

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

6 Feb, 11:07:27 PM

### #72100 Eduardo

**Email:** corporateit@sdf-itc.com 15125169214

**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:** MEXICO CITY

**State:** Ciudad De Mexico

**Country:** MEXICO

## Chat Transcript

Chat Duration : 43 Mins 16 Secs

Eduardo	Hello, I am your Acebuddy	6 Feb, 11:07:29 PM
Acebuddy	Hello Eduardo De La Cruz, I'm your Ace Buddy. I'll be happy to assist you!	11:07:29 PM
	Whom Would You Like to Connect With?	11:07:29 PM
Eduardo	Technical Support (QB & App Hosting)	11:07:34 PM
Acebuddy	Welcome to Ace Support.	11:07:34 PM
	Please chose an option :	11:07:34 PM
Eduardo	I'd like to raise a Request	11:07:43 PM
Acebuddy	Please select your request type.	11:07:43 PM
Eduardo	Setup Ace Server	11:07:53 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	11:07:53 PM
Eduardo	Setback	11:08:01 PM
Acebuddy	Please select your request type.	11:08:01 PM
Eduardo	Other Request	11:08:03 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:08:03 PM

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

11:08:03 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.

11:50:45 PM

*Ended due to chat idle timeout*

11:50:45 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

13 Feb, 10:17:26 PM

**#72485 tclark**

**Email:** tclark@peakmedicalpc.com

**Department:** Support(QB & App Hosting)

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 37 Secs

**City:** PARK CITY

**State:** Utah

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 7 Mins 53 Secs

tclark Hello, I am your Acebuddy 13 Feb, 10:17:28 PM

Acebuddy Hello Tiffani Clark, I'm your Ace Buddy. I'll be happy to assist you! 10:17:29 PM

Whom Would You Like to Connect With? 10:17:29 PM

tclark Technical Support (QB & App Hosting) 10:17:36 PM

Acebuddy Welcome to Ace Support. 10:17:36 PM

Please chose an option : 10:17:36 PM

tclark I'd like to report an Issue 10:17:42 PM

Acebuddy Please select an option! 10:17:42 PM

tclark	QuickBooks Issue	10:17:48 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:17:48 PM
tclark	QuickBooks is Frozen	10:17:52 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	10:17:52 PM
	Was that helpful?	10:17:52 PM
tclark	No	10:19:05 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	10:19:05 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:19:05 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	10:19:13 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:19:17 PM
	Hello Tiffani	10:19:27 PM
	Kindly allow me 2 mins (Edited)	10:20:05 PM
tclark	Hello- I am frozen on Quickbooks and when I try and exit to restart it just comes back with the same screen that is frozen	10:20:37 PM
Shashwat Verma	I will surely help you with this issue.	10:21:49 PM
	Kindly allow me two minutes to check the same.	10:21:54 PM
tclark	okay thank you	10:22:14 PM
Shashwat Verma	Kindly try now to connect again.	10:23:42 PM
tclark	That worked. Thank you so much for your help	10:24:38 PM
Shashwat Verma	Is there anything else I may help you with ?	10:24:45 PM
tclark	No I am good to go now. Thanks!	10:24:59 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	10:25:15 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:25:17 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	10:25:19 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Shashwat Verma has ended this chat session</i>	10:25:22 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

11 Feb, 3:05:47 AM

### #72271 Bill Jacobsen

Email: bill@jacobsentree.com ☎ 605-323-8177

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 21 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

## Chat Transcript

Chat Duration : 18 Mins 34 Secs

Bill Jacobsen	Hello, I am your Acebuddy	11 Feb, 3:05:48 AM
Acebuddy	Hello Bill, I'm your Ace Buddy. I'll be happy to assist you!	3:05:48 AM
	Whom Would You Like to Connect With?	3:05:48 AM
Bill Jacobsen	Technical Support (QB & App Hosting)	3:06:01 AM
Acebuddy	Welcome to Ace Support.	3:06:01 AM
	Please chose an option :	3:06:01 AM
Bill Jacobsen	I'd like to raise a Request	3:06:11 AM
Acebuddy	Please select your request type.	3:06:12 AM
Bill Jacobsen	Printer/Scanner Addition	3:06:23 AM
Acebuddy	Please select your desired option :	3:06:23 AM
Bill Jacobsen	Printer Addition	3:06:30 AM
Acebuddy	Kindly install the client version of 'Uniprint' on your local Desktop by following the instructions mentioned in the knowledge-base article attached below.	3:06:30 AM

