Kochis	<p>No that's what I was given for that email ID you provided</p> <p>Theresa_Tucker@BrewingscienceInstitute.onmicrosoft.com</p>	1:31:49 AM
	<p>Sorry about the confusion. This info was just provided to me.</p>	1:32:12 AM
Sujeet Kumar Suman	<p>The remote session was disconnected. We are unable to see Theresa's screen.</p>	1:32:38 AM
Bryan Kochis	<p>Working on it</p>	1:33:11 AM
Sujeet Kumar Suman	<p>No worries if you don't remember the password for</p> <p>`Theresa_Tucker@BrewingscienceInstitute.onmicrosoft.com`. We will send you an email for authentication to reset the password. Please authorize it so we can provide you with the password for</p> <p>`Theresa_Tucker@BrewingscienceInstitute.onmicrosoft.com`.</p>	1:34:35 AM
Bryan Kochis	<p>I just gave you the password ... BSI@Qbs=716</p>	1:35:08 AM
Sujeet Kumar Suman	<p>I believe that password is for Theresa's server account login.</p>	1:35:27 AM
Bryan Kochis	<p>Tyring to figure out why I'm disconnected from the remote as well</p>	1:35:28 AM
Sujeet Kumar Suman	<p>Not for the Outlook credentials.</p>	1:35:41 AM
Bryan Kochis	<p>No that's not. Her server pwd is different. I can provide that if you need it.</p> <p>Ok Im trying to login to Outlook now. Is this Theresa_Tucker@BrewingscienceInstitute.onmicrosoft.com email a work or personal account?</p>	1:35:45 AM 1:39:46 AM
Sujeet Kumar Suman	<p>Sure, please try.</p> <p>Work Account.</p>	1:40:11 AM
Bryan Kochis	<p>I did but then it asked me to set up Authenticator</p>	1:41:57 AM
Sujeet Kumar Suman	<p>Please proceed accordingly.</p>	1:43:01 AM
Bryan Kochis	<p>Cant we turn that off? This is for an employee. She doesnt need that.</p>	1:44:14 AM
Sujeet Kumar Suman	<p>If you no need, please skip that option. (Edited)</p>	1:44:43 AM
Bryan Kochis	<p>It says "Your organization requires" it</p>	1:45:12 AM
Sujeet Kumar Suman	<p>Could you please confirm where you are trying to log into Outlook?</p>	1:46:12 AM
Bryan Kochis	<p>I'm on myrealdata\TheresaT</p>	1:46:30 AM

	Logged into the ACE server	1:46:37 AM
Sujeet Kumar Suman	Okay,mMay I take the remote access of your server?	1:47:00 AM
Bryan Kochis	sure	1:47:05 AM
Sujeet Kumar Suman	Thanks for the confirmation !	1:47:15 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.	1:47:33 AM
	Hello Bryan	1:53:20 AM
	You will need to download the Microsoft Authenticator app or the Google Authenticator app.	1:53:52 AM
Bryan Kochis	Since when is this required? Our employees have never had to do this before with these accounts.	1:54:36 AM
Sujeet Kumar Suman	Microsoft recently changed the policy. The authenticator will be requested only once when you log into the account; after that, it will not ask for authentication again.	1:55:55 AM
Bryan Kochis	Sigh. Ill use Google Authenticator and set it up now.,,,	1:55:59 AM
Sujeet Kumar Suman	Okay, that's great!	1:56:18 AM
Bryan Kochis	Alright signed in	1:57:10 AM
Sujeet Kumar Suman	Thanks for the confirmation !	1:57:16 AM
Bryan Kochis	Looks like its good	1:57:55 AM
	billing@ is the correct email	1:59:04 AM
	I think its good	1:59:10 AM
Sujeet Kumar Suman	Thanks for the confirmation !	1:59:20 AM
	Is there anything else I may help you with ?	1:59:23 AM
Bryan Kochis	No.	1:59:45 AM
Sujeet Kumar Suman	Thanks for the confirmation !	1:59:53 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.	1:59:58 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:00:06 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	2:00:08 AM



Chat Transcript

Hi. One of my users, Kleslie, is unable to access one of our applications correctly, Drake 24. It is working correctly on Sburke. We have closed it out. Restarted everything and still not able to get hers to work. Please help.

