

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

6 Feb, 12:53:00 AM

### #72021 ShruthiS

**Email:** shruthis@norwintechologies.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:** 28 Secs

**City:** BANGALORE

**State:** Karnataka

**Country:** INDIA

## Chat Transcript

Chat Duration : 33 Mins 31 Secs

ShruthiS	Hello, I am your Acebuddy	6 Feb, 12:53:01 AM
Acebuddy	Hello Shruthi, I'm your Ace Buddy. I'll be happy to assist you!	12:53:02 AM
	Whom Would You Like to Connect With?	12:53:02 AM
ShruthiS	Technical Support (QB & App Hosting)	12:53:06 AM
Acebuddy	Welcome to Ace Support.	12:53:06 AM
	Please chose an option :	12:53:06 AM
ShruthiS	I'd like to raise a Request	12:53:12 AM
Acebuddy	Please select your request type.	12:53:12 AM
ShruthiS	Server Resource Addition	12:53:30 AM
Acebuddy	Please select the resource type you'd like to add	12:53:30 AM
ShruthiS	Restart	12:53:37 AM
Acebuddy	Hello Shruthi, I'm your Ace Buddy. I'll be happy to assist you!	12:53:37 AM
	Whom Would You Like to Connect With?	12:53:37 AM
ShruthiS	Technical Support (QB & App Hosting)	12:53:42 AM
Acebuddy	Welcome to Ace Support.	12:53:42 AM

	Please chose an option :	12:53:42 AM
ShruthiS	I'd like to raise a Request	12:53:48 AM
Acebuddy	Please select your request type.	12:53:48 AM
ShruthiS	Other Request	12:53:58 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	12:53:58 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:53:58 AM
ShruthiS	Yes, I'm facing issues with my server	12:54:13 AM
Acebuddy	Please select an option!	12:54:13 AM
ShruthiS	QuickBooks Issue	12:54:19 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:54:19 AM
ShruthiS	QuickBooks Login Issue	12:54:24 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	12:54:24 AM
	Was that helpful?	12:54:24 AM
ShruthiS	No	12:54:42 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	12:54:42 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:54:42 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	12:54:53 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:54:56 AM
	Hello Shruthi	12:55:04 AM
	Are you able to login the server?	12:55:27 AM
ShruthiS	Hii recently I got ACE cloud acess. but i dont have any folder and qb file to login	12:55:50 AM
Shashwat Verma	I will surely help you with this issue.	12:56:08 AM
	Kindly help me with your server name and user name?	12:56:19 AM
ShruthiS	Were I can see my server name	12:57:02 AM
	Shruthi.S@myrealdatal.net this is my user name	12:57:44 AM
Shashwat Verma	Thanks for the confirmation !	12:58:05 AM
	Kindly allow me two minutes to check the same.	12:58:09 AM
ShruthiS	ok	12:58:25 AM
Shashwat Verma	May I take the remote access of your local computer?	12:59:01 AM
ShruthiS	How Will U take	12:59:16 AM
Shashwat Verma	Will share a link	12:59:26 AM

ShruthiS	That not fine	12:59:37 AM
	can u give any other option	12:59:48 AM
Shashwat Verma	Could you please confirm which Qb version you want to access? (Edited)	1:00:08 AM
ShruthiS	Version 24.0	1:01:51 AM
	<i>1:02:06 AM ShruthiS is sharing a file with you</i>	
	<u><a href="#">1_image.png</a></u> - ( Size:24.45 KB )	1:02:06 AM
	here i want a company name	1:02:16 AM
	for me it shows blank	1:02:21 AM
Shashwat Verma	You have to select the file from d drive location	1:02:43 AM
	Select the open or restore option	1:03:04 AM
ShruthiS	I dont have any D drive in my RDC	1:04:20 AM
	Actually just only i got the login. I need to folder acess to	1:04:43 AM
Shashwat Verma	Shruthi D drive is for whole server, if you are comfortable with remote session we can guide you this	1:05:17 AM
ShruthiS	That folder shows EMPTY	1:07:00 AM
Shashwat Verma	Okay, let me check	1:07:32 AM
ShruthiS	I want Appridat and Norwin Folder acess as well	1:08:11 AM
Shashwat Verma	Kindly share me the location of these folders	1:08:44 AM
ShruthiS	ok. Can u Give the link. I got permission to share the screen	1:10:42 AM
Shashwat Verma	Okay	1:10:51 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	1:11:03 AM
	<u><a href="https://assist.acecloudhosting.com/join/7892677075">https://assist.acecloudhosting.com/join/7892677075</a></u>	1:11:05 AM
	Kindly Click on the link and open the downloaded file.	1:11:10 AM
ShruthiS	Can u acess it	1:12:48 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.	1:12:49 AM
	As per the remote session, we are scheduling the callback for you.	1:26:25 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:26:28 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	1:26:30 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/>)

*Shashwat Verma has ended this chat session*

1:26:34 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Feb, 2:12:52 AM

**#72581 antony.wu**

**Email:** antony.wu@snrtea.com

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

**Operator:** Shashwat Verma

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 24 Secs

**City:** ROWLAND HEIGHTS

**State:** California

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 57 Secs

antony.wu Hello, I am your Acebuddy 15 Feb, 2:12:53 AM

Acebuddy Hello Antony Wu, I'm your Ace Buddy. I'll be happy to assist you! 2:12:55 AM

Whom Would You Like to Connect With? 2:12:55 AM

antony.wu Technical Support (QB & App Hosting) 2:12:59 AM

Acebuddy Welcome to Ace Support. 2:12:59 AM

Please chose an option : 2:12:59 AM

antony.wu I'd like to raise a Request 2:13:03 AM

Acebuddy Please select your request type. 2:13:03 AM

antony.wu	Other Request	2:13:17 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	2:13:17 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:13:17 AM
antony.wu	Yes, I'm facing issues with my server	2:13:27 AM
Acebuddy	Please select an option!	2:13:28 AM
antony.wu	Other Issue	2:13:32 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:13:32 AM
antony.wu	Hi, can you please reboot our server: SunrightCorp.myrealdata.net as well as rebooting some users that got a blue screen when trying to connect to the server	2:15:21 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:15:22 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:15:22 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	2:15:35 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	2:15:38 AM
	Hello Antony	2:15:46 AM
	I will surely help you with this issue.	2:15:59 AM
	Kindly allow me two minutes to check the same.	2:16:02 AM
antony.wu	Hi Shashwat thanks for assisting	2:16:06 AM
	alright thanks	2:16:10 AM
Shashwat Verma	We have rebooted the server	2:16:59 AM
	Is there anything else I may help you with ?	2:17:03 AM
antony.wu	can u check if there are any current users that are connected or improperly disconnected	2:17:37 AM
	we had a few issues with getting a blue screen	2:17:44 AM
Shashwat Verma	As we have rebooted it will forcefully remove all the user.	2:18:16 AM
antony.wu	ohh ok understood, thanks	2:18:37 AM
	that will be all then!	2:18:40 AM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	2:18:41 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:18:46 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	2:18:48 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/>)

*Shashwat Verma has ended this chat session*

2:18:51 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

19 Feb, 1:35:07 AM

#### #72775 David Weinstein

**Email:** david@davidweinsteincpa.com 19149071180

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 36 Mins 19 Secs

David Weinstein	Hello, I am your Acebuddy	19 Feb, 1:35:08 AM
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!	1:35:09 AM
	Whom Would You Like to Connect With?	1:35:09 AM
David Weinstein	Technical Support (QB & App Hosting)	1:35:11 AM
Acebuddy	Welcome to Ace Support.	1:35:12 AM
	Please chose an option :	1:35:12 AM
David Weinstein	I'd like to report an Issue	1:35:18 AM
Acebuddy	Please select an option!	1:35:18 AM
David Weinstein	Other Issue	1:35:23 AM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:35:23 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	2:11:28 AM
	<i>Ended due to chat idle timeout</i>	2:11:28 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 21 Feb, 2:28:33 AM

**#72903 Ezra Dilger**

**Email:** reception@rortax.com 7633189052

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 27 Secs

**City:** MINNEAPOLIS

**State:** Minnesota

**Country:** UNITED STATES

Chat Transcript Chat Duration : 15 Mins 12 Secs

Ezra Dilger	Hello, I am your Acebuddy	21 Feb, 2:28:34 AM
Acebuddy	Hello Reception, I'm your Ace Buddy. I'll be happy to assist you!	2:28:35 AM
	Whom Would You Like to Connect With?	2:28:35 AM
Ezra Dilger	Technical Support (QB & App Hosting)	2:28:45 AM
Acebuddy	Welcome to Ace Support.	2:28:45 AM
	Please chose an option :	2:28:45 AM
Ezra Dilger	I'd like to raise a Request	2:28:50 AM
Acebuddy	Please select your request type.	2:28:50 AM

Ezra Dilger	Application Update	2:28:57 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	2:28:57 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	2:28:57 AM
Ezra Dilger	Yes	2:29:03 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:29:03 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:29:03 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	2:29:18 AM
Ezra Dilger	Here is the ticket ID 645300	2:29:22 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	2:29:26 AM
Ezra Dilger	When will the update be finished?	2:29:31 AM
Shashwat Verma	We have updated the Lacerte 2024, you can login now	2:30:38 AM
Ezra Dilger	Okay, thank you	2:30:53 AM
Shashwat Verma	Is there anything else I may help you with ?	2:31:01 AM
	Are we still connected here?	2:34:32 AM
	Are we still connected here?	2:38:26 AM
	Are we still connected here?	2:40:03 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.	2:43:43 AM
	<i>Shashwat Verma has ended this chat session</i>	2:43:46 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

28 Feb, 11:35:25 PM

#73326 martha

Email: martha@wootoncpa.com ☎ 14058505592

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:** 3 Mins 22 Secs

**City:** LAS CRUCES

**State:** New Mexico

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 45 Mins 16 Secs

martha	Hello, I am your Acebuddy	28 Feb, 11:35:26 PM
Acebuddy	Hello Martha, I'm your Ace Buddy. I'll be happy to assist you!	11:35:27 PM
	Whom Would You Like to Connect With?	11:35:27 PM
martha	Sales & Solutions	11:35:39 PM
Acebuddy	Please wait while we connect you to one of our Sales Representative.	11:35:40 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:35:40 PM
	<i>Akash Majumdar accepted the chat transfer request.</i>	11:35:42 PM
Akash Majumdar	Hi Martha, How can I help ?	11:35:57 PM
martha	I added a new user today Missty.D and need to know the next steps to remote access, setup applications etc.	11:36:46 PM
Akash Majumdar	Sure, let me transfer you to the technical team for this.	11:37:48 PM
	<i>Akash Majumdar is transferring the chat to Support(QB &amp; App Hosting).</i>	11:37:53 PM
martha	Thanks	11:37:57 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:39:15 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:39:28 PM
	Hello Martha	11:39:34 PM
martha	Hello, I just setup a new user Missty.D and need to get remote access working and help with setting up applications.	11:40:12 PM
Shashwat Verma	I will surely help you with this issue.	11:41:43 PM
	Kindly allow me two minutes to check the same.	11:41:46 PM
martha	Thanks, I have her email address setup as Business Enterprise to facilitate MS Office. Other apps should be the same as the user MarthaATX3 if that helps?	11:42:54 PM
Shashwat Verma	Okay	11:43:28 PM
	May I take the remote access of your local computer?	11:45:45 PM

martha	Sure	11:45:54 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	11:46:00 PM
martha	Done	11:46:07 PM
Shashwat Verma	<a href="https://assist.acecloudhosting.com/join/2622460959">https://assist.acecloudhosting.com/join/2622460959</a>	11:46:10 PM
	Kindly Click on the link and open the downloaded file.	11:46:13 PM
martha	Done	11:47:32 PM
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:49:05 PM
martha	OK	11:49:22 PM
Shashwat Verma	as per the remote session, we'll add the user and the server as per your email.	1 Mar, 12:19:32 AM
martha	Thanks, sending the email now	12:19:56 AM
Shashwat Verma	Sure, will update you on email for further update	12:20:17 AM
martha	Thanks again	12:20:29 AM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:20:32 AM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	12:20:35 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:20:37 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>Shashwat Verma has ended this chat session</i>	12:20:43 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

#73318 Kathy Holub

Email: kathy@coaccounting.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: NEW YORK

State: New York

Country: UNITED STATES

Chat Duration : 33 Mins 41 Secs

## Chat Transcript

Kathy Holub	Hello, I am your Acebuddy	28 Feb, 10:13:52 PM
Acebuddy	Hello Kathy Holub, I'm your Ace Buddy. I'll be happy to assist you!	10:13:56 PM
	Whom Would You Like to Connect With?	10:13:56 PM
Kathy Holub	Technical Support (QB & App Hosting)	10:14:03 PM
Acebuddy	Welcome to Ace Support.	10:14:03 PM
	Please chose an option :	10:14:03 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.	10:47:37 PM
	<i>Ended due to chat idle timeout</i>	10:47:37 PM



## Chat Transcript

hello : anki

## Visitor Details

11 Feb, 5:42:42 PM

#72293 Visitor 30547

Department: Support(QB & App Hosting)

Operator: Manish Singh

Website: [https://www.w3schools.com/tryit/tryit.asp?filename=tryhtml\\_hello](https://www.w3schools.com/tryit/tryit.asp?filename=tryhtml_hello)

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 6 Secs

**City:** NEW DELHI

**State:** Delhi

**Country:** INDIA

## Chat Transcript

Chat Duration : 15 Secs

Visitor 30547 hello : anki 11 Feb, 5:42:43 PM

Manish Singh Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. 5:43:01 PM

*Visitor 30547 has ended this chat session* 5:43:10 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

20 Feb, 8:02:30 PM

**#72867 Zach Hollman**

**Email:** zach@alphaprimeusa.com ☎ 19547565945

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

**Operator:**

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

**Operating System:** Mac OS

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 1 Min 9 Secs

**City:** FT LAUDERDALE

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 39 Mins 30 Secs

Zach Hollman Hello, I am your Acebuddy 20 Feb, 8:02:30 PM

Acebuddy	Hello Zach, I'm your Ace Buddy. I'll be happy to assist you!	8:02:32 PM
	Whom Would You Like to Connect With?	8:02:32 PM
Zach Hollman	Technical Support (QB & App Hosting)	8:02:34 PM
Acebuddy	Welcome to Ace Support.	8:02:36 PM
	Please chose an option :	8:02:36 PM
Zach Hollman	I'd like to report an Issue	8:02:41 PM
Acebuddy	Please select an option!	8:02:44 PM
Zach Hollman	QuickBooks Issue	8:03:10 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:03:10 PM
Zach Hollman	Other QB related issue	8:03:15 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:03:22 PM
Zach Hollman	Please reinstall SPS on the Autologin server	8:03:44 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:03:45 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:03:45 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	8:03:48 PM
Zach Hollman	somehow it was disconnected and I want to try and get it working again	8:04:03 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	8:04:05 PM
	Hello Zach, one moment while I sign into the server	8:04:59 PM
	Could you let me know if the application is working for you and the problem is with just the autologon user account (Edited)	8:07:14 PM
Zach Hollman	Not sure I am on the Autologin server. SPS became disconnected and now I can not reconnect it. I am on the server	8:07:54 PM
Sharath Kumar	got it! I have the application open on the support user account and it shows that an agent token is required	8:09:06 PM
	<i>8:09:15 PMZach Hollman is sharing a file with you</i>	8:09:15 PM
	<i><a href="#">Resetting the QBD Permissions Certificate- SPS Sync Manager.pdf</a> - ( Size:211.54 KB )</i>	
Zach Hollman	You see the Download agent installer	8:09:47 PM
	This screen is supposed to change once install and and give directions to install. We need to generate the token and sync with QB	8:10:25 PM
Sharath Kumar	could you let me know where is this supposed to appear	8:11:59 PM
	Are we still connected here?	8:18:13 PM
Zach Hollman	Yes	8:18:21 PM
	QB is stuck	8:19:05 PM
	Why is CPU maxed out	8:20:09 PM