	Once the local client has been installed, Please try printing from the server and select 'Uniprint' option from the printers list and select your desired printer when prompted.	3:06:30 AM
	Do you need any further assistance on the topic?	3:06:30 AM
Bill Jacobsen	Yes	3:07:20 AM
Acebuddy	Please wait while we connect you to our Support Representative	3:07:20 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:07:20 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	3:07:39 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	3:07:41 AM
	Hello Bill	3:07:44 AM
Bill Jacobsen	I have uniprint installed from previous printer but my computer cant find the new printer in cloud	3:08:30 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	3:09:12 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:09:16 AM
Bill Jacobsen	JacobsenTE.myrealdata.net	3:10:06 AM
	cant remember my user name without signing out and back in	3:10:36 AM
Anurag Sharma	Please confirm if it is BillJa@myrealdata.net	3:10:50 AM
Bill Jacobsen	yes	3:11:01 AM
Anurag Sharma	Thanks for the confirmation !	3:11:10 AM
	May I take the remote access of your local computer?	3:11:14 AM
Bill Jacobsen	yes	3:11:22 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	3:11:31 AM
Bill Jacobsen	is good	3:11:49 AM
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/1512404432">https://assist.acecloudhosting.com/join/1512404432</a>	3:12:13 AM
	Kindly paste this link in the browser of local computer and join the session.	3:12:17 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:15:13 AM
	I would require your local computer's access to resolve this issue As I can check we are connected over the server right now.	3:19:43 AM
	I would request you to please end this chat and re-initiate another chat. from the local computer so that we can work on resolving the issue.	3:20:06 AM
	Are we still connected here?	3:22:30 AM
	Are we still connected here?	3:23:21 AM
	Are we still connected here?	3:24:14 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at	3:24:17 AM

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

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

3:24:19 AM

*Anurag Sharma has ended this chat session*

3:24:22 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

4 Feb, 5:00:43 AM

**#71890 rlangford**

**Email:** rlangford@roistrategies.net ☎ 14046102218

**Department:** Support(QB & App Hosting)

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 36 Secs

**City:** ALPHARETTA

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 18 Mins 30 Secs

rlangford	Hello, I am your Acebuddy	4 Feb, 5:00:43 AM
Acebuddy	Hello Rlangford, I'm your Ace Buddy. I'll be happy to assist you!	5:00:45 AM
	Whom Would You Like to Connect With?	5:00:45 AM
rlangford	Technical Support (QB & App Hosting)	5:00:48 AM
Acebuddy	Welcome to Ace Support.	5:00:48 AM
	Please chose an option :	5:00:48 AM
rlangford	I'd like to report an Issue	5:00:53 AM
Acebuddy	Please select an option!	5:00:53 AM
rlangford	Other Issue	5:00:57 AM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:00:57 AM
rlangford	As we work in QBs on the server, there is some lagging and latency. From time to time, it seems like you are having to wait on QBs to type. Willing to wait to see if daily re-boot fixes it, but just wanted to report it.	5:02:07 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:02:08 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:02:08 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	5:03:26 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	5:03:29 AM
	Hello Rlangford	5:03:37 AM
rlangford	Hello	5:03:49 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	5:06:05 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:06:11 AM
rlangford	ROI Strategies LLC	5:06:32 AM
	RLangford	5:06:35 AM
Anurag Sharma	Thanks for the confirmation !	5:07:17 AM
	Kindly allow me 2-3 minutes to check the same.	5:07:27 AM
	I deeply apologize for the inconvenience caused to you. As I can check on the server. The server's RAM utilization is very high.	5:10:50 AM
	Could you please confirm that are you facing this slowness issue with only QB ? or with all the applications on the server?	5:11:45 AM
rlangford	we really only use QBs on the server	5:12:21 AM
	will the ram utilization reset tonight with the daily reboot?	5:12:49 AM
Anurag Sharma	Yes, surely it will improve it.	5:13:13 AM
rlangford	Ok thanks... will just wait and see how it performs tomorrow.	5:13:42 AM
Anurag Sharma	Moreover, if you face the issue again then we can also think about RAM addition on the server.	5:13:43 AM
	But, it is chargeable. So I would recommend you to first observe the server performance and then only we will think about RAM addition.	5:14:37 AM
rlangford	But that would cost me money correct? It just started acting like this today (maybe a few days ago...not sure) I know we had a sync product for Bill.com installed last week...hopefully that did not cause any issues	5:14:51 AM
Anurag Sharma	Actually you have 6 users on the server. And you have only 10 GB RAM on the server.	5:15:37 AM
	Which is why this is happening.	5:15:46 AM
	Is there anything else I may help you with ?	5:17:05 AM
rlangford	But that has always been the case since we launched...AND, usually only 2 users are on there at time....we almost never have more than 2 on	5:17:43 AM