9 Oct, 8:33:23 PM

Visitor Details

#82409 Scott Burke
Email: dsburkecpa@gmail.com 📞 8594332299
Department: Support(QB & App Hosting)
Operator: Sanyam Madan
Website: https://www.acecloudhosting.com/ace-support/
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 2 Mins 52 Secs
City: GEORGETOWN
State: Kentucky
Country: UNITED STATES

Chat Duration : 1 Hour 27 Mins

Chat Transcript

Scott Burke	Hi. One of my users, Kleslie, is unable to access one of our applications correctly, Drake 24. It is working correctly on Sburke. We have closed it out. Restarted everything and still not able to get hers to work. Please help.	9 Oct, 8:33:23 PM
Siddhant	Thank you for contacting ACE. My name is Siddhant. I will be assisting you further.	8:33:26 PM
	Hi Scott, I am transferring the chat to the support team. They will assist you further.	8:33:59 PM
Scott Burke	Thank you	8:34:04 PM
	Siddhant is transferring the chat to Support(QB & App Hosting).	8:34:11 PM
	Shubham Maurya accepted the chat transfer request.	8:35:09 PM
	Shubham Maurya is transferring the chat to Sanyam Madan.	8:35:30 PM

	<i>Sanyam Madan accepted the chat transfer request.</i>	8:35:38 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	8:35:44 PM
	Hello Scott , how are you doing today	8:35:59 PM
Scott Burke	I am fine	8:36:05 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:36:10 PM
Scott Burke	i think it is scottburke@myrealdata.net	8:36:54 PM
	the user name is Kleslie that we are having issues with	8:37:06 PM
	or kaylaleslie	8:37:46 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	8:37:55 PM
	May I take the remote access of Kleslie's server?	8:39:43 PM
Scott Burke	yes	8:39:48 PM
	does she need to login	8:40:07 PM
Sanyam Madan	Yes , she needs to login and accept the remote access request	8:40:31 PM
Scott Burke	ok she has logged on	8:41:07 PM
Sanyam Madan	We are connected	8:42:00 PM
Scott Burke	Are you still connected? That didn't work.	8:57:39 PM
Sanyam Madan	We are connected and we are currently troubleshooting drake	9:12:50 PM
	As per discussion over the remote session, The issue has been resolved.	10:00:23 PM
	Since the chat is disconnected and user has confirmed that issue has been resolved , we will be closing this chat	10:01:07 PM
	<i>Sanyam Madan has ended this chat session</i>	10:01:09 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82255 LESLIE STEPHENS

Email: stephenshardwood@highland.net 📞 14236632564

Department: Support(QB & App Hosting)

6 Oct, 7:26:47 PM

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 42 Secs
City: PINE KNOT
State: Kentucky
Country: UNITED STATES

Chat Transcript

Chat Duration : 43 Mins 4 Secs

LESLIE STEPHENS	Hello, I am your Acebuddy	6 Oct, 7:26:47 PM
Acebuddy	Hello Leslie Stephens, I'm your Ace Buddy. I'll be happy to assist you!	7:26:48 PM
	Whom Would You Like to Connect With?	7:26:48 PM
LESLIE STEPHENS	Technical Support (QB & App Hosting)	7:26:53 PM
Acebuddy	Welcome to Ace Support.	7:26:53 PM
	Please chose an option :	7:26:53 PM
LESLIE STEPHENS	I'd like to report an Issue	7:26:58 PM
Acebuddy	Please select an option!	7:26:59 PM
LESLIE STEPHENS	Other Issue	7:27:03 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:27:03 PM
LESLIE STEPHENS	When opening the server it is just a black screen.	7:27:18 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:27:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:27:18 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	7:27:26 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	7:27:54 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:30:20 PM
LESLIE STEPHENS	SH_Admin.NENT1@myrealdata.net	7:31:03 PM
Shubham Maurya	Thank you for the information please allow few minutes to check this.	7:31:46 PM
	From how long you are facing this issue and how many users are getting this black screen?	7:32:16 PM
LESLIE STEPHENS	I only know of myself and it started this morning. It was fine on Friday.	7:32:50 PM
Shubham Maurya	Okay, we just checked the server is up and accessible from our end. Please try to login again after performing a system reboot of your local machine to clear all cache files.	7:36:15 PM
LESLIE STEPHENS	Okay. Thank you.	7:36:28 PM

Shubham Maurya	You are most welcome, if you want you can try to reconnect over this chat and let us know if it's working now.	7:38:43 PM
	Are we still connected here?	7:50:07 PM
	Are we still connected here?	7:57:29 PM
	Are we still connected here?	8:02:57 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.	8:09:50 PM
	<i>Shubham Maurya has ended this chat session</i>	8:09:52 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Oct, 4:12:44 AM