Sharath Kumar	I am able to open it	8:20:15 PM
Zach Hollman	Sure	8:20:45 PM
Sharath Kumar	MS teams appears to be taking up the resources, it is back to normal now  please let me know if you are able to access QB now	8:21:16 PM  8:23:12 PM
Zach Hollman	trying now  We can try this later. Right now they are working on Payroll and I don't want to interfere	8:25:10 PM  8:26:21 PM
Sharath Kumar	sure, there appears to be an error in the latest update for QB that could be interfering with SPS  I can get this update reinstalled afterhours or as per your suggested time	8:27:10 PM  8:27:38 PM
Zach Hollman	Yes, can we schedule tonight 10:45pm EST	8:29:12 PM
Sharath Kumar	noted, I will keep the ticket open and you can let me know tomorrow if both the applications are working as expected	8:30:08 PM
Zach Hollman	Yes, can we set it up to reinstall SPS and get this error resolved tonight at 10:45pm est	8:30:34 PM
Sharath Kumar	sure, I will inform the appropriate team to reinstall SPS. Could you let me know the location of its installation file.	8:31:50 PM
Zach Hollman	It's in the PDF i sent ya  They installed this before	8:32:12 PM  8:32:15 PM
Sharath Kumar	noted! I hope the licensing details are also there in the pdf	8:32:39 PM
Zach Hollman	I will hop on with support at 10:45PM so I can set QB to single user mode to see if we can install it.	8:33:25 PM
Sharath Kumar	Alright, I will send you an email shortly and you can either reply to it or come in on chat and mention that ticket number as a reference  Is there anything else I may help you with ?	8:34:34 PM  8:36:04 PM
	Are we still connected here?	8:38:00 PM
Zach Hollman	thank you	8:40:58 PM
Sharath Kumar	my pleasure, I will keep you posted via email  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.	8:41:20 PM  8:41:24 PM
	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!	8:41:24 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> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:41:28 PM
	<i>Sharath Kumar has ended this chat session</i>	8:42:01 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

13 Feb, 9:20:06 PM

#72478 steven

Email: steven@lynncpas.com ☎ 17204703581

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: 51 Secs

City: DENVER

State: Kansas

Country: UNITED STATES

## Chat Transcript

Chat Duration : 15 Mins 29 Secs

steven	Hello, I am your Acebuddy	13 Feb, 9:20:07 PM
Acebuddy	Hello Steven, I'm your Ace Buddy. I'll be happy to assist you!	9:20:08 PM
	Whom Would You Like to Connect With?	9:20:08 PM
steven	Technical Support (QB & App Hosting)	9:20:15 PM
Acebuddy	Welcome to Ace Support.	9:20:15 PM
	Please chose an option :	9:20:15 PM
steven	I'd like to report an Issue	9:20:22 PM
Acebuddy	Please select an option!	9:20:22 PM
steven	Other Issue	9:20:27 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:20:27 PM
steven	Login Issues again reference ticket	9:20:43 PM
Acebuddy		

	Please wait while we connect you to a Support Representative	9:20:43 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:20:43 PM
steven	I think the reference ticket for this is 638025	9:22:01 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:22:09 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:22:13 PM
steven	I was told that it was a internet issue, but i was kicked with my hotspot	9:22:31 PM
Manish Singh	We have updated the Lacerte to resolve the issue?	9:23:18 PM
steven	wrong ticket	9:23:29 PM
	It was a login issue i was having	9:23:35 PM
	I do need lacerte updated again today	9:23:42 PM
	but thats not the issue	9:23:46 PM
Manish Singh	May I know the correct ticket?	9:24:06 PM
steven	let me look	9:24:18 PM
	631609	9:24:31 PM
Manish Singh	Yes, this ticket was with Escalation team.	9:25:38 PM
	Regarding Server Accessibility	9:25:51 PM
steven	yeah	9:25:58 PM
Manish Singh	Are you still facing this issue?	9:26:03 PM
steven	Yeah, i have had this issue with my mobile hotspot as well,	9:26:23 PM
	I am logged in now but Ive been kicked	9:26:33 PM
	2x this morning	9:26:37 PM
Manish Singh	Kindly try to access via good connectivity.	9:27:52 PM
steven	I did seems to be working now	9:28:10 PM
	But i was having isues with both the normal internet and the Mobile hotspot	9:28:32 PM
Manish Singh	Alright, we will mark this ticket as under observation and if this issue occurs again we will Escalate this issue.	9:29:50 PM
	<b>Last OS update on the local system you had?</b>	9:30:24 PM
	Are you on Latest OS version?	9:30:44 PM
	Are we still connected here?	9:33:20 PM
	Are we still connected here?	9:34:14 PM
	Are we still connected here?	9:35:29 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at	9:35:35 PM

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

*Manish Singh has ended this chat session*

9:35:36 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

7 Feb, 8:50:36 PM

### #72156 Sarah Carruthers

**Email:** sarah@redhenbusiness.com 13144924343

**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:** 32 Secs

**City:** SPRINGFIELD

**State:** Missouri

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 6 Mins 54 Secs

Sarah Carruthers	Hello, I am your Acebuddy	7 Feb, 8:50:37 PM
Acebuddy	Hello Sarah, I'm your Ace Buddy. I'll be happy to assist you!	8:50:38 PM
	Whom Would You Like to Connect With?	8:50:38 PM
Sarah Carruthers	Technical Support (QB & App Hosting)	8:50:46 PM
Acebuddy	Welcome to Ace Support.	8:50:46 PM
	Please chose an option :	8:50:46 PM
Sarah Carruthers	I'd like to report an Issue	8:50:57 PM
Acebuddy	Please select an option!	8:50:58 PM
Sarah Carruthers	QuickBooks Issue	8:51:02 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:51:02 PM

Sarah Carruthers	QuickBooks Login Issue	8:51:13 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	8:51:13 PM
	Was that helpful?	8:51:13 PM
Sarah Carruthers	No	8:51:20 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:51:20 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:51:20 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:51:42 PM
Manish Singh	This message has been deleted	8:51:45 PM
	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:51:53 PM
Sarah Carruthers	Hello.	8:51:57 PM
	I have a QB file that is locked in single user mode but the person logged in isn't responding. Are you able to force close the file so I can open it in multi user mode?	8:53:18 PM
Manish Singh	I will surely help you with this issue.	8:53:29 PM
	Kindly allow me two minutes to check the same.	8:53:36 PM
Sarah Carruthers	Thank you	8:53:40 PM
	Our server name is Red Hen Business Services and the file is Thinnergy Medical Weightloss	8:54:01 PM
Manish Singh	May i know the username who has logged in the company file.	8:54:27 PM
Sarah Carruthers	Admin	8:54:36 PM
Manish Singh	There are 4 users logged in right now. Direct.So Red.Cora SarahCar Thinnergy	8:55:43 PM
Sarah Carruthers	Sorry, the user is Red.Cora	8:55:58 PM
Manish Singh	Who has logged in the company file in single user mode?	8:56:01 PM
	Kindly try to access now.	8:56:19 PM
Sarah Carruthers	I am able to access the file. Thank you	8:57:05 PM
Manish Singh	Is there anything else I may help you with ?	8:57:11 PM
Sarah Carruthers	Not at this time.	8:57:20 PM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	8:57:22 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:57:28 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!

8:57:31 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/>)

Sarah Carruthers Thank you 8:57:32 PM

*Manish Singh has ended this chat session*

8:57:32 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 26 Feb, 2:52:53 AM

**#73160 Kyle**

**Email:** accounts@seniorcare-homes.com ☎ 9134248344

**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:** 25 Secs

**City:** OVERLAND PARK

**State:** Kansas

**Country:** UNITED STATES

Chat Transcript Chat Duration : 30 Mins 58 Secs

Kyle Hello, I am your Acebuddy 26 Feb, 2:52:54 AM

Acebuddy Hello Kyle Miller, I'm your Ace Buddy. I'll be happy to assist you! 2:52:55 AM

Whom Would You Like to Connect With? 2:52:55 AM

Kyle Technical Support (QB & App Hosting) 2:53:01 AM

Acebuddy	Welcome to Ace Support.	2:53:02 AM
	Please chose an option :	2:53:02 AM
Kyle	I'd like to report an Issue	2:53:11 AM
Acebuddy	Please select an option!	2:53:11 AM
Kyle	QuickBooks Issue	2:53:15 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:53:15 AM
Kyle	Other QB related issue	2:53:22 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:53:22 AM
Kyle	I get the following error "system might not have enough memory to use excel"	2:53:48 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:53:49 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:53:49 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	2:54:54 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	2:54:56 AM
	Hello Kyle	2:55:00 AM
Kyle	Hi	2:56:44 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	2:57:02 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:57:06 AM
Kyle	Hmm not sure about those	2:57:49 AM
	KyleM is the user name I think?	2:58:01 AM
	seniorcare.myreldata.net might be the server name	2:58:23 AM
Anurag Sharma	Thanks for the confirmation !	2:58:24 AM
	Kindly allow me two minutes to check the same.	2:58:45 AM
Kyle	sounds good	2:58:52 AM
Anurag Sharma	Please stay connected. I am still working on this.	3:01:27 AM
	May I take the remote access of your server?	3:02:37 AM
Kyle	Yes	3:02:43 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	3:02:48 AM
Kyle	ready	3:03:10 AM
Anurag Sharma	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.	3:03:33 AM
Kyle	relogging in	3:05:20 AM
Anurag Sharma	Okay	3:05:42 AM

Kyle	i'm here	3:10:12 AM
Anurag Sharma	Kyle I would like to inform you that you do not have the permissions to access the excel application on the server.	3:10:43 AM
	Which is why you are facing this issue.	3:10:52 AM
Kyle	what do we need to do to fix?	3:12:05 AM
Anurag Sharma	In our recent audit, we found that you were not being charged for excel application which is a chargeable service that we provide. We tried to reach you out via mail but due to no response from your end. The access for this applications were removed from the backend.	3:12:13 AM
	If you wish to add this application access on the server. You may need to provide the approval on email from the primary contact.	3:12:54 AM
Kyle	I am the primary contact	3:13:17 AM
Anurag Sharma	The pricing for Excel Standalone - \$5.99 per user per month.	3:13:18 AM
Kyle	i have microsoft 365, will that work?	3:13:44 AM
Anurag Sharma	Okay, please let us know if we can provide you the application access.	3:13:49 AM
	Could you please confirm us the license details of the same?	3:14:47 AM
	Because only these versions are compatible on the server.	
	<b>O365 Apps for Enterprise</b>	3:15:58 AM
	<b>O365 E3</b>	
	<b>O365 E5</b>	
Kyle	I just have the microsoft 365 family cloud based subscription. If that doesn't work then you can add excel access to both KyleM & NicoleDoyle	3:17:22 AM
Anurag Sharma	Kyle I deeply apologize but this license is not compatible on the server.	3:18:37 AM
Kyle	Ok, go ahead and add to both KyleM & NicoleDoyle	3:19:22 AM
Anurag Sharma	If you wish to add the excel application on the server. Then I would require an approval from your end (primary contact) regarding this request on email.	3:19:32 AM
	Thanks for the confirmation.	3:19:45 AM
Kyle	ok, where do I email?	3:19:46 AM
Anurag Sharma	After this chat, I will send you an email. You can just revert back to that email with an approval.	3:20:02 AM
Kyle	ok sounds good	3:20:22 AM
Anurag Sharma	Once we will receive the approval. We will initiate the process and will inform you on email once it is completed.	3:20:32 AM
	Also I just checked and found that you do not have enough disk space on the server.	3:21:00 AM
	You just have 15% of disk space left now.	3:21:30 AM
Kyle	Quickbooks 2020 probably should be removed. I am using 2024	3:21:54 AM
Anurag Sharma	Moreover, you just have only 4 GB of RAM on the server. Which is effecting the server working.	3:22:15 AM
		3:22:29 AM

	Thus, I would recommend you to go through RAM upgrade as well.	
Kyle	ok that is fine	3:22:36 AM
Anurag Sharma	We will surely do that. Please add on this request too on the mail which I will be sending you after this chat.	3:22:56 AM
	As we would require the approval for application removal as well.	3:23:22 AM
	Is there anything else I may help you with ?	3:23:29 AM
Kyle	Nope that should do it	3:23:34 AM
Anurag Sharma	Thanks for the confirmation !	3:23:41 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:23:44 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:23:48 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	3:23:50 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>	3:23:53 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Feb, 2:32:06 AM

**#73156 Marco**

**Email:** marco@mrmaccounting.net ☎ 16123153385

**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:** 32 Secs

**City:** MINNEAPOLIS

**State:** Minnesota

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 15 Mins 22 Secs

Marco	Hello, I am your Acebuddy	26 Feb, 2:32:07 AM
Acebuddy	Hello Marco Montermini, I'm your Ace Buddy. I'll be happy to assist you!	2:32:08 AM
	Whom Would You Like to Connect With?	2:32:08 AM
Marco	Managed IT	2:32:12 AM
Acebuddy	Please wait while we connect you to an available Representative.	2:32:12 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:32:12 AM
	<i>Sushant accepted the chat transfer request.</i>	2:32:32 AM
Sushant	Thank you for choosing ACE cloud Hosting, my name is Sushant. I will be assisting you today. How may I help you	2:33:05 AM
Marco	I have a relatively simple question.	2:33:31 AM
Sushant	May I know your company name please?	2:34:11 AM
Marco	I have several client quickbooks files with ACE. How can I make a copy of the most up to date file and save it on my desktop?	2:34:28 AM
	MRM Accounting Services	2:34:37 AM
Sushant	Please wait while we connect you to concern team.	2:34:52 AM
	<i>Sushant is transferring the chat to Support(QB &amp; App Hosting).</i>	2:35:24 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	2:36:17 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	2:36:19 AM
	Hello Marco	2:36:25 AM
Marco	Hi	2:36:30 AM
	I have several client quickbooks files with ACE. How can I make a copy of the most up to date file and save it on my desktop?	2:36:49 AM
Anurag Sharma	I will be surely assisting you with this. Kindly allow me 2-3 minutes to check the same.	2:37:24 AM
	May I take the remote access of your server?	2:38:49 AM
Marco	sure	2:39:05 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	2:39:27 AM