	No...that is it for now...will see if it performs better tomorrow. thanks!	5:18:05 AM
Anurag Sharma	I think then, the server reboot would work.	5:18:05 AM
rlangford	thanks..have a good night	5:18:17 AM
Anurag Sharma	Yes, but if you face the same issue again. Please reach out to us again. We are always there for you.	5:18:38 AM
rlangford	will do...thanks	5:18:57 AM
Anurag Sharma	Thanks for the confirmation !	5:19:01 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	5:19:04 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:19:07 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!	5:19:10 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Anurag Sharma has ended this chat session</i>	5:19:14 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

14 Feb, 6:32:13 AM

#72544 Sara

**Email:** accounting@wildcarrotherbals.com 5414262611

**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:** JOSEPH

**State:** Oregon

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 39 Mins 12 Secs

Sara	Hello, I am your Acebuddy	14 Feb, 6:32:16 AM
Acebuddy	Hello Sara Crawford, I'm your Ace Buddy. I'll be happy to assist you!	6:32:17 AM
	Whom Would You Like to Connect With?	6:32:17 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.	7:11:28 AM
	<i>Ended due to chat idle timeout</i>	7:11:28 AM



## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

19 Feb, 1:35:18 AM

**#72776 info**

**Email:** info@brkimcpa.com ☎ 9729724930

**Department:** Support(QB & App Hosting)

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 37 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 46 Mins 48 Secs

info	Hello, I am your Acebuddy	19 Feb, 1:35:19 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	1:35:35 AM

	Hello	1:35:38 AM
info	Hi	1:35:42 AM
	I can't log in outlook now	1:35:47 AM
	now Outlook is not working instead	1:36:00 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	1:36:06 AM
	I just want to confirm that your server name is Bongryong.myrealdata.net and your user name is Donna_BK@myrealdata.net.	1:36:45 AM
	Am I right?	1:36:52 AM
info	yes	1:37:08 AM
	<i>1:37:17 AM info is sharing a file with you <a href="#">image.png</a> - ( Size:12.13 KB )</i>	1:37:17 AM
	still this screen	1:37:22 AM
	I do remember my boss is paying \$400/mo more from this month, but why this situation keeps happening?	1:37:59 AM
Anurag Sharma	Donna. I was just connected with someone from your organization. He was also facing similar issues.	1:38:01 AM
	<i>1:38:07 AM info is sharing a file with you <a href="#">image.png</a> - ( Size:69.55 KB )</i>	1:38:07 AM
	So can I reboot the server once?	1:38:10 AM
	Maybe that can help you and other users as well?	1:38:28 AM
info	who did contact you?	1:38:30 AM
Anurag Sharma	Okjoo_BK	1:38:38 AM
info	hold on, i will ask her	1:38:54 AM
Anurag Sharma	Please confirm if I can proceed with the server reboot as there are active users on the server.	1:39:01 AM
info	no	1:39:36 AM
Anurag Sharma	I can run a script which will show a prompt on the screen of all the active users so that they can save their work.	1:39:37 AM
info	bc others work on their works.	1:39:46 AM
Anurag Sharma	I completely understand your concern, Donna. However, I believe they will face the same issue in the coming hours if we don't resolve it now by rebooting the server. If you'd like, I can run a script that will display a prompt on the screens of all active users, so they can save their work.	1:42:30 AM
info	I mean I do not want them to leave the server because some of are in a meeting now.	1:43:24 AM
	I need to check them first	1:43:29 AM
	so do NOT reboot the system now	1:43:46 AM
Anurag Sharma	Okay Donna (Edited)	1:44:09 AM
	I will not reboot the server now don't worry.	1:44:36 AM