#82994 Erica Shepp
Email: ericashepp@gmail.com 📞 435-669-9793
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: COLORADO CITY
State: Arizona
Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 58 Secs

Erica Shepp	Hello, I am your Acebuddy	28 Oct, 4:12:44 AM
Acebuddy	Hello Erica Shepp, I'm your Ace Buddy. I'll be happy to assist you!	4:12:45 AM
	Whom Would You Like to Connect With?	4:12:45 AM
Erica Shepp	Technical Support (QB & App Hosting)	4:12:52 AM
Acebuddy	Welcome to Ace Support.	4:12:52 AM

	Please chose an option :	4:12:52 AM
Erica Shepp	I'd like to report an Issue	4:12:56 AM
Acebuddy	Please select an option!	4:12:57 AM
Erica Shepp	Password Reset	4:13:00 AM
Acebuddy	Please select an option below	4:13:00 AM
Erica Shepp	Already Enrolled to Selfcare Portal	4:13:06 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	4:13:06 AM
	Do you need any further assistance on the topic?	4:13:06 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	4:46:43 AM

Ended due to chat idle timeout

4:46:43 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Oct, 10:51:55 PM

#82803 VALENTINA

Email: valentina@qualityproduceinc.com

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 51 Secs

City: MIAMI

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 32 Secs

VALENTINA	Hello, I am your Acebuddy	21 Oct, 10:51:55 PM

Acebuddy	Hello Valentina, I'm your Ace Buddy. I'll be happy to assist you!	10:51:56 PM
	Whom Would You Like to Connect With?	10:51:56 PM
VALENTINA	Technical Support (QB & App Hosting)	10:52:03 PM
Acebuddy	Welcome to Ace Support.	10:52:03 PM
	Please chose an option :	10:52:03 PM
VALENTINA	I'd like to report an Issue	10:52:10 PM
Acebuddy	Please select an option!	10:52:10 PM
VALENTINA	QuickBooks Issue	10:52:14 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:52:14 PM
VALENTINA	QuickBooks is Frozen	10:52:18 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	10:52:18 PM
	Was that helpful?	10:52:18 PM
VALENTINA	No	10:52:50 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	10:52:50 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:52:50 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	10:52:55 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	10:53:04 PM
VALENTINA	Hi, can you help me? QuickBooks is frozen.	10:53:11 PM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:53:19 PM
VALENTINA	quality produce	10:53:32 PM
	ValentinaG..... user name	10:53:47 PM
	ValentinaA server name	10:54:02 PM
Shubham Maurya	Thank you for the information, Please allow few minutes to check the same.	10:54:47 PM
VALENTINA	ok	10:54:54 PM
Shubham Maurya	Thanks for the patience, we have ended Quickbooks process from backend, Please check now and let us know are you able to use the app.	10:57:00 PM
VALENTINA	ok thanks	10:57:12 PM
Shubham Maurya	In future pin "QBstopv2" (available on desktop) on taskbar to close quickbooks in such situation.	10:57:47 PM
VALENTINA	no works	10:57:53 PM
	its frozen	10:57:59 PM
	sorry	10:58:11 PM
	everything is fine	10:58:21 PM

	thank you	10:58:25 PM
Shubham Maurya	Thanks for the confirmation.	10:58:46 PM
	Is there anything else I may help you with ?	10:58:48 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	11:00:15 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:00:20 PM