Marco	I am not on the server	2:40:00 AM
	can you just tell me how I can make a copy of the quickbooks fil please?	2:40:14 AM
Anurag Sharma	Please login into the server once.	2:40:18 AM
Marco	I just need to know how to do it	2:40:29 AM
	do i just use the file share link thing?	2:40:42 AM
Anurag Sharma	Yes, you can use that too.	2:40:54 AM
Marco	what would you suggest?	2:41:14 AM
	I just need to make a copy for my desktop once in awhile	2:41:26 AM
Anurag Sharma	I understand that your request is to copy your company file and paste it on your desktop so you can easily access it without having to search through the file path.	2:42:26 AM
Marco	I just need to be able to open the file from my desktop and NOT the server	2:42:56 AM
	(at times)	2:43:08 AM
Anurag Sharma	I believe you can do that by just normal copy and pasting method. If that doesn't work then you can try it with WeTransfer method as well.	2:43:13 AM
Marco	is there a link for that file transfer	2:43:32 AM
Anurag Sharma	Okay, so you mean from your local computer?	2:43:40 AM
Marco	from the server	2:43:56 AM
	I will figure it out thanks	2:44:30 AM
	i will chat if I have issues, I thought this was going to be a quick question and I dont have time right now	2:44:50 AM
	thanks for helping	2:44:53 AM
Anurag Sharma	Yes, I understood what you are asking for Marco.	2:45:29 AM
	You can use <a href="https://acecloudhosting.wetransfer.com/">https://acecloudhosting.wetransfer.com/</a> this website to perform this action.	2:45:46 AM
Marco	perfect!!	2:46:03 AM
Anurag Sharma	Also I will be sharing you an SOP ( standard of Procedure) which will help you for reference.	2:46:10 AM
	Is there anything else I may help you with ?	2:46:24 AM
Marco	no thanks!!	2:47:08 AM
Anurag Sharma	Thanks for the confirmation !	2:47:20 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:47:23 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!	2:47:25 AM

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

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

*Anurag Sharma has ended this chat session*

2:47:29 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

1 Feb, 6:28:27 AM

#### #71788 AGUSTIN GARCIA

**Email:** agustin@agtaxaccounting.com 12068670623

**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:** SEATTLE

**State:** New Jersey

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 42 Mins 51 Secs

AGUSTIN GARCIA	Hello, I am your Acebuddy	1 Feb, 6:28:29 AM
Acebuddy	Hello Agusin Garcia, I'm your Ace Buddy. I'll be happy to assist you!	6:28:30 AM
	Whom Would You Like to Connect With?	6:28:30 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.	7:11:20 AM
	<i>Ended due to chat idle timeout</i>	7:11:20 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

7 Feb, 11:11:03 PM

### #72173 Pearl Nartey

Email: pearl@wgengineering.com ☎ 14042715990

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 8 Secs

City: MCKINNEY

State: Texas

Country: UNITED STATES

## Chat Transcript

Chat Duration : 42 Mins 31 Secs

Pearl Nartey	Hello, I am your Acebuddy	7 Feb, 11:11:05 PM
Acebuddy	Hello Pearl Nartey, I'm your Ace Buddy. I'll be happy to assist you!	11:11:06 PM
	Whom Would You Like to Connect With?	11:11:06 PM
Pearl Nartey	Technical Support (QB & App Hosting)	11:11:12 PM
Acebuddy	Welcome to Ace Support.	11:11:12 PM
	Please chose an option :	11:11:12 PM
Pearl Nartey	I'd like to report an Issue	11:11:19 PM
Acebuddy	Please select an option!	11:11:19 PM
Pearl Nartey	Other Issue	11:11:24 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:11:25 PM
Pearl Nartey	Not able to log into ace cloud hosting. Screen just says please wait	11:11:51 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:11:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:11:52 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:12:05 PM

Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:12:10 PM
	Hello Pearl	11:12:15 PM
Pearl Nartey	Hi	11:12:29 PM
Shashwat Verma	I will surely help you with this issue.	11:12:35 PM
	May I take the remote access of your local computer?	11:12:40 PM
Pearl Nartey	yes	11:13:03 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	11:13:07 PM
Pearl Nartey	Ok	11:13:19 PM
Shashwat Verma	<a href="https://assist.acecloudhosting.com/join/8112460163">https://assist.acecloudhosting.com/join/8112460163</a>	11:13:21 PM
	Kindly Click on the link and open the downloaded file.	11:13:30 PM
Pearl Nartey	Oh I'm texting u from phone. Can u email it to me. Pearl@wgengineering.com	11:14:04 PM
Shashwat Verma	Okay	11:14:24 PM
	Kindly allow me two minutes to do the same.	11:14:33 PM
	Just emailed you.	11:16:19 PM
	Kindly check	11:16:24 PM
Pearl Nartey	Got it	11:17:29 PM
Shashwat Verma	Kindly Click on the link and open the downloaded file.	11:17:43 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.	11:18:05 PM
Pearl Nartey	ok	11:18:14 PM
Shashwat Verma	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.	11:53:36 PM
	<i>Ended due to chat idle timeout</i>	11:53:36 PM



## Chat Transcript

Hello, I am your Acebuddy

**#72945 Raymond Crump****Email:** ray@raycrumpcpa.com  8045982500**Department:** Support(QB & App Hosting)**Operator:****Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 20 Secs**City:** NEW YORK**State:** New York**Country:** UNITED STATES

Chat Duration : 8 Mins 35 Secs

**Chat Transcript**

Raymond Crump	Hello, I am your Acebuddy	21 Feb, 7:44:22 PM
Acebuddy	Hello Ray, I'm your Ace Buddy. I'll be happy to assist you!	7:44:24 PM
	Whom Would You Like to Connect With?	7:44:24 PM
Raymond Crump	Technical Support (QB & App Hosting)	7:44:27 PM
Acebuddy	Welcome to Ace Support.	7:44:27 PM
	Please chose an option :	7:44:28 PM
Raymond Crump	I'd like to report an Issue	7:44:32 PM
Acebuddy	Please select an option!	7:44:32 PM
Raymond Crump	Other Issue	7:44:36 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:44:36 PM
Raymond Crump	uniprint license expired	7:44:54 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:44:55 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:44:55 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	7:45:06 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	7:45:12 PM
Raymond Crump	server name RWCCP1, I am Raymond Crump	7:45:18 PM
Sharath Kumar	Hi Raymond, could you allow me 2 minutes to look into your concern	7:46:06 PM
	Thank you for your patience.	7:48:35 PM
	we are updating this from the backend which should resolve your concern	7:48:50 PM
	appears to be fixed, could you please try printing again and confirm the same	7:50:13 PM
Raymond Crump	fixed, thank you!	7:51:20 PM

Sharath Kumar	glad to hear that, anything else that I may assist you with?	7:51:34 PM
Raymond Crump	have a good day	7:52:00 PM
Sharath Kumar	thank you, Ray and I wish you the same.	7:52:15 PM
You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.		
I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!		
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> )		
Thank you for choosing ACE cloud Hosting, you have a wonderful day.		
<i>Sharath Kumar has ended this chat session</i>		



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 25 Feb, 10:14:51 PM

**#73137 help**

**Email:** help@triadcyersolutions.com ☎ 3362999989

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 19 Secs

**City:** ORANGEBURG

**State:** New York

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 39 Secs

help	Hello, I am your Acebuddy	25 Feb, 10:14:52 PM
Acebuddy	Hello Help, I'm your Ace Buddy. I'll be happy to assist you!	10:14:53 PM
	Whom Would You Like to Connect With?	10:14:53 PM
help	Technical Support (QB & App Hosting)	10:14:57 PM
Acebuddy	Welcome to Ace Support.	10:14:57 PM
	Please chose an option :	10:14:57 PM
help	I'd like to raise a Request	10:15:04 PM
Acebuddy	Please select your request type.	10:15:04 PM
help	Other Request	10:15:11 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.	10:15:11 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:15:11 PM
help	Yes, I'm facing issues with my server	10:15:51 PM
Acebuddy	Please select an option!	10:15:51 PM
help	Other Issue	10:16:00 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:16:00 PM
help	session issue	10:16:20 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:16:20 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:16:20 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	10:16:44 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	10:16:49 PM
help	Hi can you please check my chat with manish	10:18:16 PM
	he said the issue was network fluctuation due to which we got disconnect and faced the issue	10:18:55 PM
Sharath Kumar	Sure, checking	10:19:54 PM
help	as if we lost connection due to network issue everything remains same in the server but we lost the data we entered in drake application as we had to opened everything again	10:19:59 PM
	when we connected back	10:20:31 PM
	this happened last night at 12:10 am and today at around 11:18 am	10:21:44 PM
	what is this	10:21:52 PM
	what is this happening	10:23:09 PM
	?????	10:23:32 PM
Sharath Kumar	Alright, If I understand your concern correctly, you lost connection twice since yesterday due to internet issues but once the connection is back everything is there on the server except for the Drake	10:24:30 PM

	data	
help	there was nothing opened	10:27:15 PM
	I don't this so that I lost connection due to internet issue	10:28:00 PM
	there is some issue on your end	10:28:13 PM
Sharath Kumar	I understand your concern now	10:28:40 PM
help	if we disconnect everything should be in place where we left	10:29:05 PM
	so Manish just manipulated saying that it is due to network fluctuation	10:30:05 PM
	which I know is a lame excuse	10:30:19 PM
	I want everything every detail about this issue	10:31:03 PM
Sharath Kumar	This could be just his assumption	10:31:36 PM
	We are both actually trying to figure out the exact concern	10:32:00 PM
help	In It there is no space for assumptions	10:32:01 PM
Sharath Kumar	we are trying to narrow down the possibilities of why that happened	10:34:23 PM
help	please do it fast	10:35:15 PM
Sharath Kumar	Could you let me know more about the issue so that we can troubleshoot further	10:35:18 PM
help	I dont have all day	10:35:21 PM
	I told you the issue in detail	10:35:42 PM
Sharath Kumar	were there other users on the server that got disconnected and lost the data on appliciations	10:36:18 PM
help	got disconnected last night and when connected again today all data was gone	10:36:20 PM
	same happend at 11:18 am	10:36:54 PM
	got disconnected automatically and when connected again everything was gone	10:37:39 PM
	like the server rebotted	10:37:55 PM
Sharath Kumar	understood, did this happen to just you or were there other user accounts on the server	10:38:12 PM
help	right now I know this only	10:38:33 PM
Sharath Kumar	alright, and how long were you signed out for before reconnecting to the server	10:39:11 PM
help	last night I wasnt able to connect and today connect rigt after I disconnected	10:40:25 PM
	I have to go somewhere please investigate and I will be joing chat again in an hour	10:41:00 PM
Sharath Kumar	sure, we will check the server event to check if the server restarted during the time that you mentioned	10:41:30 PM
help	both times	10:41:46 PM
Sharath Kumar	Could you please let us know the user account name	10:41:49 PM
	and your time zone	10:41:54 PM

help	Anne.g	10:42:01 PM
EST		10:42:03 PM
Sharath Kumar	Got it, Anne. It will actually take more than an hour to investigate why this happened  but in case you encounter such issue again, please give us a call or come on chat again before you reconnect	10:42:47 PM 10:43:20 PM
help	ok	10:43:33 PM
Sharath Kumar	Anything else that I can assist you with in the meantime?	10:44:06 PM
help	no	10:44:19 PM
Sharath Kumar	Alright, I wish you have a good day ahead and I will keep you posted on email about the findings.  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!	10:45:41 PM 10:45:49 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> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:45:57 PM
	<i>Sharath Kumar has ended this chat session</i>	10:46:31 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

17 Feb, 3:09:54 AM

**#72630 Steven Ashby**

**Email:** steve@hawkeyesaccounting.com 18586921448

**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:** 38 Secs

**City:** SAN DIEGO

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 28 Mins 14 Secs

Steven Ashby	Hello, I am your Acebuddy	17 Feb, 3:09:56 AM
Acebuddy	Hello Steve Ashby, I'm your Ace Buddy. I'll be happy to assist you!	3:09:57 AM
	Whom Would You Like to Connect With?	3:09:57 AM
Steven Ashby	Technical Support (QB & App Hosting)	3:12:05 AM
Acebuddy	Welcome to Ace Support.	3:12:05 AM
	Please chose an option :	3:12:05 AM
Steven Ashby	I'd like to raise a Request	3:12:38 AM
Acebuddy	Please select your request type.	3:12:38 AM
Steven Ashby	Other Request	3:12:50 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.	3:12:50 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:12:50 AM
Steven Ashby	Restart	3:14:09 AM
Acebuddy	Hello Steve Ashby, I'm your Ace Buddy. I'll be happy to assist you!	3:14:09 AM
	Whom Would You Like to Connect With?	3:14:09 AM
Steven Ashby	Technical Support (QB & App Hosting)	3:16:42 AM
Acebuddy	Welcome to Ace Support.	3:16:43 AM
	Please chose an option :	3:16:43 AM
Steven Ashby	I'd like to raise a Request	3:16:49 AM
Acebuddy	Please select your request type.	3:16:49 AM
Steven Ashby	Setback	3:17:00 AM
Acebuddy	Welcome to Ace Support.	3:17:00 AM
	Please chose an option :	3:17:00 AM
Steven Ashby	I'd like to raise a Request	3:17:07 AM
Acebuddy	Please select your request type.	3:17:07 AM
Steven Ashby	Other Request	3:17:15 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.	3:17:15 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:17:15 AM
Steven Ashby	Yes, I'm facing issues with my server	3:17:18 AM
Acebuddy	Please select an option!	3:17:18 AM
Steven Ashby	QuickBooks Issue	3:17:24 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:17:24 AM
Steven Ashby	QuickBooks Login Issue	3:17:32 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	3:17:32 AM
	Was that helpful?	3:17:32 AM
Steven Ashby	No	3:17:42 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	3:17:42 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:17:42 AM
Steven Ashby	I have a ticket ID 642347	3:17:56 AM
	I have emailed support with a screenshot of the issue as I can not open any QB files	3:18:13 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	3:19:15 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	3:19:19 AM
	Hello Steve	3:19:23 AM
Steven Ashby	hello	3:19:43 AM
Shashwat Verma	I will surely help you with this issue.	3:19:59 AM
	Kindly allow me two minutes to check the same.	3:20:06 AM
	May I take the remote access of your local computer?	3:21:10 AM
Steven Ashby	on my server? or my regular desktop (off the server)?	3:21:39 AM
Shashwat Verma	Let me take it from server.	3:22:22 AM
Steven Ashby	ok	3:22:34 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	3:22:34 AM
Steven Ashby	all done	3:22:43 AM
	I am on this chat on my regular computer (not on server)	3:23:12 AM
Shashwat Verma	No problem	3:23:57 AM
Steven Ashby	ok... ready when you are	3:24:07 AM
Shashwat Verma	Kindly accept the invitation	3:24:40 AM
	Try to open the file now	3:24:58 AM