	Meanwhile, can I take the remote access of the server?	1:45:38 AM
info	for what?	1:46:45 AM
	oh! now I get in the outlook	1:46:58 AM
Anurag Sharma	To help you with the issue.	1:47:07 AM
	I am feeling very happy that your issue is now resolved.	1:47:29 AM
	Please feel free if I can help you with anything else.	1:47:38 AM
info	it is opened, but doesn't work	1:47:46 AM
	it shows not responding	1:48:05 AM
Anurag Sharma	Okay, may I take the remote access of your local computer to check this issue ? (Edited)	1:48:23 AM
info	okay	1:50:40 AM
	please give me a 5 minutes	1:51:03 AM
Anurag Sharma	Okay	1:51:16 AM
	Please take your time.	1:51:23 AM
	Please confirm once we can proceed.	1:53:43 AM
	Are we still connected here?	1:55:39 AM
info	yes	1:56:19 AM
	now i can give you the control	1:56:31 AM
	now i am super busy, so please look them quickly	1:57:19 AM
Anurag Sharma	Okay	1:57:44 AM
info	if you can't fix it without rebooting, I will just use web outlook. then you can investigate after 8PM in central time	1:57:51 AM
	i think mine is working now	1:58:44 AM
	but very slow	1:58:46 AM
Anurag Sharma	Donna, I am so sorry for disturbing your work. I would recommend that if you this issue doesn't effects your working. You can surely proceed with your work.	1:59:13 AM
	I don't want your work to be effected due to this.	1:59:30 AM
	I might require to reboot the server as well as it is the part of troubleshooting.	1:59:45 AM
	I hope you can understand that.	1:59:54 AM
	If you can allow me 5-10 minutes I can surely do something to resolve this issue for you.	2:00:44 AM
	And if you want to resolve this issue later. Then I would request you to please share your phone number and your availability time along with the timezone. So that I can arrange a callback for you whenever you feel like.	2:01:52 AM
	Please confirm what can I do for you as I really want this problem to be resolved.	2:02:10 AM

	info	I don't think that we can't get out of server now.  you can investigate when all employees out of office.	2:02:15 AM 2:02:34 AM
		I think I can work with this outlook but very slow	2:02:46 AM
Anurag Sharma		Okay, I would request you to please share your phone number and your availability time along with the timezone. So that I can arrange a callback for you, Or you can always connect to us through chat as well.	2:03:39 AM
		Whichever you feel the best for you.	2:04:03 AM
		Are we still connected here?	2:06:07 AM
		Are we still connected here?	2:07:03 AM
	info	972-972-4930	2:07:58 AM
Anurag Sharma		Are we still connected here?	2:08:00 AM
	info	yes I was talking with Annie, and she is also not able to use Outlook	2:08:17 AM
Anurag Sharma		Thank you for the phone number. Is there any specific time when we can reach out to you?	2:08:51 AM
		I genuinely think that server reboot can resolve this issue.	2:10:44 AM
		Are we still connected here?	2:12:29 AM
		Are we still connected here?	2:20:27 AM
	info	oh	2:20:31 AM
		sorry	2:20:32 AM
Anurag Sharma		No problem.	2:20:44 AM
	info	maybe on friday btw 9-5 in central time?	2:20:46 AM
Anurag Sharma		Okay, thank you so much for sharing your availability time.	2:21:03 AM
		We will make sure that we will reach out to you by that time in order to resolve this issue.	2:21:23 AM
		Thank you so much for understanding.	2:22:06 AM
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:22:14 AM
		<i>Anurag Sharma has ended this chat session</i>	2:22:19 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

## #72008 Alba Calispa

**Email:** albac@internationalpd.net 17737277698**Department:** Support(QB & App Hosting)**Operator:** Shashwat Verma**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 11 Secs**City:** WILMINGTON**State:** Delaware**Country:** UNITED STATES