Shubham Maurya has ended this chat session

11:00:28 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82929 Jon

Email: jonathanfox33@gmail.com 📞 3035798116

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 23 Secs

City: CASTLE ROCK

State: Colorado

Country: UNITED STATES

25 Oct, 12:47:19 AM

Chat Transcript

Chat Duration : 15 Mins 31 Secs

Jon	Hello, I am your Acebuddy	25 Oct, 12:47:19 AM
Acebuddy	Hello Jon, I'm your Ace Buddy. I'll be happy to assist you!	12:47:20 AM
	Whom Would You Like to Connect With?	12:47:20 AM
Jon	Technical Support (QB & App Hosting)	12:47:25 AM
Acebuddy	Welcome to Ace Support.	12:47:25 AM
	Please chose an option :	12:47:25 AM
Jon	I'd like to raise a Request	12:47:33 AM
Acebuddy	Please select your request type.	12:47:33 AM
Jon	Other Request	12:47:46 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.	12:47:46 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:47:46 AM
Jon	Yes, I'm facing issues with my server	12:47:54 AM
Acebuddy	Please select an option!	12:47:54 AM
Jon	Other Issue	12:47:59 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:47:59 AM
Jon	cant log in	12:48:07 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:48:08 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:48:08 AM
	<i>Shubham Maurya accepted the chat transfer request.</i>	12:48:23 AM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	12:48:28 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:48:37 AM
Jon	ecovessel.myrealddata.net	12:49:32 AM
Shubham Maurya	Thank you for the information, please allow few minutes to check the same.	12:50:03 AM
Jon	I changed my password, but still can't access	12:52:07 AM
Shubham Maurya	Thanks for the patience, we have checked that your user profile was inactive. Now we have activated it.	12:52:50 AM
	Please login and confirm whether you are able to use the sever or not. (Edited)	12:53:30 AM
	We can see that you're currently logged into the server, is that correct?	12:59:17 AM
	Are we still connected here?	1:01:12 AM
Jon	thanks. all set now	1:01:27 AM
Shubham Maurya	Thanks for the confirmation !	1:01:43 AM

	Is there anything else I may help you with ?	1:01:46 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:02:40 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	1:02:44 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:02:47 AM

Shubham Maurya has ended this chat session

1:02:50 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82437 Hannah Distributor LLC

Email: nverteccasv@gmail.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: SAN SALVADOR

State: San Salvador

Country: EL SALVADOR

Chat Transcript

Chat Duration : 29 Mins 37 Secs

Hannah Distributor LLC	Hello, I am your Acebuddy	10 Oct, 2:11:15 AM
Acebuddy	Hello Hannah Distributor Llc, I'm your Ace Buddy. I'll be happy to assist you!	2:11:16 AM
	Whom Would You Like to Connect With?	2:11:16 AM
Hannah Distributor LLC	Technical Support (QB & App Hosting)	2:11:38 AM
Acebuddy	Welcome to Ace Support.	2:11:38 AM
	Please chose an option :	2:11:38 AM
Hannah Distributor LLC	I'd like to report an Issue	2:12:28 AM
Acebuddy	Please select an option!	2:12:28 AM
Hannah Distributor LLC	QuickBooks Issue	2:12:58 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:12:58 AM
Hannah Distributor LLC	QuickBooks Update	2:13:27 AM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	2:13:27 AM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	2:13:27 AM
	Do you need any further assistance on the topic?	2:13:27 AM
Hannah Distributor LLC	Yes	2:18:52 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:18:52 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:18:52 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	2:19:01 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	2:19:07 AM
Hannah Distributor LLC	An additional question, when we changed from version 22.0 to 24.0, did they also change the access icon? In the case of 24.0 R16, is that not needed?	2:19:22 AM
Anjainay Singh	Surely I will be assisting you with your general query Hannah.	2:20:05 AM
Hannah Distributor LLC	Today they helped us with an update	2:20:09 AM
Anjainay Singh	Please allow me two minutes.	2:20:38 AM
	I would like to inform you that when we update QuickBooks , the access icon remain same.	2:22:16 AM
	Are we still connected here?	2:23:06 AM
Hannah Distributor LLC	yes	2:23:32 AM
Anjainay Singh		

	Please refer this	2:23:59 AM
Hannah Distributor LLC	yes	2:24:25 AM
	remains the same, has not changed	2:24:49 AM
	he icon	2:25:03 AM
Anjainay Singh	When you upgrade from QuickBooks 22 to QuickBooks 2024 a new application get install for QuickBooks 2024 the application icon	2:25:17 AM
Hannah Distributor LLC	and when it moves to 2025, right?	2:26:10 AM
Anjainay Singh	I would like to inform you that QuickBooks has not yet launched the 2025 version for desktop .	2:26:50 AM
	When you will update the application for QuickBooks 2024 a new application version installed	2:27:18 AM
	And, application icon remain same.	2:27:32 AM
	The current QuickBooks version is R16_45	2:28:15 AM
	Are we still connected here?	2:29:07 AM
Hannah Distributor LLC	What version did you update to today?	2:29:40 AM
Anjainay Singh	We have already updated it to R16_45.	2:30:06 AM
Hannah Distributor LLC	This is the latest version	2:30:15 AM
	I have an image that I sent to the support email, can you review that because it gives	2:31:02 AM
	<i>2:31:17 AMAnjainay Singh is sharing a file with you</i> <i>image.png</i> - (<i>Size:20.52 KB</i>)	2:31:17 AM
Anjainay Singh	Sure , please allow me two minutes Hannah.	2:31:44 AM
Hannah Distributor LLC	ok	2:32:17 AM
Anjainay Singh	Could you please provide the snip here on chat?	2:32:19 AM
Hannah Distributor LLC	ok	2:33:20 AM
	<i>2:33:29 AMHannah Distributor LLC is sharing a file with you</i> <i>WhatsApp Image 2025-10-09 at 1.52.30 PM.jpeg</i> - (<i>Size:110.46 KB</i>)	2:33:29 AM
Anjainay Singh	I searched it on google and have provided you the screenshot , and your QuickBooks is already exist with latest version	2:33:57 AM
	I have already fixed it at my end my end , could you please try to relaunch it	2:34:27 AM
Hannah Distributor LLC	will it no longer give that problem?	2:35:22 AM
Anjainay Singh	No Hannah .	2:35:54 AM
	Is there anything else I may help you with ?	2:37:03 AM
	Are we still connected here?	2:37:57 AM