	Got it, allow me 2 mins	3:25:50 AM
Steven Ashby	ok	3:25:58 AM
Shashwat Verma	Looks like we have to restart the server to get the changes reflected on server.	3:28:58 AM
Steven Ashby	ok	3:29:08 AM
Shashwat Verma	Shall we proceed with the same?	3:29:10 AM
Steven Ashby	yes	3:29:38 AM
Shashwat Verma	Okay we are rebooting the server	3:29:40 AM
Steven Ashby	should i close it out on my side?	3:29:51 AM
Shashwat Verma	No need to do that	3:30:10 AM
	Just login after 1 min and try to access the file	3:30:30 AM
Steven Ashby	ok	3:30:40 AM
Shashwat Verma	Is it work?	3:33:30 AM
Steven Ashby	I am trying right now	3:33:35 AM
Shashwat Verma	Sure, please take your time	3:33:43 AM
Steven Ashby	The 1 file worked, just trying a 2nd one	3:35:16 AM
Shashwat Verma	Okay	3:35:26 AM
Steven Ashby	Okay.. the 2nd one worked as well.	3:36:15 AM
	What was the issue?	3:36:20 AM
Shashwat Verma	Great, just restarted the services of Quickbooks database, thats a general bug from intuit	3:36:53 AM
	Is there anything else I may help you with ?	3:37:02 AM
Steven Ashby	Okay good to know. My data is secure & safe though right?	3:37:22 AM
Shashwat Verma	100%	3:37:32 AM
Steven Ashby	Awesome. Thank you so much for your help today, it is greatly appreciated.	3:37:47 AM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	3:37:51 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:38:01 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	
		3:38:05 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/>)

Steven Ashby Have a great day as well 3:38:07 AM

*Shashwat Verma has ended this chat session* 3:38:11 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

5 Feb, 10:38:57 PM

**#72004 mkhan**

**Email:** mkhan@tippfloor.com

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 46 Secs

**City:** RIDGEFIELD

**State:** New Jersey

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 19 Mins 36 Secs

mkhan Hello, I am your Acebuddy 5 Feb, 10:38:58 PM

Acebuddy Hello Mkhan, I'm your Ace Buddy. I'll be happy to assist you! 10:38:59 PM

Whom Would You Like to Connect With? 10:38:59 PM

mkhan Technical Support (QB & App Hosting) 10:39:12 PM

Acebuddy Welcome to Ace Support. 10:39:12 PM

Please chose an option : 10:39:12 PM

mkhan I'd like to report an Issue 10:39:21 PM

Acebuddy Please select an option! 10:39:22 PM

mkhan Other Issue 10:39:26 PM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:39:26 PM
mkhan	i was looking to see if there is anyway i can switch between single screen and multiple screens while using the app.	10:41:20 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:41:21 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:41:21 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	10:41:35 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	10:41:52 PM
	Could you please help me with your company name	10:42:23 PM
mkhan	Tipp Floor Covering	10:42:45 PM
Sharath Kumar	Thank you, looking into it	10:44:27 PM
	I need you to open the remote desktop connection and select the display tab	10:45:24 PM
	<i>10:46:01 PM Sharath Kumar is sharing a file with you <a href="#">image.png</a> - ( Size:32.08 KB )</i>	10:46:01 PM
	This is the option you need to select in order to use the multiple screens	10:46:42 PM
	The settings need to be done before you click on the "connect" as you won't be able to switch the option once connected	10:47:48 PM
mkhan	sorry i am having a problem getting to the remote desktop option	10:47:59 PM
	oh ok	10:48:07 PM
	need to logout and than log back in	10:48:16 PM
Sharath Kumar	okay, sure	10:48:44 PM
mkhan	im not getting that option	10:49:39 PM
	can you takeover my screen?	10:49:51 PM
Sharath Kumar	certainly	10:50:22 PM
	let me send you a link and that needs to be opened on your local desktop	10:50:39 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	10:51:40 PM
	<a href="https://assist.aceclouddhosting.com/join/4172607776">https://assist.aceclouddhosting.com/join/4172607776</a>	10:51:43 PM
mkhan	done	10:53:04 PM
Sharath Kumar	could you give it a try	10:54:19 PM
	need to close the ongoing remote session, though	10:54:39 PM
	let me know if that worked for you	10:55:26 PM
mkhan	yes	10:56:15 PM
	it is working	10:56:17 PM
	Thank you for your help	10:56:26 PM

Sharath Kumar	my pleasure	10:56:50 PM
	Is there anything else I may help you with ?	10:56:54 PM
mkhan	no Thank you	10:58:04 PM
Sharath Kumar	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!	10:58:11 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> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:58:14 PM
	<i>mkhan has ended this chat session</i>	10:58:34 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 9 Feb, 6:11:46 PM

**#72221 David Weinstein**

**Email:** david@davidweinsteincpa.com 19149071180

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**City:** BOCA RATON

**State:** Florida

**Country:** UNITED STATES

Chat Transcript Chat Duration : 45 Secs

David Weinstein

	Hello, I am your Acebuddy	9 Feb, 6:11:47 PM
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!	6:11:49 PM
	Whom Would You Like to Connect With?	6:11:49 PM
David Weinstein	Technical Support (QB & App Hosting)	6:12:01 PM
Acebuddy	Welcome to Ace Support.	6:12:01 PM
	Please chose an option :	6:12:01 PM
David Weinstein	I'd like to raise a Request	6:12:06 PM
Acebuddy	Please select your request type.	6:12:07 PM
David Weinstein	Change in Users	6:12:14 PM
Acebuddy	Please select your desired option!	6:12:14 PM
David Weinstein	User Addition	6:12:19 PM
Acebuddy	Kindly email us the full name of the User(s) who needs to be added at support@acecloudhosting.com from your registered email address and we'll update you once the request has been processed.	6:12:19 PM
	Do you need any further assistance on the topic?	6:12:19 PM
David Weinstein	No	6:12:32 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	6:12:33 PM
	<i>Acebuddy has ended this chat session</i>	6:12:33 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

13 Feb, 8:46:41 PM

**#72469 Angelita Palmer**

**Email:** angelita@smokejackbbq.com ☎ 16788363122

**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:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 40 Mins 13 Secs

Angelita Palmer	Hello, I am your Acebuddy	13 Feb, 8:46:42 PM
Acebuddy	Hello Angelita, I'm your Ace Buddy. I'll be happy to assist you!	8:46:44 PM
	Whom Would You Like to Connect With?	8:46:44 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:26:56 PM
	<i>Ended due to chat idle timeout</i>	9:26:56 PM



## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

7 Feb, 9:50:17 PM

**#72166 Jack Hostelley**

**Email:** j.hostelley@innercircle.cpa

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 48 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 15 Mins 13 Secs

Jack Hostelley	Hello, I am your Acebuddy	7 Feb, 9:50:19 PM
Acebuddy	Hello Jack Hostelley, I'm your Ace Buddy. I'll be happy to assist you!	9:50:20 PM

	Whom Would You Like to Connect With?	9:50:20 PM
Jack Hostelley	Technical Support (QB & App Hosting)	9:50:45 PM
Acebuddy	Welcome to Ace Support.	9:50:45 PM
	Please chose an option :	9:50:45 PM
Jack Hostelley	I'd like to report an Issue	9:51:13 PM
Acebuddy	Please select an option!	9:51:13 PM
Jack Hostelley	Other Issue	9:51:20 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:51:20 PM
Jack Hostelley	I am denied access to our company's S-Drive and need permissions to access it.	9:52:16 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:52:16 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:52:16 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:53:02 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:53:06 PM
Jack Hostelley	Hello Manish	9:53:28 PM
Manish Singh	Hii Jack	9:53:42 PM
Jack Hostelley	I do not have permission to access my company's s-drive and need permission to.	9:54:28 PM
Manish Singh	May i know the location of the folder?	9:55:41 PM
Jack Hostelley	It is located in the "This PC" section and is in the "devices and drives" and the drive I need access to is called Data (S:)	9:57:45 PM
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	9:58:45 PM
	Also, the registered email for your account with us is : g.hostelley@innercircle.cpa	
	Is there anything else I may help you with ?	10:00:18 PM
Jack Hostelley	No that is all thank you for your help	10:03:58 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:05:28 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	10:05:31 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> )	



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

14 Feb, 9:24:30 PM

**#72568 pam**

**Email:** pam@tomandpamcpa.com 931-572-7958

**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:** NASHVILLE

**State:** Tennessee

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 34 Mins 59 Secs

pam	Hello, I am your Acebuddy	14 Feb, 9:24:30 PM
Acebuddy	Hello Pam, I'm your Ace Buddy. I'll be happy to assist you!	9:24:31 PM
	Whom Would You Like to Connect With?	9:24:31 PM
pam	Technical Support (QB & App Hosting)	9:24:41 PM
Acebuddy	Welcome to Ace Support.	9:24:42 PM
	Please chose an option :	9:24:42 PM
pam	I'd like to raise a Request	9:24:53 PM
Acebuddy	Please select your request type.	9:24:53 PM
pam	Other Request	9:24:58 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:24:58 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:24:58 PM

pam	Setback	9:25:09 PM
Acebuddy	Please select your request type.	9:25:09 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:59:30 PM
	<i>Ended due to chat idle timeout</i>	9:59:30 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

20 Feb, 7:56:05 AM

### #72852 tina

**Email:** tina@dejenetax.com ☎ 13105694895

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 41 Secs

**City:** IRVINE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 11 Mins 8 Secs

tina	Hello, I am your Acebuddy	20 Feb, 7:56:07 AM
Acebuddy	Hello Tina, I'm your Ace Buddy. I'll be happy to assist you!	7:56:08 AM
	Whom Would You Like to Connect With?	7:56:08 AM
tina	Technical Support (QB & App Hosting)	7:56:11 AM
Acebuddy	Welcome to Ace Support.	7:56:11 AM
	Please chose an option :	7:56:11 AM
tina	I'd like to report an Issue	7:56:17 AM

Acebuddy	Please select an option!	7:56:17 AM
tina	Other Issue	7:56:21 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:56:21 AM
tina	Server restarted without permission	7:56:44 AM
Acebuddy	Please wait while we connect you to a Support Representative	7:56:44 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:56:44 AM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	7:58:37 AM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	7:58:40 AM
	May I know the time frame when this happened.	7:59:06 AM
	Also kindly help me with your server name and user name?	7:59:26 AM
tina	The server just restarted without any message while we were all working, and now our timesheets data are lost because was not saved!	7:59:30 AM
	6:16pm pst	7:59:44 AM
	DejeneAInc.myrealdata.net	7:59:54 AM
Tushar Pharswan	Kindly allow me two minutes to check the same.	8:00:23 AM
tina	Also, noone gave authority to restart the server	8:01:57 AM
	It also happened earlier today with no message to log out	8:02:11 AM
	We lost a lot of data because of this	8:02:19 AM
Tushar Pharswan	As I can see we have not rebooted the server to investigate further who did this from your end we will require around 2-3 hours as we will have to connect with our security team and get reports of the specific user from whose end the server is rebooted.	8:03:50 AM
tina	Please put a note on the account: do not reboot server before 9pm PST.	8:05:00 AM
Tushar Pharswan	We have noted this, kindly communicate with all your users the same.	8:06:10 AM
	Also, we will email you who rebooted the server.	8:06:31 AM
tina	Thank you. Please do.	8:06:40 AM
Tushar Pharswan	Is there anything else I may help you with ?	8:06:43 AM
tina	please send a email with this chat history thank you	8:06:58 AM
Tushar Pharswan	Sure we will.	8:07:04 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:07:06 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!	
		8:07:11 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/>)

*Tushar Pharswan has ended this chat session*

8:07:15 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

6 Feb, 4:34:12 AM

#### #72044 Stephanie Howe

**Email:** stephaniehowe2019@gmail.com 16098902888

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

**Operator:** Anurag Sharma

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 25 Secs

**City:** MORRISVILLE

**State:** Pennsylvania

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 36 Mins 31 Secs

Stephanie Howe	Hello, I am your Acebuddy	6 Feb, 4:34:13 AM
Acebuddy	Hello Stephanie Howe, I'm your Ace Buddy. I'll be happy to assist you!	4:34:14 AM
	Whom Would You Like to Connect With?	4:34:14 AM
Stephanie Howe	Technical Support (QB & App Hosting)	4:34:22 AM
Acebuddy	Welcome to Ace Support.	4:34:22 AM
	Please chose an option :	4:34:22 AM
Stephanie Howe	I'd like to raise a Request	4:34:31 AM

Acebuddy	Please select your request type.	4:34:31 AM
Stephanie Howe	Setback	4:34:40 AM
Acebuddy	Welcome to Ace Support.	4:34:40 AM
	Please chose an option :	4:34:40 AM
Stephanie Howe	I'd like to report an Issue	4:34:46 AM
Acebuddy	Please select an option!	4:34:46 AM
Stephanie Howe	QuickBooks Issue	4:34:53 AM
Acebuddy	What type of QuickBooks Issue are you facing?	4:34:53 AM
Stephanie Howe	QuickBooks Login Issue	4:35:00 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	4:35:00 AM
	Was that helpful?	4:35:00 AM
Stephanie Howe	No	4:35:05 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	4:35:05 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:35:06 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	4:35:18 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	4:35:21 AM
	Hello Stephanie	4:35:27 AM
Stephanie Howe	Hi there!	4:35:32 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	4:35:44 AM
	Could you please confirm, if you are able to login into the server?	4:36:00 AM
Stephanie Howe	Yes, I was chatting and emailing with Shubham earlier today about the issue we are having. Do you have access to his notes?	4:37:06 AM
Anurag Sharma	Okay	4:37:17 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:37:21 AM
	<i>4:38:49 AMStephanie Howe is sharing a file with you <a href="#">Screenshot 2025-02-05 at 10.28.34 AM.png</a> - ( Size:366.68 KB )</i>	4:38:49 AM
	Thanks for the confirmation !	4:39:30 AM
	Kindly allow me two minutes to check the same.	4:39:33 AM
Stephanie Howe	Got it	4:39:41 AM
Anurag Sharma	May I take the remote access of your local computer?	4:41:52 AM
Stephanie Howe	Yes!	4:43:31 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	4:43:39 AM

	<a href="https://assist.acecloudhosting.com/join/2142039852">https://assist.acecloudhosting.com/join/2142039852</a>	4:43:53 AM
Stephanie Howe	All good	4:43:55 AM
Anurag Sharma	Kindly paste this link in the browser of local computer and join the session.	4:43:59 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	4:44:48 AM
	Are we still connected here?	4:55:03 AM
Stephanie Howe	Yes	5:01:08 AM
Anurag Sharma	Please check the remote session	5:01:33 AM
	Stephanie, I think we need to escalate this issue. Could you please share your phone number and your availability time and time zone so that I can arrange a callback for you?	5:07:37 AM
Stephanie Howe	Sounds good....my number is 609-647-7357...I'm in the Eastern Time Zone in the US and I'm available any time tomorrow :)	5:08:47 AM
Anurag Sharma	Thanks for the confirmation !	5:09:01 AM
	Is there anything else I may help you with ?	5:09:07 AM
Stephanie Howe	No thank you. Will the callback come from an international number? I just want to make sure to answer!	5:09:43 AM
Anurag Sharma	Yes	5:10:16 AM
Stephanie Howe	Great! Thank you so much	5:10:31 AM
Anurag Sharma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:10:36 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	5:10:41 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>	5:10:44 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