Chat Duration : 10 Mins 21 Secs

## Chat Transcript

Alba Calispa	Hello, I am your Acebuddy	5 Feb, 11:06:42 PM
Acebuddy	Hello Alba Calispa, I'm your Ace Buddy. I'll be happy to assist you!	11:06:42 PM
	Whom Would You Like to Connect With?	11:06:42 PM
Alba Calispa	Technical Support (QB & App Hosting)	11:06:55 PM
Acebuddy	Welcome to Ace Support.	11:06:55 PM
	Please chose an option :	11:06:55 PM
Alba Calispa	I'd like to raise a Request	11:07:00 PM
Acebuddy	Please select your request type.	11:07:01 PM
Alba Calispa	Other Request	11:07:07 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:07:07 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:07:07 PM
Alba Calispa	Yes, I'm facing issues with my server	11:07:11 PM
Acebuddy	Please select an option!	11:07:11 PM
Alba Calispa	QuickBooks Issue	11:07:15 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:07:15 PM
Alba Calispa	Other QB related issue	11:07:20 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:07:20 PM
Alba Calispa	Cannot open company files	11:07:51 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:07:51 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	11:07:51 PM
Alba Calispa	error (12,0)	11:07:59 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:07:59 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:08:05 PM
	Hello Alba	11:08:14 PM
	I will surely help you with this issue.	11:08:30 PM
	May I take the remote access of your local computer?	11:08:34 PM
Alba Calispa	Yes	11:08:38 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	11:08:48 PM
Alba Calispa	ready	11:08:52 PM
Shashwat Verma	<a href="https://assist.acecloudhosting.com/join/3722649615">https://assist.acecloudhosting.com/join/3722649615</a>	11:09:12 PM
	Kindly Click on the link and open the downloaded file.	11:09:16 PM
	issue resolved on remote session	11:16:54 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:16:57 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	11:17:00 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Shashwat Verma has ended this chat session</i>	11:17:03 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Feb, 4:08:34 AM

#72043 jackhung

**Email:** jackhung@jonaglobal.com **Phone:** 16265893869

**Department:** Support(QB & App Hosting)

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 26 Secs

**City:** CERRITOS

**State:** California

**Country:** UNITED STATES

Chat Duration : 27 Mins 43 Secs

### Chat Transcript

jackhung	Hello, I am your Acebuddy	6 Feb, 4:08:35 AM
Acebuddy	Hello Jackhung, I'm your Ace Buddy. I'll be happy to assist you!	4:08:36 AM
	Whom Would You Like to Connect With?	4:08:36 AM
jackhung	Technical Support (QB & App Hosting)	4:08:43 AM
Acebuddy	Welcome to Ace Support.	4:08:43 AM
	Please chose an option :	4:08:43 AM
jackhung	I'd like to raise a Request	4:08:55 AM
Acebuddy	Please select your request type.	4:08:55 AM
jackhung	Application Update	4:09:10 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	4:09:10 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	4:09:10 AM
jackhung	Yes	4:09:27 AM
Acebuddy	Please wait while we connect you to our Support Representative	4:09:27 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:09:27 AM
	<i>Shubham Yadav accepted the chat transfer request.</i>	4:09:56 AM
	<i>Shubham Yadav is transferring the chat to Shashwat Verma.</i>	4:10:02 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	4:10:39 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	4:10:42 AM
	Hello Jackhung	4:10:49 AM

jackhung	hi	4:11:44 AM
	I am upgrading my QB premier to QB Enterprise, but I can't upload the data from backup	4:12:41 AM
Shashwat Verma	So you have recently added the QB enterprise, now want to the access of the existing file, correct?	4:14:04 AM
jackhung	yes	4:14:11 AM
Shashwat Verma	I will surely help you with this issue.	4:14:24 AM
jackhung	thx	4:14:29 AM
Shashwat Verma	May I take the remote access of your server?	4:14:42 AM
jackhung	yes	4:14:47 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	4:14:51 AM
jackhung	yes, done	4:15:04 AM
Shashwat Verma	Kindly accept the invitation.	4:15:18 AM
jackhung	i don't see the invitation	4:15:48 AM
Shashwat Verma	We just prompted the same on server	4:16:02 AM
jackhung	can you send it again	4:16:31 AM
Shashwat Verma	No problem, we'll try from this link.	4:16:35 AM
	<a href="https://assist.acecloudhosting.com/join/3552412182">https://assist.acecloudhosting.com/join/3552412182</a>	4:16:42 AM
	Kindly Click on the link and open the downloaded file.	4:16:45 AM
jackhung	are you in?	4:18:00 AM
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	4:18:11 AM
	as per the remote session we resolve company file issue and noted your request for application insatllation	4:36:07 AM
jackhung	QB Enterprise is working now, thanks	4:36:07 AM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:36:13 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	4:36:15 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base	

(<https://www.acecloudhosting.com/knowledgebase/>)

jackhung thanks!

4:36:17 AM

*Shashwat Verma has ended this chat session*

4:36:18 AM