	Are we still connected here?	2:38:28 AM
	Are we still connected here?	2:39:12 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	2:40:14 AM
	Anjainay Singh has ended this chat session	2:40:52 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Oct, 1:58:30 AM

#82856 Onerrira Montalvan
Email: info@documentplanetinc.com 📞 7862779199
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 6 Secs
City: HIALEAH
State: Florida
Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 7 Secs

Onerrira Montalvan	Hello, I am your Acebuddy	23 Oct, 1:58:30 AM
Acebuddy	Hello Onerrira Montalvan, I'm your Ace Buddy. I'll be happy to assist you!	1:58:31 AM
	Whom Would You Like to Connect With?	1:58:31 AM
Onerrira Montalvan	Technical Support (QB & App Hosting)	1:59:15 AM
Acebuddy	Welcome to Ace Support.	1:59:15 AM
	Please chose an option :	1:59:15 AM
Onerrira Montalvan	I'd like to report an Issue	1:59:27 AM

Acebuddy	Please select an option!	1:59:27 AM
Onerrira Montalvan	QuickBooks Issue	1:59:31 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:59:32 AM
Onerrira Montalvan	QuickBooks Update	1:59:53 AM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	1:59:53 AM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	1:59:53 AM
	Do you need any further assistance on the topic?	1:59:53 AM
Onerrira Montalvan	Yes	2:00:15 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:00:15 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:00:15 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	2:00:31 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	2:00:34 AM
	Hello	2:00:37 AM
	I will surely help you with this issue.	2:01:32 AM
Onerrira Montalvan	Hello, good afternoon Shashwat, happy to meet u, allow me to explain my issue	2:01:55 AM
Shashwat Verma	Happy to connect with you, kindly gohead!	2:02:13 AM
	Are you facing issue with QB update?	2:02:45 AM
Onerrira Montalvan	yes, well the thing is that I have a computer where I installed this new QuickBooks update, the ACE Cloud application,however, when I try to log in and manage to access the QuickBooks server, I get an alert that says: "The system theme settings have changed. You must restart your application to apply those settings," and then it kicks me out of the page when I click OK., do you think you could help me?	2:05:19 AM
Shashwat Verma	I will surely help you with this issue.	2:05:44 AM
	Could you please share a screenshot of the prompt that appears when you click on it?	2:05:54 AM
Onerrira Montalvan	thanks ,happy to hear that	2:06:04 AM
	yeah sure	2:06:09 AM
	give a few minutes please, do u think u could hang in there ?	2:06:47 AM
Shashwat Verma	Sure, please take your time	2:06:49 AM
Onerrira Montalvan	thanks	2:08:24 AM
	<i>2:09:51 AMOnerrira Montalvan is sharing a file with you</i> <i>issue qb.jpg - (Size:1.64 MB)</i> <i>there it is</i>	2:09:51 AM