25 Feb, 12:18:10 AM

### #73067 Engle Services

**Email:** office@engleservices.com 12563691450

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

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 37 Secs

**City:** SYLACAUGA

**State:** Alabama

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Hour 41 Secs

Engle Services	Hello, I am your Acebuddy	25 Feb, 12:18:11 AM
Acebuddy	Hello Renae Prickett, I'm your Ace Buddy. I'll be happy to assist you!	12:18:12 AM
	Whom Would You Like to Connect With?	12:18:12 AM
Engle Services	Technical Support (QB & App Hosting)	12:18:16 AM
Acebuddy	Welcome to Ace Support.	12:18:16 AM
	Please chose an option :	12:18:16 AM
Engle Services	I'd like to report an Issue	12:18:22 AM
Acebuddy	Please select an option!	12:18:22 AM
Engle Services	QuickBooks Issue	12:18:28 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:18:28 AM
Engle Services	QuickBooks is Frozen	12:19:23 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	12:19:23 AM
	Was that helpful?	12:19:23 AM
Engle Services	No	12:19:27 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	12:19:27 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	12:19:27 AM
	<i>Shubham Yadav accepted the chat transfer request.</i>	12:19:51 AM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	12:19:55 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:20:11 AM
Engle Services	I was chatting with Manish this morning and was told my issue would be corrected in 20 minutes. I would receive an email and it has been hours and i have not heard back. Quickbooks is a major function in my daily task. I need this resolved ASAP.	12:21:27 AM
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.	12:21:40 AM
	Renae can you please let me know if the Quick Books is frozen right now or Server is frozen ?	12:22:37 AM
Engle Services	quickbook freezes when i open it and try to click on anything inside.	12:23:05 AM
Shubham Yadav	Renae we re installed the application on the server.	12:23:39 AM
	Let me check	12:23:42 AM
Engle Services	i can sign on the server but it is now telling me there is an update that i am not authorized to install	12:25:27 AM
Shubham Yadav	Renae as I can check server's disk space is very low right now which is causing this freezing on the server.	12:26:38 AM
Engle Services	what needs to be done to correct this?	12:27:08 AM
Shubham Yadav	Renae let me share you the details.	12:27:33 AM
	<i>12:27:50 AM Shubham Yadav is sharing a file with you <a href="#">image.png</a> - ( Size:2.79 KB )</i>	12:27:50 AM
	Only 2 % storage is free in C Drive on your server.	12:28:09 AM
Engle Services	why we only have quickbooks on there?	12:28:27 AM
Shubham Yadav	We recommend at least 20 % storage to be free for optimal utilization of the server.	12:28:35 AM
	Renae there are data on user's Desktop, Documents and Downloads.	12:28:56 AM
	Please try to delete unwanted files from there. Or you can upgrade the plan.	12:29:13 AM
	To ensure optimal performance and meet your needs, I recommend considering the following disk space upgrade options:	
	Plan 1: 200 GB - \$120/Month	
	Plan 2: 100 GB - \$60/Month	12:29:27 AM
	Plan 3: 80 GB - \$50/Month	
	Plan 4: 60 GB - \$40/Month	
	Plan 5: 40 GB - \$28/Month	
Engle Services	please remove anything that is not required for qb to run	12:31:23 AM
	Empty the recycle bin and lets see what that does	12:32:46 AM
Shubham Yadav	Renae, there are several files on the user's desktop, documents, and downloads. You can delete them directly from those locations, as you'll have a better sense of which items are not necessary.	12:33:37 AM
	Renae I tried to delete from the server. Only 4 % is free now out of 59.40 GB.	12:34:23 AM

Engle Services	there should be more now as i have deleted all that it will let me delete	12:36:17 AM
Shubham Yadav	Now 12% is free out of 100%.	12:37:29 AM
Engle Services	what plan do we currently have	12:37:46 AM
Shubham Yadav	Right now you have 60 GB plan	12:38:02 AM
Engle Services	Can you tell me what each user is using?	12:38:23 AM
	I have 4 items on mine that it will not let me delete	12:39:05 AM
Shubham Yadav	Renae in user BookkeeperEngle , there are multiple pdf files.	12:40:17 AM
Engle Services	ok let me log on there and maybe you can help me delete it.	12:40:53 AM
	But i need to know how much each user is using	12:41:08 AM
Shubham Yadav	Renae you can delete the files as per your requirements.	12:41:53 AM
Engle Services	I do not want to delete anything that is required to have per qb. I just deleted multiple items from Bookkeeper did that help	12:43:15 AM
Shubham Yadav	Renae right now 12% is free.	12:43:28 AM
Engle Services	What are the two users at	12:43:51 AM
	other two users at	12:43:56 AM
Shubham Yadav	LewisEngle is using 500 MB	12:44:30 AM
	BookkeeperEngle is using 2.5 GB	12:44:52 AM
	RenaePricett is using 3.5 GB	12:45:28 AM
	Other is primarily occupied by user profiles, application folders, Windows system files, cache files, and application data, all of which cannot be deleted without risking operational integrity.	12:46:04 AM
Engle Services	With what i just deleted we should be good for a while	12:47:15 AM
	right	12:47:18 AM
Shubham Yadav	Sure Renae for now you can use.	12:47:37 AM
	In future if you need you can upgrade the plan.	12:47:50 AM
Engle Services	i am going to try and see if it freezes again'	12:47:54 AM
	hold please	12:47:58 AM
Shubham Yadav	Sure	12:47:59 AM
Engle Services	it is still freezing up	12:49:19 AM
Shubham Yadav	Also I can check your ram utilization is so high.	12:50:09 AM
Engle Services	ok	12:50:21 AM
	<i>12:50:22 AM Shubham Yadav is sharing a file with you <a href="#">image.png</a> - ( Size:18.77 KB )</i>	12:50:22 AM
Shubham Yadav	90% of the ram is getting utilized	12:50:38 AM

Engle Services	what does that mean	12:50:47 AM
Shubham Yadav	This is also the reason for freeziness	12:50:50 AM
	Renae RAM is the real time memory users consume by using the applications.	12:51:15 AM
	2 Users are logged in right now and they are both consuming 90% RAM.	12:51:40 AM
Engle Services	No only one user should be logged in	12:52:00 AM
	<i>12:52:42 AM Shubham Yadav is sharing a file with you <a href="#">image.png</a> - ( Size:4.09 KB )</i>	12:52:42 AM
	Bookkeeper is logged off and my other user is not working today so should not be logged in	12:52:43 AM
Shubham Yadav	BookkeeperEngle just logged off	12:52:57 AM
Engle Services	But that does not have anything to do with us right? Ram is on your end?	12:53:17 AM
Shubham Yadav	Renae we provide default ram.	12:53:43 AM
	We have provided you 7 GB of RAM on the server.	12:53:56 AM
Engle Services	Ok so i am the only one logged in and i am still froze	12:54:05 AM
Shubham Yadav	Which is getting utilized.	12:54:06 AM
	If you want us to increase the RAM. Ram will be chargeable.	12:54:25 AM
	Please once try to log out and log in again.	12:54:41 AM
Engle Services	Why am i just starting to have these issues.	12:54:49 AM
Shubham Yadav	Disk space is still not free at least 20 %	12:54:55 AM
Engle Services	Something has happened	12:55:14 AM
	I logged off now i am logging back on	12:56:29 AM
Shubham Yadav	Yes please try	12:57:02 AM
Engle Services	I am opening qb now	12:57:17 AM
	still froze as soon as i clicked on a transaction	12:57:58 AM
Shubham Yadav	Let me check	12:58:09 AM
Engle Services	can we screen share	12:58:21 AM
Shubham Yadav	Renae I have increased 3 GB RAM complimentary for you.	1:01:04 AM
	Please try now	1:01:07 AM
Engle Services	Still freezing	1:02:26 AM
	Can we screen share	1:03:03 AM
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.	1:03:10 AM
Engle Services	yes done	1:03:21 AM
Shubham Yadav	<a href="https://assist.acecloudhosting.com/join/4122516844">https://assist.acecloudhosting.com/join/4122516844</a>	1:03:53 AM

	Kindly Click on the link and open the downloaded file.	1:03:55 AM
	It is working fine now.	1:06:41 AM
Engle Services	No it is not	1:06:55 AM
	Once i click on anything inside my register it freezes	1:07:15 AM
Shubham Yadav	Okay let me check	1:07:20 AM
	Renae looks like we will have to repair the server's OS, which can only be done in off hours.	1:08:50 AM
Engle Services	ok so what do i need to do?	1:09:49 AM
Shubham Yadav	Can you please try to re login again.	1:11:06 AM
Engle Services	on the server or just qb	1:11:37 AM
Shubham Yadav	Yes	1:11:39 AM
	Please let me know once you login	1:13:16 AM
Engle Services	logged in now	1:13:43 AM
Shubham Yadav	Please check now	1:14:14 AM
Engle Services	still freezing	1:14:39 AM
Shubham Yadav	Renae we will repair the OS in night hours as I have increased everything on the server.	1:16:01 AM
Engle Services	ok i guess i will try again in the morning	1:16:25 AM
Shubham Yadav	Still you are facing the freeze	1:16:30 AM
Engle Services	yes	1:16:45 AM
Shubham Yadav	Is that okay ?	1:17:13 AM
Engle Services	is what okay	1:17:36 AM
Shubham Yadav	We will repair the server in night hours and will inform you.	1:17:37 AM
Engle Services	okay	1:17:57 AM
Shubham Yadav	Yes Renae	1:17:58 AM
	Thank you for your patience.	1:18:07 AM
	Is there anything else I may help you with ?	1:18:17 AM
Engle Services	no that is it	1:18:31 AM
Shubham Yadav	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:18:48 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	1:18:50 AM
Note: You may change/reset your server password on your own by registering on our Selfcare Portal		

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

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

*Shubham Yadav has ended this chat session*

1:18:53 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

14 Feb, 3:04:43 AM

**#72533 paul**

**Email:** paul@neotechnetworks.com ☎ 8887268138

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 2 Secs

**City:** MARACAIBO

**State:** Zulia

**Country:** VENEZUELA

### Chat Transcript

Chat Duration : 19 Mins 14 Secs

paul	Hello, I am your Acebuddy	14 Feb, 3:04:45 AM
Acebuddy	Hello Paul Marquez, I'm your Ace Buddy. I'll be happy to assist you!	3:04:46 AM
	Whom Would You Like to Connect With?	3:04:46 AM
paul	Technical Support (QB & App Hosting)	3:04:49 AM
Acebuddy	Welcome to Ace Support.	3:04:49 AM
	Please chose an option :	3:04:49 AM
paul	I'd like to report an Issue	3:05:24 AM
Acebuddy	Please select an option!	3:05:24 AM

paul	Other Issue	3:05:32 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:05:32 AM
paul	Server is slow. WE have an open ticket for this. We need maybe 2 more added CPU is spking constantly	3:12:41 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:12:42 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:12:42 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	3:14:41 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	3:14:47 AM
paul	Hello shashwat	3:14:57 AM
	<i>Shashwat Verma is transferring the chat to Yash Kalra.</i>	3:14:58 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	3:16:10 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	3:16:14 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:16:19 AM
paul	Hello Yash	3:16:28 AM
	I don't have an username but I am authorized contact, Paul Marquez	3:16:37 AM
	Every user is having issues today of the server being slow	3:16:45 AM
Yash Kalra	Kindly allow me two minutes to check the same.	3:17:01 AM
paul	server name is SundackLLC.myrealdatal.net	3:17:14 AM
	we've been hacing issues with the server lately, we've been adding cores to it to see if that assist. It has gotten better but users still complain that the server is lagging and I was able to verify with them the server is indeed hacing issues where the it is slow to open things or type	3:18:04 AM
	The userver hosts around 18 users at the same time during the day	3:18:19 AM
	i'd like to know if we can add to more cores tonight, and also run a sfc /scannow to make sure there's no issues with windows	3:18:52 AM
Yash Kalra	Paul, We've made some changes from the backend to resolve this issue. Kindly ask all users to log out and log back in once, and everything should be resolved.	3:20:18 AM
paul	couould you plase let me know what you did as they will ask	3:20:56 AM
Yash Kalra	We've changed the <b>RDG site</b> to balance the load. Once users log back in, they will be connected to the new site.	3:22:55 AM
paul	Ok	3:23:14 AM
	I will inform the users and report back if necessary	3:23:20 AM
	thank you Yash	3:23:22 AM
Yash Kalra	Is there anything else I may help you with ?	3:23:24 AM
paul	That wouldbe all than you	3:23:42 AM

Thank you

3:23:43 AM

Yash Kalra

I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the Smilies.

3:23:48 AM

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

3:23:51 AM

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

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

Thanks!

3:23:54 AM

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

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

*Yash Kalra has ended this chat session*

3:23:59 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Feb, 1:15:11 AM

**#71936 David Weinstein**

**Email:** david@davidweinsteincpa.com 19149071180

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 34 Secs

**City:** FT LAUDERDALE

**State:** Florida

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 45 Secs

David Weinstein	Hello, I am your Acebuddy	5 Feb, 1:15:13 AM
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!	1:15:14 AM
	Whom Would You Like to Connect With?	1:15:14 AM
David Weinstein	Technical Support (QB & App Hosting)	1:15:17 AM
Acebuddy	Welcome to Ace Support.	1:15:17 AM
	Please chose an option :	1:15:17 AM
David Weinstein	I'd like to raise a Request	1:15:22 AM
Acebuddy	Please select your request type.	1:15:22 AM
David Weinstein	Other Request	1:15:28 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	1:15:28 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:15:28 AM
David Weinstein	Yes, I'm facing issues with my server	1:15:36 AM
Acebuddy	Please select an option!	1:15:36 AM
David Weinstein	Other Issue	1:15:56 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:15:56 AM
David Weinstein	My server is slow. Can you reboot the server	1:16:29 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:16:29 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:16:29 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	1:17:09 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	1:17:13 AM
	I deeply apologize for the inconvenience caused to you.	1:17:24 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:17:27 AM
David Weinstein	Hi my server is slow	1:17:28 AM
	davidwein David@davidweinsteincpa.com	1:17:43 AM
Anurag Sharma	Thanks for the confirmation !	1:19:11 AM
	Kindly allow me two minutes to work on the same.	1:19:26 AM
David Weinstein	ok	1:20:05 AM
Anurag Sharma	I have successfully rebooted the server.	1:20:31 AM
	Is there anything else I may help you with ?	1:20:34 AM
David Weinstein	no	1:20:38 AM
Anurag Sharma	Thanks for the confirmation !	1:20:43 AM

I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.

1:20:49 AM

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

1:20:53 AM

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

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

Thanks!