Shashwat Verma	Okay	2:10:21 AM
Onerrira Montalvan	After that, it automatically logs me out	2:11:25 AM
Shashwat Verma	Try now to access the Qb again	2:11:52 AM
Onerrira Montalvan	Sure , btw this only happens in just one of my computers	2:12:37 AM
Shashwat Verma	Okay, try now!	2:12:44 AM
Onerrira Montalvan	let me try	2:12:49 AM
Shashwat Verma	Have you open that?	2:15:34 AM
Onerrira Montalvan	Okay, now the warning no longer appears,but I tried opening a company and it logged me out of the session again after a few seconds,the second time, I tried logging in again and the same thing happened, even though I didn't do anything I just logged in, and after a few seconds, it logged me out	2:16:15 AM
Shashwat Verma	Let me have the access of your screen	2:16:25 AM
Onerrira Montalvan	ups okey, there's a littler issue, I'm not texting you from that same computer	2:17:08 AM
Shashwat Verma	No issue, will get the access of server side directly on the affected pc	2:17:38 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	2:17:46 AM
Onerrira Montalvan	I could give the access but this computer does not have any issue in that matter	2:18:13 AM
Shashwat Verma	.	2:18:21 AM
Onerrira Montalvan	Sure give a sec	2:18:24 AM
Shashwat Verma	Kindly accept the invite	2:18:54 AM
Onerrira Montalvan	sure	2:19:06 AM
	question, how would u send the link?by email maybe?	2:20:16 AM
Shashwat Verma	Invite is getting prompted on the server side, the pc from which you are trying to have the server access.	2:20:18 AM
Onerrira Montalvan	ok,let me check	2:20:41 AM
Shashwat Verma	Let me share you the link, looks like you are unable to connect through server side	2:22:21 AM
	https://assist.acecloudhosting.com/join/1952202774	2:22:40 AM
	Kindly Click on the link and open the downloaded file.	2:22:43 AM
	Kindly expedite the process, if possible!	2:23:12 AM
Onerrira Montalvan	sure	2:23:44 AM
Shashwat Verma	Kindly use the link on the affected pc	2:24:21 AM
Onerrira Montalvan	installing now	2:24:23 AM
Shashwat Verma	We have shared you the link on the remote session to get it pasted on the affected pc, meanwhile we are closing this chat meanwhile.	2:30:32 AM
	<i>Shashwat Verma has ended this chat session</i>	2:30:38 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Oct, 7:56:03 PM

#82355 Marco
Email: marco@mrmaccounting.net 📞 16123153385
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 49 Secs
City: MINNEAPOLIS
State: Minnesota
Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 2 Secs

Marco	Hello, I am your Acebuddy	8 Oct, 7:56:03 PM
Acebuddy	Hello Marco, I'm your Ace Buddy. I'll be happy to assist you!	7:56:04 PM
	Whom Would You Like to Connect With?	7:56:04 PM
Marco	Technical Support (QB & App Hosting)	7:56:10 PM
Acebuddy	Welcome to Ace Support.	7:56:10 PM
	Please chose an option :	7:56:10 PM
Marco	I'd like to raise a Request	7:56:18 PM
Acebuddy	Please select your request type.	7:56:18 PM
Marco	Other Request	7:56:34 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.	7:56:34 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:56:34 PM
Marco		

	Yes, I'm facing issues with my server	7:56:41 PM
Acebuddy	Please select an option!	7:56:41 PM
Marco	Other Issue	7:56:45 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:56:45 PM
Marco	chat	7:56:50 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:56:51 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:56:51 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:57:16 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:57:20 PM
Marco	Hi, I received an e-mail yesterday to tell me that there is low disk space on the c:drive	7:57:38 PM
	Hi Manish.	7:57:44 PM
Manish Singh	Yes, Marco	7:57:54 PM
Marco	How much space to I have currently and how much left do I have?	7:58:21 PM
Manish Singh	Kindly allow me two minutes to check the same.	7:58:30 PM
Marco	I belive I have 60GB	7:59:10 PM
	not sure though	7:59:40 PM
	I need to check, I have it written somewhere i think	7:59:50 PM
	<i>8:00:03 PMManish Singh is sharing a file with you</i> <i>image.png - (Size:5.88 KB)</i>	8:00:03 PM
	I have 72GB?	8:00:51 PM
Manish Singh	You have total capacity of 72.63 GB free space and out of which 130 MB is free which is 0%	8:00:57 PM
Marco	oh boy	8:01:27 PM
	Why am ai using so much? I only use the server for quickbooks. We do save some files on the server but not many at all and we usually delete them	8:02:11 PM
Manish Singh	Your users must have save some data on their end which is causing this issue.	8:02:45 PM
	Kindly check with the users.	8:02:53 PM
Marco	My employee and I are really the only ones using these actually. Am I able to see what's on the c:drive at all to see what is in there?	8:03:26 PM
Manish Singh	Kindly allow me two minutes to check the same.	8:04:05 PM
Marco	yeah i am just confused why we are using so much- in reality we should just be using it for quickbooks	8:04:27 PM
Manish Singh	We can arrange a callback for better understanding regarding this matter, Marco	8:07:21 PM
	Kindly provide us with your preferred time and callback number to assist you.	8:07:46 PM
Marco	I cant now. Can you tell me what I am paying for right now?	8:08:42 PM