1:20:56 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/>)

*Anurag Sharma has ended this chat session*

1:20:59 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

27 Feb, 3:42:27 AM

**#73227 Trenia Sanford**

**Email:** sanfordt@steamboatmountainschool.org 19708791350

**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:** STEAMBOAT SPRINGS

**State:** Colorado

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 42 Mins 18 Secs

Trenia Sanford

Hello, I am your Acebuddy

27 Feb, 3:42:28 AM

Acebuddy

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

3:42:29 AM

	Whom Would You Like to Connect With?	3:42:29 AM
Trenia Sanford	Technical Support (QB & App Hosting)	3:42:38 AM
Acebuddy	Welcome to Ace Support.	3:42:38 AM
	Please chose an option :	3:42:38 AM
Trenia Sanford	I'd like to raise a Request	3:42:45 AM
Acebuddy	Please select your request type.	3:42:45 AM
Trenia Sanford	Other Request	3:42:57 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.	3:42:57 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:42:57 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.	4:24:46 AM
	<i>Ended due to chat idle timeout</i>	4:24:46 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

21 Feb, 8:56:27 AM

**#72926 Gita Faust**

**Email:** gita@fasttracconsulting.com ☎ na

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

**Operator:** Rohit Kumar

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** CHALFON

**State:** Pennsylvania

**Country:** UNITED STATES

## Chat Transcript

Gita Faust	Hello, I am your Acebuddy	21 Feb, 8:56:28 AM
Acebuddy	Hello Gita, I'm your Ace Buddy. I'll be happy to assist you!	8:56:29 AM
	Whom Would You Like to Connect With?	8:56:29 AM
Gita Faust	Technical Support (QB & App Hosting)	8:56:34 AM
Acebuddy	Welcome to Ace Support.	8:56:34 AM
	Please chose an option :	8:56:34 AM
Gita Faust	I'd like to report an Issue	8:56:40 AM
Acebuddy	Please select an option!	8:56:40 AM
Gita Faust	Other Issue	8:56:45 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:56:45 AM
Gita Faust	I cannot log into Hosting	8:56:55 AM
Acebuddy	Please wait while we connect you to a Support Representative	8:56:56 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:56:56 AM
	<i>Chat request was not picked up by the operators</i>	8:58:58 AM
Gita Faust	I cannot log into hosting CID 73398	9:00:38 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

18 Feb, 9:43:50 PM

**#72741 carmstrong**

**Email:** carmstrong@mdcollision.net

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 19 Secs

**City:** UNION

**State:** Louisiana

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 12 Mins 25 Secs

carmstrong	Hello, I am your Acebuddy	18 Feb, 9:43:51 PM
Acebuddy	Hello Colleen, I'm your Ace Buddy. I'll be happy to assist you!	9:43:52 PM
	Whom Would You Like to Connect With?	9:43:52 PM
carmstrong	Technical Support (QB & App Hosting)	9:43:58 PM
Acebuddy	Welcome to Ace Support.	9:43:58 PM
	Please chose an option :	9:43:58 PM
carmstrong	I'd like to report an Issue	9:44:01 PM
Acebuddy	Please select an option!	9:44:01 PM
carmstrong	QuickBooks Issue	9:44:09 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:44:09 PM
carmstrong	QuickBooks Login Issue	9:44:18 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	9:44:18 PM
	Was that helpful?	9:44:18 PM
carmstrong	No	9:44:54 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:44:55 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:44:55 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:45:44 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:45:49 PM
carmstrong	thanks, my remote desktop is not working. It keeps giving me an error code when I go into it.	9:46:55 PM
Manish Singh	I will surely help you with this issue.	9:47:03 PM
	Kindly allow me two minutes to check the same.	9:47:32 PM
carmstrong	thank you	9:47:50 PM
Manish Singh	May I take the remote access of your local computer?	9:48:56 PM
carmstrong	yes	9:49:01 PM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/1982954959">https://assist.acecloudhosting.com/join/1982954959</a>	9:49:17 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:49:19 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	9:52:17 PM

	give your confirmation on this chat.	
	Is there anything else I may help you with ?	9:55:10 PM
carmstrong	no that was it! thank you	9:56:02 PM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	9:56:06 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:56:12 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	9:56:15 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> )	

*Manish Singh has ended this chat session*

9:56:17 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

25 Feb, 10:01:12 PM

**#73135 bobi**

**Email:** bobi@courtsense.com ☎ 12012861318

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

**Operator:**

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 17 Secs

**City:** TETOVO

**State:** Centar

**Country:** MACEDONIA

## Chat Transcript

Chat Duration : 6 Mins 34 Secs

bobi	Hello, I am your Acebuddy	25 Feb, 10:01:14 PM
Acebuddy	Hello Bobi Dojcinovski, I'm your Ace Buddy. I'll be happy to assist you!	10:01:15 PM
	Whom Would You Like to Connect With?	10:01:15 PM
bobi	Technical Support (QB & App Hosting)	10:01:52 PM
Acebuddy	Welcome to Ace Support.	10:01:52 PM
	Please chose an option :	10:01:52 PM
bobi	I'd like to raise a Request	10:02:04 PM
Acebuddy	Please select your request type.	10:02:04 PM
bobi	Password Reset	10:02:08 PM
Acebuddy	Please select an option below	10:02:08 PM
bobi	Already Enrolled to Selfcare Portal	10:02:14 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	10:02:14 PM
	Do you need any further assistance on the topic?	10:02:14 PM
bobi	Yes	10:02:47 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:02:48 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:02:48 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	10:04:40 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	10:04:57 PM
	Hello Bobi, could you please let me know the user account that you are signing in with (Edited)	10:05:27 PM
	Are we still connected here?	10:06:40 PM
	Are we still connected here?	10:07:07 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:07:33 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:07:43 PM
	<i>Sharath Kumar has ended this chat session</i>	10:07:48 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

20 Feb, 12:04:32 AM

### #72832 Katie Kispert

**Email:** kkispert@dixon-associates.com  7819340648

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 52 Secs

**City:** NATICK

**State:** Massachusetts

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 14 Mins 32 Secs

Katie Kispert	Hello, I am your Acebuddy	20 Feb, 12:04:33 AM
Acebuddy	Hello Kkispert, I'm your Ace Buddy. I'll be happy to assist you!	12:04:34 AM
	Whom Would You Like to Connect With?	12:04:34 AM
Katie Kispert	Technical Support (QB & App Hosting)	12:04:41 AM
Acebuddy	Welcome to Ace Support.	12:04:41 AM
	Please chose an option :	12:04:41 AM
Katie Kispert	I'd like to report an Issue	12:04:51 AM
Acebuddy	Please select an option!	12:04:51 AM
Katie Kispert	QuickBooks Issue	12:05:01 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:05:01 AM
Katie Kispert	QuickBooks Login Issue	12:05:09 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	12:05:09 AM
	Was that helpful?	12:05:09 AM
Katie Kispert	No	12:06:02 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	12:06:02 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	12:06:02 AM
	<i>Sharath Kumar accepted the chat transfer request.</i>	12:07:04 AM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	12:07:09 AM
Katie Kispert	Thank you!	12:07:33 AM
Sharath Kumar	Hello there, could you please let me know more about your QuickBooks concern	12:07:36 AM
Katie Kispert	I am trying to open the QB file, and I get an error message that states 'this action requires Windows administrator permissions'	12:08:14 AM
Sharath Kumar	understood, and is this the first time that you are receiving this error?	12:09:31 AM
Katie Kispert	Yes - today is the first time that I am receiving the error. I was logged in yesterday with no problem.	12:10:17 AM
Sharath Kumar	Kindly allow me two minutes to sign into the server and check the same.	12:11:14 AM
Katie Kispert	Ok	12:11:22 AM
Sharath Kumar	could you please close QuickBooks and sign in once again to the application	12:13:39 AM
Katie Kispert	Looks like I am back up and running	12:15:30 AM
Sharath Kumar	glad to hear that	12:16:00 AM
	Is there anything else I may help you with ?	12:16:07 AM
Katie Kispert	Thank you very much!	12:16:07 AM
	No - hopefully, that is all that I need. Thank you, again. Have a great day!	12:16:29 AM
Sharath Kumar	My pleasure!	12:17:07 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:17:13 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> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:17:20 AM
	<i>Sharath Kumar has ended this chat session</i>	12:19:05 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

12 Feb, 11:30:00 PM

### #72414 partsfast

**Email:** partsfast@gmail.com  2817500340

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 33 Secs

**City:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 43 Mins 18 Secs

partsfast	Hello, I am your Acebuddy	12 Feb, 11:30:01 PM
Acebuddy	Hello Keith Sholar, I'm your Ace Buddy. I'll be happy to assist you!	11:30:02 PM
	Whom Would You Like to Connect With?	11:30:02 PM
partsfast	Technical Support (QB & App Hosting)	11:30:09 PM
Acebuddy	Welcome to Ace Support.	11:30:09 PM
	Please chose an option :	11:30:09 PM
partsfast	I'd like to report an Issue	11:30:31 PM
Acebuddy	Please select an option!	11:30:31 PM
partsfast	Other Issue	11:30:38 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:30:39 PM
partsfast	MY PASSWORD KEEPS FALLING OUT. I HAVE REQUESTED ON SEVERAL OCCASSIONS TO STOP THE PASSWORD CHANGE EVERY 90 DAYS.	11:31:33 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:31:34 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:31:34 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	11:32:02 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	11:32:05 PM

	Hello Keith	11:32:08 PM
partsfast	WE NEVER WANT TO CHANGE OR RESET OUR PASSWORDS FOR ALL USERS. THIS IS MY 3RD REQUEST. WHY DOES THE KEEP HAPPENING??????	11:32:24 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	11:32:59 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:33:05 PM
partsfast	I WOULD LIKE YOU TO COME INTO OUR LOCAL AND MAKE IT STOP AND MAKE IT STOP ON THE BACK SIDE FOR ALL USERS. 4TH REUEST THIS YEAR	11:33:08 PM
	PARTS.MYREALDATA.NET	11:33:26 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	11:34:30 PM
	Kindly allow me 4-5 minutes to check the same.	11:34:37 PM
partsfast	OK	11:35:39 PM
Anurag Sharma	Keith, I deeply apologize for the problem you are facing due to password issue.	11:39:59 PM
	I would like to inform you that I have escalated this ticket now. Please allow us 12 to 24 hours to upon this issue. We will make sure that this issue will not repeat in future.	11:40:45 PM
	We will update you once it is fixed from the backend.	11:40:57 PM
partsfast	I HAVE PEOPLE COME INTO WORK AND THIS STOPS THEM	11:41:02 PM
	TODAY IT STOPPED ME\	11:41:29 PM
Anurag Sharma	Yes Keith, I can really understand the problem you are facing due to this. I would like to inform you that I have initialized the process in order to resolve this issue. Our team has started working on this.	11:41:50 PM
	You will get an update within 24 hours for sure.	11:42:01 PM
	I can really understand Keith that it is effecting your working on the server. Please allow us sometime to work upon this issue. We will make sure that you will not face this issue again in the future.	11:43:18 PM
partsfast	COOL. CAN YOU COME INTO MY LOCAL AND HELP ME GET LOGGED IN	11:43:49 PM
	ITS BEING A PROBLEM RIGHT NOW	11:44:15 PM
Anurag Sharma	Yes, of course I will help you with that.	11:44:18 PM
	May I take the remote access of your local computer?	11:44:21 PM
partsfast	YES\	11:44:28 PM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	11:44:48 PM
partsfast	YOU WILL 123.COM OR SOMETHING	11:44:52 PM
	NOT ON THE SERVER	11:44:59 PM
Anurag Sharma	Sorry but I couldn't understand what you are referring to?	11:45:22 PM
partsfast	LOG ME IN 123 OR SOMETHING	11:45:24 PM
Anurag Sharma	Okay	11:45:37 PM
partsfast	TAKE CONTROL OF MY LOCAL AND HELP ME WITH THE RDC	11:46:07 PM

Anurag Sharma	Keith actually Log me in is no more available now. Could you please use the link I will share you to connect with us?	11:46:17 PM
	<a href="https://assist.acecloudhosting.com/join/5942933160">https://assist.acecloudhosting.com/join/5942933160</a>	11:46:23 PM
	Kindly paste this link in the browser of local computer and join the session.	11:46:28 PM
partsfast	YES	11:47:53 PM
Anurag Sharma	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.	11:48:12 PM
	I think the issue is now resolved.	11:57:09 PM
	Is there anything else I may help you with ?	11:57:14 PM
partsfast	yes	13 Feb, 12:00:50 AM
	i have another question	12:01:03 AM
	do you know why this keeps happing	12:01:10 AM
Anurag Sharma	Actually it is our company policy to reset the password in every 90 days	12:01:20 AM
	I deeply apologize that it is effecting your working. But trust me it will be resolved within 24 hours.	12:01:43 AM
partsfast	i know. and it was approved that we would not be held to your policy last 2 times	12:01:59 AM
	it canott keep happening	12:02:16 AM
Anurag Sharma	I am so sorry for this problem. I will make sure myself that it gets resolved this time.	12:02:40 AM
partsfast	we do not want to change the passwords ever	12:02:42 AM
	ok	12:02:51 AM
Anurag Sharma	Yes, I got your request. I know changing the password regularly becomes hectic sometimes.	12:03:08 AM
partsfast	1 more question. can you see mmy screen on quickbooks	12:03:11 AM
Anurag Sharma	Yes	12:03:23 AM
partsfast	ok we have a few log off options. we use tio ojnlly have one	12:04:07 AM
Anurag Sharma	Yes	12:04:32 AM
	That are just the duplicate copies. You can use which ever you want to log off from the server. It will not impact your working.	12:05:11 AM
	Is there anything else I may help you with ?	12:05:15 AM
partsfast	yes let me show you	12:05:33 AM
Anurag Sharma	Okay	12:05:55 AM
partsfast	which one should the use when coming out	12:06:46 AM
Anurag Sharma	Kindly use the one which I have selected on the screen to log off from the server.	12:07:34 AM
partsfast	the red button. that was added because our screen was freezing.	12:08:23 AM

Anurag Sharma	Yes, the red button called Log Off	12:08:30 AM
partsfast	is there a proper way	12:08:39 AM
Anurag Sharma	It is the most perfect way to log off from the server.	12:08:54 AM
partsfast	it was just added a few months ago	12:08:56 AM
Anurag Sharma	You just have to double click to escape from the server.	12:09:10 AM
partsfast	was told for locking up	12:09:18 AM
	confusing.	12:09:30 AM
Anurag Sharma	Yes, it also works while facing the freezing issue.	12:09:31 AM
partsfast	so see the sign off	12:10:09 AM
	should be use logoff or signout	12:10:30 AM
Anurag Sharma	Please use Log off. It works the best.	12:10:48 AM
partsfast	ok. what does power do?????	12:11:18 AM
	thru the years we keep getting more icons	12:11:34 AM
Anurag Sharma	Power button also does the same work. But using Log Off button is more easy as you just have to double click on it to log off from the server.	12:12:11 AM
partsfast	ok i am just making sure.	12:12:32 AM
Anurag Sharma	No Problem.	12:12:40 AM
partsfast	we are finished. simple is better for my staff. too many options create issues	12:12:59 AM
Anurag Sharma	Yes, that's true.	12:13:02 AM
	Thanks for the confirmation !	12:13:07 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:13:11 AM
partsfast	have a great day	12:13:12 AM
Anurag Sharma	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:13:17 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>		12:13:19 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

13 Feb, 8:27:49 PM

#72467 Richard Rubbo

Email: it-admin@centergenics.com ☎ 18325415481

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: SPRING

State: Texas

Country: UNITED STATES

## Chat Transcript

Chat Duration : 43 Mins 44 Secs

Richard Rubbo	Hello, I am your Acebuddy	13 Feb, 8:27:50 PM
Acebuddy	Hello It-admin, I'm your Ace Buddy. I'll be happy to assist you!	8:27:51 PM
	Whom Would You Like to Connect With?	8:27:51 PM
Richard Rubbo	Technical Support (QB & App Hosting)	8:28:04 PM
Acebuddy	Welcome to Ace Support.	8:28:05 PM
	Please chose an option :	8:28:05 PM
Richard Rubbo	I'd like to raise a Request	8:28:19 PM
Acebuddy	Please select your request type.	8:28:19 PM
Richard Rubbo	Server Resource Addition	8:28:46 PM
Acebuddy	Please select the resource type you'd like to add	8:28:46 PM
Richard Rubbo	Setback	8:28:57 PM
Acebuddy	Please select your request type.	8:28:57 PM
Richard Rubbo	Other Request	8:29:15 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.	8:29:15 PM