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Oct, 12:17:24 AM

#82657 office

Email: office@pricecontracting.com ☎ 14062743064

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 14 Secs

City: STEVENSVILLE

State: Montana

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 15 Mins

office	Hello, I am your Acebuddy	16 Oct, 12:17:24 AM
Acebuddy	Hello Office, I'm your Ace Buddy. I'll be happy to assist you!	12:17:25 AM
	Whom Would You Like to Connect With?	12:17:25 AM
office	Technical Support (QB & App Hosting)	12:18:06 AM
Acebuddy	Welcome to Ace Support.	12:18:06 AM
	Please chose an option :	12:18:06 AM
office	I'd like to report an Issue	12:18:14 AM
Acebuddy	Please select an option!	12:18:14 AM
office	QuickBooks Issue	12:18:18 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:18:18 AM
office	Other QB related issue	12:18:24 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:18:24 AM
office	trying to import bank statement through bank feeds, but when i click on downloaded qbo it's opening in a new window that doesn't link to our company window	12:19:22 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:19:23 AM
Acebuddy (bot) forwarded the chat request		12:19:23 AM

	<i>Gaurav kumar declined the transfer request.</i>	12:19:25 AM
	<i>Shubham Maurya accepted the chat transfer request.</i>	12:21:18 AM
office	hello	12:22:09 AM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	12:22:32 AM
office	trying to import bank statement through bank feeds, but when i click on downloaded qbo it's opening in a new window that doesn't link to our company window	12:22:56 AM
Shubham Maurya	Let me transfer you to a specialist who can better address your concern.	12:23:35 AM
	<i>Shubham Maurya is transferring the chat to Abhay Kumar Saraswat.</i>	12:24:04 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	12:24:22 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	12:24:28 AM
office	trying to import bank statement through bank feeds, but when i click on downloaded qbo it's opening in a new window that doesn't link to our company window	12:24:48 AM
Abhay Kumar Saraswat	Thank you for the information.	12:25:17 AM
	Is this for account: Price Contracting Inc ?	12:25:50 AM
office	yes	12:25:54 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	12:26:01 AM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	12:26:06 AM
office	only for me	12:26:18 AM
Abhay Kumar Saraswat	Please confirm me your username.	12:26:31 AM
office	Admin	12:26:37 AM
Abhay Kumar Saraswat	No, I meant the username you used to log in to the server.	12:27:41 AM
	I can see there are two users on server: 1. MaeF.NENT@myrealdata.net 2. CarolK.NENT@myrealdata.net	12:28:48 AM
office	CarolK.NENT@myrealdata.net	12:29:07 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	12:29:13 AM
	And how long have you been experiencing this issue?	12:29:44 AM
office	today	12:30:02 AM
	we were trying the last 2 days and getting an error code. QB fixed that and now it's doing this	12:30:30 AM
Abhay Kumar Saraswat	Could you please share the screenshot of an error which you are facing now? (Edited)	12:31:24 AM

	<div>12:34:09 AMoffice is sharing a file with you</div> <div>Screenshot 2025-10-15 130243.png - (Size:10.8 KB)</div>	12:34:09 AM
	<div>12:35:12 AMoffice is sharing a file with you</div> <div>Screenshot 2025-10-15 130426 2.png - (Size:27.66 KB)</div> <div>then it sends me to this, but i don't want to activate a new company</div>	12:35:12 AM
	Have you tried the solution mentioned in this screenshot?	12:35:26 AM
	Okay.	12:35:53 AM
	Could you please confirm which version of QuickBooks you're using?	12:36:25 AM
office	23.0	12:36:45 AM
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.	12:37:02 AM
office	let me know when to try again	12:40:28 AM
Abhay Kumar Saraswat	Thank you for your patience.	12:42:38 AM
	May I take the remote access of your server?	12:42:47 AM
office	yes	12:44:00 AM
Abhay Kumar Saraswat	Because when I checked on the backend, I found that you should be using QuickBooks Enterprise 24.0, not 23.0	12:44:07 AM
office	i'm trying to access qbo files in my QB financial download folder on desktop for farmers bank statements	12:44:39 AM
Abhay Kumar Saraswat	Please give me the remote first, then I'll ask you to proceed.	12:45:23 AM
office	ok	12:45:36 AM
Abhay Kumar Saraswat	Please close the QuickBooks first.	12:46:18 AM
	Please do the process again.	12:47:53 AM
	I need to check from starting.	12:47:59 AM
	Please login.	12:48:46 AM
office	do i need to completely log off ?	12:48:55 AM
Abhay Kumar Saraswat	No	12:50:04 AM
office	okay. same things	12:51:59 AM
	can i try your solution for the money market one ?	12:54:32 AM
Abhay Kumar Saraswat	Yes.	12:54:38 AM
	Then I'll explain that why I did so. (Edited)	12:54:50 AM
office	ok, i think that worked	12:55:31 AM

Abhay Kumar Saraswat	Yes.	12:55:38 AM
office	should we permanently change our process?We've been doing it the other way for a while	12:56:05 AM
Abhay Kumar Saraswat	You should try the same steps I showed you earlier. Since you're on a shared environment, you need to follow the same process. (Edited)	12:56:58 AM
	This will not make issues when you are working on QBO files. (Edited)	12:57:43 AM
office	ok, what about when reconciling credit card statements as well	12:58:40 AM
Abhay Kumar Saraswat	You can show me on server if it is related to the same.	12:59:37 AM
	Yes.	1:02:08 AM
office	i copy/paste my credit card statement file onto the server desktop, then i double click on the statement and it automatically loads into quickbooks. do you want me to double click on the statement file? i'ts already been loaded into QB	1:03:03 AM
Abhay Kumar Saraswat	Yes, You can double click on the statement and try.	1:03:17 AM
office	if i keep going, is it going to reset the info i already have inputted? the credit card statement has already been fully reconciled	1:04:11 AM
Abhay Kumar Saraswat	Kindly allow me two minutes to check the same from backend.	1:04:58 AM
office	ok thank you	1:05:04 AM
	are you finished going through things? I do have some other work to get to	1:18:13 AM
Abhay Kumar Saraswat	Just allow me few more minutes.	1:18:54 AM
office	I'm guessing you're finished now, but want to make sure ?	1:26:30 AM
Abhay Kumar Saraswat	Please login.	1:27:22 AM
	For time being I suggest you to follow the same process as I discussed you before.	1:29:01 AM
office	Ok, I will. Thank you!	1:29:22 AM
Abhay Kumar Saraswat	Because there might be some changes happened on the QuickBooks end.	1:29:31 AM
office	I will be switching tasks and will try reconciling again tomorrow	1:29:46 AM
Abhay Kumar Saraswat	And you need to open those files from inside the QuickBooks	1:29:52 AM
	sure.	1:29:58 AM
office	Thank you, closing chat now	1:30:14 AM
Abhay Kumar Saraswat	This message has been deleted	1:30:19 AM
	Sure.	1:30:32 AM
	Is there anything else I may help you with ?	1:30:35 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:32:32 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Oct, 8:15:33 AM

#83058 Jamie
Email: stinagoransson.alligo.com@gmail.com 📞 16787674531
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 : 32 Mins 58 Secs

Jamie	Hello, I am your Acebuddy	29 Oct, 8:15:34 AM
Acebuddy	Hello Kingshenwen.inc.co.ltd, I'm your Ace Buddy. I'll be happy to assist you!	8:15:35 AM
	Whom Would You Like to Connect With?	8:15:35 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.	8:48:32 AM
	Ended due to chat idle timeout	8:48:32 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Oct, 2:22:02 AM

#82107 ELAINE BRAGA REGO
Email: tax@timeprotax.com 📞 +15613444422
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: FT LAUDERDALE
State: Florida
Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 41 Secs

ELAINE BRAGA REGO	Hello, I am your Acebuddy	1 Oct, 2:22:02 AM
Acebuddy	Hello Elaine Braga, I'm your Ace Buddy. I'll be happy to assist you!	2:22:03 AM
	Whom Would You Like to Connect With?	2:22:03 AM
ELAINE BRAGA REGO	Technical Support (QB & App Hosting)	2:22:08 AM
Acebuddy	Welcome to Ace Support.	2:22:08 AM
	Please chose an option :	2:22:08 AM
ELAINE BRAGA REGO	I'd like to report an Issue	2:22:13 AM
Acebuddy	Please select an option!	2:22:13 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	3:06:44 AM
Ended due to chat idle timeout		3:06:44 AM