	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:29:15 PM
Richard Rubbo	Yes, I'm facing issues with my server	8:30:02 PM
Acebuddy	Please select an option!	8:30:03 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.	9:11:34 PM

*Ended due to chat idle timeout*

9:11:34 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Feb, 5:09:23 PM

**#73040 HARSHIL SHAH**

**Email:** harshil@ambitsol.co

**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:** 20 Secs

**City:** AHMEDABAD

**State:** Gujarat

**Country:** INDIA

Chat Transcript

Chat Duration : 6 Mins 56 Secs

HARSHIL SHAH	Hello, I am your Acebuddy	24 Feb, 5:09:26 PM
Acebuddy	Hello Amit, I'm your Ace Buddy. I'll be happy to assist you!	5:09:27 PM
	Whom Would You Like to Connect With?	5:09:27 PM
HARSHIL SHAH	Technical Support (QB & App Hosting)	5:09:36 PM
Acebuddy	Welcome to Ace Support.	5:09:36 PM
	Please chose an option :	5:09:36 PM

HARSHIL SHAH	I'd like to report an Issue	5:09:46 PM
Acebuddy	Please select an option!	5:09:46 PM
HARSHIL SHAH	Other Issue	5:09:54 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:09:54 PM
HARSHIL SHAH	RDP is not open	5:10:06 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:10:07 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:10:07 PM
	<i>Manish Singh accepted the chat transfer request.</i>	5:10:14 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	5:10:20 PM
HARSHIL SHAH	Hi	5:10:26 PM
Manish Singh	Hii Amit	5:11:01 PM
	I will surely help you with this issue.	5:11:29 PM
	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?	5:11:37 PM
HARSHIL SHAH	Only one RDP	5:12:16 PM
	Name of RDP Ambitkposervices	5:12:34 PM
Manish Singh	Alright	5:13:04 PM
	Kindly try to access now.	5:13:41 PM
HARSHIL SHAH	Working now	5:15:40 PM
Manish Singh	Is there anything else I may help you with ?	5:15:44 PM
HARSHIL SHAH	thank you	5:15:51 PM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	5:15:58 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:16:10 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	5:16:13 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>Manish Singh has ended this chat session</i>	5:16:22 PM



# Chat Transcript

Hello, I am your Acebuddy

11 Feb, 10:15:07 PM

## Visitor Details

#72319 mwelsh

Email: mwelsh@irontoncapital.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: AURORA

State: Colorado

Country: UNITED STATES

## Chat Transcript

Chat Duration : 37 Secs

mwelsh	Hello, I am your Acebuddy	11 Feb, 10:15:08 PM
Acebuddy	Hello Melody Welsh, I'm your Ace Buddy. I'll be happy to assist you!	10:15:10 PM
	Whom Would You Like to Connect With?	10:15:10 PM
mwelsh	Technical Support (QB & App Hosting)	10:15:19 PM
Acebuddy	Welcome to Ace Support.	10:15:19 PM
	Please chose an option :	10:15:19 PM
mwelsh	I'd like to raise a Request	10:15:27 PM
Acebuddy	Please select your request type.	10:15:27 PM
mwelsh	Password Reset	10:15:38 PM
Acebuddy	Please select an option below	10:15:38 PM
	<i>Melody Welsh has ended this chat session</i>	10:15:46 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

19 Feb, 12:01:31 AM

#72761 john

Email: john@claritymba.com ☎ 415.491.1099

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 27 Secs

City: SAN RAFAEL

State: California

Country: UNITED STATES

## Chat Transcript

Chat Duration : 31 Mins 51 Secs

john	Hello, I am your Acebuddy	19 Feb, 12:01:32 AM
Acebuddy	Hello John, I'm your Ace Buddy. I'll be happy to assist you!	12:01:33 AM
	Whom Would You Like to Connect With?	12:01:33 AM
john	Technical Support (QB & App Hosting)	12:01:46 AM
Acebuddy	Welcome to Ace Support.	12:01:46 AM
	Please chose an option :	12:01:46 AM
john	I'd like to report an Issue	12:02:01 AM
Acebuddy	Please select an option!	12:02:02 AM
john	Other Issue	12:02:07 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:02:07 AM
john	error message on login attempt for user John_CMBA: "The connection was denied because the user account is not authorized for remote login", possibly related to recent server updates	12:03:12 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:03:13 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:03:13 AM
	<i>Shubham Yadav accepted the chat transfer request.</i>	12:04:53 AM

Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	12:04:59 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:05:11 AM
john	hello Shubham!	12:05:12 AM
	forwardllp.myreldata.net, user John_CMBA	12:05:26 AM
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.	12:06:01 AM
john	thank you	12:06:43 AM
Shubham Yadav	May I take the remote access of your local computer?	12:07:00 AM
john	i am unable to login to that user account	12:07:13 AM
	I am currently online with the user Admin_CMBA	12:07:21 AM
	oh yo mean my local computer	12:07:32 AM
	I suppose so	12:07:36 AM
Shubham Yadav	Yes john	12:07:52 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	12:08:18 AM
	<a href="https://assist.acecloudhosting.com/join/9192013803">https://assist.acecloudhosting.com/join/9192013803</a>	12:08:24 AM
	Kindly Click on the link and open the downloaded file.	12:08:26 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:10:01 AM
	Are we still connected here?	12:30:29 AM
	Are we still connected here?	12:32:13 AM
	Are we still connected here?	12:33:19 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.	12:33:22 AM
	<i>Shubham Yadav has ended this chat session</i>	12:33:24 AM



# Chat Transcript

Hello, I am your Acebuddy

**#73123 Engle Services****Email:** office@engleservices.com  12563691450**Department:** Support(QB & App Hosting)**Operator:****Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 1 Min 5 Secs**City:** SYLACAUGA**State:** Alabama**Country:** UNITED STATES

Chat Duration : 1 Hour 8 Mins

**Chat Transcript**

Engle Services	Hello, I am your Acebuddy	25 Feb, 8:12:37 PM
Acebuddy	Hello Renae Prickett, I'm your Ace Buddy. I'll be happy to assist you!	8:12:39 PM
	Whom Would You Like to Connect With?	8:12:39 PM
Engle Services	Technical Support (QB & App Hosting)	8:12:42 PM
Acebuddy	Welcome to Ace Support.	8:12:42 PM
	Please chose an option :	8:12:42 PM
Engle Services	I'd like to report an Issue	8:12:50 PM
Acebuddy	Please select an option!	8:12:56 PM
Engle Services	QuickBooks Issue	8:12:59 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:12:59 PM
Engle Services	Other QB related issue	8:13:07 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:13:07 PM
Engle Services	I have logged on this morning to the server and clicked on QB to open. It says i do not have a company file? Ace was supposed to work on my issues last night. what are my next steps	8:14:18 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:14:19 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:14:19 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	8:15:57 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	8:16:17 PM
Engle Services	hello	8:16:17 PM
	great	8:16:24 PM
Sharath Kumar	Hi Renae, could you please let me know if you have ticket number from yesterday that I can refer	8:17:05 PM

Engle Services	i looked back at the email and do not see a ticket number	8:18:36 PM
Sharath Kumar	no worries, let me check that for you	8:18:52 PM
	The ticket from yesterday that I found is regarding QB Freezing	8:21:11 PM
	is that correct	8:21:15 PM
Engle Services	yes	8:21:26 PM
Sharath Kumar	alright I see that QuickBooks was reinstalled that is probably why you are not seeing any files on the application	8:22:58 PM
Engle Services	ok can you fix that	8:23:14 PM
Sharath Kumar	to open one, you have to browse through the application	8:23:28 PM
Engle Services	can we screen share and you show me	8:24:02 PM
Sharath Kumar	sure, let me quickly sign into the server take a remote session	8:24:21 PM
Engle Services	ok	8:24:36 PM
Sharath Kumar	Prior providing the access, I would suggest you to close any important documents at your end.	8:24:59 PM
	could you help me navigate to find the QuickBooks company file that you use	8:26:51 PM
Engle Services	I have no idea, Ace set all of this up	8:27:19 PM
Sharath Kumar	I see, are these the files that you use?	8:28:04 PM
Engle Services	I normally just click on the short cut	8:28:42 PM
Sharath Kumar	okay, these appears to be the recent files, let me try opening that	8:29:24 PM
	Renae, could you check and let me know if this is the file you were looking for	8:34:04 PM
Engle Services	looks like it is frozen again	8:35:07 PM
Sharath Kumar	try once more	8:36:18 PM
Engle Services	Does the online Subscriber not being logged in have anything to do with it	8:38:38 PM
Sharath Kumar	I think it is taking some time to load the application since it was just installed	8:39:45 PM
	check now, it appears to be working well now	8:40:49 PM
Engle Services	froze again	8:41:22 PM
	I do not use payroll	8:43:29 PM
	Are you there?	8:47:17 PM
Sharath Kumar	yes, I am just monitoring the resource utilization	8:47:30 PM
Engle Services	ok thank you	8:47:40 PM
Sharath Kumar	may I restart the server once, we will get disconnected but you could let me know here on chat if the application is still freezing after restart	8:48:18 PM
Engle Services	okay	8:48:30 PM
Sharath Kumar	restarting the server	8:49:10 PM

Engle Services	okay just let me know what to do	8:50:07 PM
Sharath Kumar	try signing in now	8:50:09 PM
	the server is back up and running	8:50:25 PM
Engle Services	logging in now	8:50:36 PM
	froze again	8:52:26 PM
Sharath Kumar	sorry to hear that!	8:52:41 PM
Engle Services	Yesterday QB had Ace send the company file and me open it on my computer and it ran fine. But only off the server	8:53:15 PM
Sharath Kumar	Understood, It seems to be an issue on the server to me but let me escalate this issue to the appropriate team so that they can figure out why this is happening	8:55:16 PM
	We will try to get this resolved on priority and will keep you posted about the findings.	8:55:49 PM
Engle Services	That was supposed to already be happening but no one has reached back out to me?	8:56:57 PM
Sharath Kumar	we were hoping for it to be a QuickBooks application issue on the server and the reinstall was supposed to fix this, but since that did not do the trick the escalation team will have to look further into this	8:59:15 PM
Engle Services	okay	8:59:35 PM
Sharath Kumar	I assure you that I will keep the team informed to make this a priority and to find out a solution as soon as possible. I	8:59:53 PM
	Renae, anything else that I can assist you with in the meantime?	9:00:35 PM
Engle Services	I think it is not froze now???	9:01:33 PM
	It seems to be working	9:02:35 PM
	Should i try to do a back up?	9:03:01 PM
Sharath Kumar	Is there anything else I may help you with ?	9:03:05 PM
Engle Services	Did you read the comments above	9:03:34 PM
	above	9:03:38 PM
Sharath Kumar	my apologies, I did not see them	9:04:23 PM
	Considering that the RAM consumption on the server is high, it is likely to get stuck	9:05:06 PM
	I was checking with the team and we are considering providing you with a new server, this will take today's time though	9:09:30 PM
Engle Services	Do you know what that is happening?	9:09:36 PM
	oh ok, So i will need to set up a new server on all users computers?	9:10:15 PM
Sharath Kumar	I was informed that it is due to the onboarded firewall that is acting up	9:10:19 PM
Engle Services	ok, when can we get this done	9:10:40 PM
	I have been without full use of my qb for several days now	9:11:02 PM

Sharath Kumar	that is correct, but we will be testing with just your account first. Once you confirm that the freezing issue has resolved, we can provide you with the New RDP files for the respective users and all they have to do is just sign in with the same password	9:11:33 PM
	I understand your concern and have been actively working on providing you with a solution	9:12:09 PM
Engle Services	Ok Thank you for your help, When can i expect this to be completed.	9:12:39 PM
Sharath Kumar	I will try to get the new server configured and provide you with the RDP and company file before end of day, otherwise by tomorrow morning for sure. (Edited)	9:14:38 PM
Engle Services	Great thank you. Do you have an email address that i can follow up with?	9:15:21 PM
Sharath Kumar	It would be actually the same ticket (#646791)	9:16:30 PM
Engle Services	T what email address.	9:16:59 PM
Sharath Kumar	we use this generic email address for technical support - support@acecloudhosting.com	9:17:52 PM
Engle Services	ok thank you	9:18:04 PM
Sharath Kumar	I will be sending you an email shortly on the aforementioned ticket and you can reply to that if you have any concern or further questions	9:18:28 PM
Engle Services	ok thank you	9:19:04 PM
Sharath Kumar	Is there anything else I may help you with ?	9:19:27 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	9:21:08 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> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:21:13 PM
	<i>Sharath Kumar has ended this chat session</i>	9:21:19 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #72396 Michael Hutchinson

**Email:** michael@chinsonsgrillshack.com **Phone:** 16494326543  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Yadav  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 43 Secs  
**City:** KINGSTON  
**State:** Kingston  
**Country:** JAMAICA

## Chat Transcript

Chat Duration : 47 Mins 57 Secs

Michael Hutchinson	Hello, I am your Acebuddy	12 Feb, 9:11:50 PM
Acebuddy	Hello Michael Hutchinson, I'm your Ace Buddy. I'll be happy to assist you!	9:11:51 PM
	Whom Would You Like to Connect With?	9:11:51 PM
Michael Hutchinson	Technical Support (QB & App Hosting)	9:11:58 PM
Acebuddy	Welcome to Ace Support.	9:11:58 PM
	Please chose an option :	9:11:58 PM
Michael Hutchinson	I'd like to raise a Request	9:12:26 PM
Acebuddy	Please select your request type.	9:12:26 PM
Michael Hutchinson	Reboot your Server	9:12:35 PM
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion.	9:12:35 PM
	Do you need any further assistance on the topic?	9:12:35 PM
Michael Hutchinson	Yes	9:12:41 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:12:41 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:12:41 PM
Michael Hutchinson	Hello I have raised a request for the following Re:[## 635902 ##]	9:13:06 PM
	<i>Shubham Yadav accepted the chat transfer request.</i>	9:14:22 PM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	9:14:26 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:14:30 PM
Michael Hutchinson	Hello	9:14:34 PM

	I have requested a reboot of my server	9:14:42 PM
	myrealdatalan_Jasper	9:15:03 PM
	myrealdatalan_Jasper	9:15:13 PM
	Re:[## 635902 ##]	9:15:39 PM
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.	9:16:08 PM
	Michael I have checked the ticket.	9:19:28 PM
	Are you ready for server reboot ?	9:19:38 PM
Michael Hutchinson	yes please	9:19:48 PM
Shubham Yadav	Alright let me do it	9:20:06 PM
	Michael I have rebooted the server as per your request	9:21:07 PM
Michael Hutchinson	ok stay on the line please	9:21:17 PM
	the update is not working	9:21:27 PM
Shubham Yadav	Sure Michael	9:21:47 PM
	Let me know once you login into the server (Edited)	9:22:05 PM
Michael Hutchinson	it is saying my account is lockied	9:22:33 PM
Shubham Yadav	Can you please share a screen shot ?	9:23:16 PM
	<i>9:25:00 PM Michael Hutchinson is sharing a file with you <a href="#">Screenshot 2025-02-12 105435.png</a> - ( Size:68.02 KB )</i>	9:25:00 PM
	Can you please let me know the user name?	9:25:24 PM
Michael Hutchinson	Ian_Jasper	9:25:44 PM
Shubham Yadav	Please try now	9:26:16 PM
Michael Hutchinson	ok one sec	9:27:47 PM
Shubham Yadav	sure Michael	9:27:55 PM
	Michael are you able to login ?	9:30:38 PM
	As I can check QB is fully updated.	9:30:47 PM
Michael Hutchinson	yes	9:30:47 PM
	I am trying to run the update now	9:30:56 PM
	again	9:30:58 PM
	webpatch 30.0	9:31:21 PM
Shubham Yadav	Alright let me know when it gets completed ?	9:31:41 PM
	<i>9:32:29 PM Michael Hutchinson is sharing a file with you <a href="#">Untitled.jpg</a> - ( Size:72.8 KB )</i>	9:32:29 PM
	Is it installing ?	9:33:13 PM

	<i>9:34:38 PM Michael Hutchinson is sharing a file with you <a href="#">Untitled.jpg</a> - ( Size:179.44 KB )</i>	9:34:38 PM
Michael Hutchinson	this is where we are at again	9:34:51 PM
	its stuck there	9:35:14 PM
	can you reboot again	9:35:20 PM
	then let me run the update again	9:35:32 PM
Shubham Yadav	Michael do you have the admin rights ?	9:35:49 PM
Michael Hutchinson	the user jasper is an employee	9:36:35 PM
	I do have admin rights	9:36:43 PM
	his profile does not	9:36:54 PM
	i dont think so	9:37:00 PM
Shubham Yadav	Thanks for the confirmation	9:37:03 PM
	Do you need me to reboot the server again ?	9:37:17 PM
Michael Hutchinson	yes please	9:37:49 PM
Shubham Yadav	Alright I have rebooted the server	9:38:16 PM
	Michael are you able to login ? (Edited)	9:40:10 PM
Michael Hutchinson	let me try	9:41:36 PM
	one sec	9:41:38 PM
Shubham Yadav	sure	9:41:47 PM
	Michael are you able to update ?	9:43:53 PM
	Michael you can inform us on the ticket once you are done	9:45:21 PM
Michael Hutchinson	it is installing now	9:45:39 PM
	well the install disappeared	9:45:57 PM
	so i am guessing it is done	9:46:09 PM
	let me try and see if it is updated	9:46:16 PM
Shubham Yadav	Sure	9:46:20 PM
	Michael is it done ?	9:48:23 PM
Michael Hutchinson	yes and when i opened it it said updating	9:48:40 PM
	but ... let me send you the screenshot	9:48:49 PM
	<i>9:49:35 PM Michael Hutchinson is sharing a file with you <a href="#">Untitled.png</a> - ( Size:356.37 KB )</i>	9:49:35 PM
	its still saying it needs to update	9:49:46 PM

Shubham Yadav	Michael for this you need to check with Intuit support	9:50:18 PM
Michael Hutchinson	yes i did reach out to them and they said to download the update which I did and its still saying the same thing	9:51:23 PM
Shubham Yadav	Michael as I can check QB is updated from our end	9:53:12 PM
Michael Hutchinson	ok thanks	9:53:41 PM
	do you think an uninstall and fresh install would help?	9:54:13 PM
Shubham Yadav	Michael you can try that also	9:54:28 PM
	If it still not works then you might upgrade your license	9:54:45 PM
	Michael are you there ?	9:55:45 PM
	Are we still connected here?	9:57:08 PM
	Are we still connected here?	9:59:01 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.	9:59:45 PM
<i>Shubham Yadav has ended this chat session</i>		9:59:48 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

11 Feb, 2:44:11 AM

#72269 paul

Email: paul@neotechnetworks.com ☎ 8887268138

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: 50 Secs

City: MARACAIBO

State: Zulia

Country: VENEZUELA

## Chat Transcript

Chat Duration : 18 Mins 34 Secs

paul	Hello, I am your Acebuddy	11 Feb, 2:44:12 AM
Acebuddy	Hello Paul Marquez, I'm your Ace Buddy. I'll be happy to assist you!	2:44:13 AM
	Whom Would You Like to Connect With?	2:44:13 AM
paul	Technical Support (QB & App Hosting)	2:44:19 AM
Acebuddy	Welcome to Ace Support.	2:44:19 AM
	Please chose an option :	2:44:19 AM
paul	I'd like to report an Issue	2:44:26 AM
Acebuddy	Please select an option!	2:44:36 AM
paul	Other Issue	2:44:44 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:44:44 AM
paul	The server is very slow and the users are having difficult working. Probably need more CPU vCores	2:47:55 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:47:56 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:47:56 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	2:48:20 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	2:48:23 AM
	Hello Paul	2:48:26 AM
paul	Helo Anurag	2:48:31 AM
	Hope you are doing well	2:48:51 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	2:48:52 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:48:56 AM
paul	SundackLLC	2:49:02 AM
	I don't have a username	2:49:04 AM
	i odnt personally use it	2:49:07 AM
	but there's around 18 users logged in	2:49:11 AM
	and we got a complaint from Jarett Sundack	2:49:18 AM
Anurag Sharma	I deeply apologize for the problem you are facing due to server slowness. Please allow me few minutes so that I can check the resources of the server.	2:50:08 AM
paul	Sure	2:50:18 AM
	A couple days ago, can't recall exactly	2:50:22 AM
	I talked to someone and they added 2 vCores and it improved	2:50:31 AM

	I think maybe we can add 2 more? And check how performance is	2:50:40 AM
Anurag Sharma	Okay	2:50:50 AM
paul	Today was the first day in a couple days that all users worked at the same time	2:50:51 AM
Anurag Sharma	Okay, please allow me few minutes to check the server working once.	2:51:29 AM
paul	Thank you	2:53:40 AM
Anurag Sharma	Paul as I can check the vCPUs is fluctuating a lot. We are currently observing this issue. And if there will be any need to add the vCPUs we will surely add that on the server.	2:56:28 AM
paul	can you add 2 more for now so we can explore the performance tomorrow when all users are connected?	2:57:14 AM
	This is the 2nd time the server "slows down" in the past couple weeks so Jarett is expecting it to work properly	2:57:50 AM
Anurag Sharma	Actually adding more than necessary vCPUs can also effect the working. Thus, I will raise a task from my end to add on more vCPUs and our backend team will monitor the server working and requirement and will take action accordingly.	2:58:21 AM
paul	Perfect	2:59:01 AM
	I really appreciate it	2:59:04 AM
Anurag Sharma	Thank you so much for the cooperation.	2:59:50 AM
	Is there anything else I may help you with ?	2:59:53 AM
paul	There actually is	2:59:58 AM
	I submitted a ticket to install/reinstall/repair a piece of software on the server this morning	3:00:09 AM
	but have not received any answers	3:00:13 AM
	and i would like that to happen overnight (EST time)	3:00:20 AM
	since it might require a server restart	3:00:25 AM
	638029	3:00:34 AM
	Thats the ticket number	3:00:38 AM
	can you give me an update on it	3:00:43 AM
Anurag Sharma	Okay, please allow me a minute to check the ticket.	3:00:52 AM
paul	or ping whoever is assigned to it to make sure it happens tonight	3:01:01 AM
Anurag Sharma	Okay	3:01:24 AM
	Thankyou for informing us. We will surely schedule that for night hours when users are less active on the server.	3:01:46 AM
	Is there anything else I may help you with ?	3:01:49 AM
paul	that would be all	3:01:56 AM
	Thank you	3:01:57 AM

Anurag Sharma Thankyou so much Paul. 3:02:34 AM

I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. 3:02:37 AM

Thank you for choosing ACE cloud Hosting, you have a wonderful day. 3:02:43 AM

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

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

Thanks! 3:02:45 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/>)

*Anurag Sharma has ended this chat session*

3:02:47 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 28 Feb, 12:35:17 AM

**#73272 Rich Cohen**

**Email:** rich@elevatepackaging.com ☎ 13124981498

**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:** 48 Secs

**City:** CHICAGO

**State:** Illinois

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 1 Sec

Rich Cohen	Hello, I am your Acebuddy	28 Feb, 12:35:19 AM
Acebuddy	Hello Richard Cohen, I'm your Ace Buddy. I'll be happy to assist you!	12:35:21 AM
	Whom Would You Like to Connect With?	12:35:21 AM
Rich Cohen	Technical Support (QB & App Hosting)	12:35:34 AM
Acebuddy	Welcome to Ace Support.	12:35:34 AM
	Please chose an option :	12:35:34 AM
Rich Cohen	I'd like to raise a Request	12:35:48 AM
Acebuddy	Please select your request type.	12:35:48 AM
Rich Cohen	Other Request	12:35:59 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.	12:35:59 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:35:59 AM
Rich Cohen	Yes, I'm facing issues with my server	12:36:29 AM
Acebuddy	Please select an option!	12:36:30 AM
Rich Cohen	Other Issue	12:36:36 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:36:36 AM
Rich Cohen	ticket ID 649463	12:36:42 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:36:43 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:36:43 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	12:37:01 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:37:05 AM
	Hello Richard	12:37:12 AM
Rich Cohen	hi - nice to meet you! :-)	12:37:18 AM
	please provide instructions on how i may abort a user. my user is still "logged on" since my session in QBE ended with an error and was not properly logged out	12:38:14 AM
Shashwat Verma	I will surely help you with this issue.	12:38:27 AM
	Kindly allow me two minutes to check the same.	12:38:32 AM
Rich Cohen	I only want to abort MY user, not any other QB users	12:38:36 AM
	but I want to know how to do this on my own since i am the ADMIN	12:38:55 AM
Shashwat Verma	Richard, so want to logoff the user from server right?	12:39:26 AM
Rich Cohen	yes	12:39:34 AM
	but i think it must be aborted or the service terminated	12:39:50 AM
Shashwat Verma		12:40:42 AM

	You can either use logoff button on the desktop or use task manager to do so.	
Rich Cohen	how to use task manager?	12:41:25 AM
	please provide step by step instructions and I will do it here	12:41:37 AM
Shashwat Verma	Open the server, right click on the task bar, select task manger, select users option in prompt window, right click on the user and you'll get the option to disconnect.	12:43:07 AM
	Although logoff button is the best shortcut to do so.	12:43:52 AM
Rich Cohen	how do you do logoff?	12:44:08 AM
Shashwat Verma	May I show you the same on remote session?	12:44:32 AM
Rich Cohen	wait - on the first option how do you open the server?	12:44:55 AM
Shashwat Verma	By same steps you use to login to server, as on regular basis.	12:45:33 AM
Rich Cohen	ok, thanks!	12:45:45 AM
	lets do remote session for the other method, ok?	12:46:08 AM
Shashwat Verma	Sure	12:46:13 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	12:46:16 AM
	<a href="https://assist.acecloudhosting.com/join/8192997270">https://assist.acecloudhosting.com/join/8192997270</a>	12:46:25 AM
	Kindly Click on the link and open the downloaded file.	12:46:28 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:47:58 AM
	we have showcased the use of logoff button on server.	12:51:10 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:51:13 AM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	12:51:16 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:51:18 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>Shashwat Verma has ended this chat session</i>	12:51:21 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

11 Feb, 5:44:24 AM

### #72280 Joseph Collett

**Email:** joe.collett@lpctax.com 16504497145

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 30 Secs

**City:** MOUNTAIN VIEW

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 6 Mins 25 Secs

Joseph Collett	Hello, I am your Acebuddy	11 Feb, 5:44:25 AM
Acebuddy	Hello Joseph Collett, I'm your Ace Buddy. I'll be happy to assist you!	5:44:26 AM
	Whom Would You Like to Connect With?	5:44:26 AM
Joseph Collett	Technical Support (QB & App Hosting)	5:44:30 AM
Acebuddy	Welcome to Ace Support.	5:44:30 AM
	Please chose an option :	5:44:30 AM
Joseph Collett	I'd like to raise a Request	5:44:39 AM
Acebuddy	Please select your request type.	5:44:39 AM
Joseph Collett	Application Version Upgrade	5:44:46 AM
Acebuddy	Please select the application you would like to upgrade :	5:44:47 AM
Joseph Collett	Other Application	5:44:50 AM
Acebuddy	To begin the installation process, please download the setup file from your application portal and save it to your server desktop.	5:44:51 AM
	Following this, kindly inform us of the completion of this task by sending an email to support@acecloudhosting.com.	5:44:51 AM
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please	

	do specify if you need the request processed at a specific time.	5:44:51 AM
	Do you need any further assistance on the topic?	5:44:51 AM
Joseph Collett	Yes	5:45:12 AM
Acebuddy	Please wait while we connect you to our Support Representative	5:45:12 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:45:12 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	5:45:33 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	5:45:35 AM
	Hello Joseph	5:45:38 AM
Joseph Collett	hi	5:45:52 AM
Anurag Sharma	How can I help you?	5:46:26 AM
Joseph Collett	I need to install an update for 2020 Lacerte	5:46:38 AM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:46:57 AM
Joseph Collett	LPCTax.myrealdata.net	5:47:23 AM
	JosephCollett	5:47:34 AM
Anurag Sharma	Thanks for the confirmation !	5:48:13 AM
	Joseph, I have scheduled the application update during the night hours when users are less active on the server. We will inform you via email once this update is completed.	5:48:55 AM
Joseph Collett	ok	5:49:04 AM
Anurag Sharma	Is there anything else I may help you with ?	5:49:35 AM
Joseph Collett	nope, that is all	5:49:45 AM
Anurag Sharma	Thanks for the confirmation !	5:50:34 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	5:50:40 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:50:45 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!	5:50:48 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>	5:50:50 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

25 Feb, 7:17:34 PM

### #73105 accounting

**Email:** accounting@ironsidepress.net

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

**Operator:**

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 3 Secs

**City:** FT LAUDERDALE

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 41 Mins 9 Secs

accounting	Hello, I am your Acebuddy	25 Feb, 7:17:35 PM
Acebuddy	Hello Accounting, I'm your Ace Buddy. I'll be happy to assist you!	7:17:36 PM
	Whom Would You Like to Connect With?	7:17:36 PM
accounting	Technical Support (QB & App Hosting)	7:17:44 PM
Acebuddy	Welcome to Ace Support.	7:17:44 PM
	Please chose an option :	7:17:44 PM
accounting	I'd like to raise a Request	7:17:53 PM
Acebuddy	Please select your request type.	7:17:53 PM
accounting	Printer/Scanner Addition	7:17:59 PM
Acebuddy	Please select your desired option :	7:17:59 PM
accounting	Printer Addition	7:18:03 PM
Acebuddy	Kindly install the client version of 'Uniprint' on your local Desktop by following the instructions mentioned in the knowledge-base article attached below.	7:18:03 PM

	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.	7:18:03 PM
	Do you need any further assistance on the topic?	7:18:03 PM
accounting	Yes	7:18:11 PM
Acebuddy	Please wait while we connect you to our Support Representative	7:18:11 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:18:11 PM
	<i>Vignesh Arul accepted the chat transfer request.</i>	7:19:37 PM
	<i>Vignesh Arul is transferring the chat to Sharath Kumar.</i>	7:19:44 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	7:19:47 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	7:20:01 PM
accounting	Can you please tell me how to turn off the double sided printing	7:20:21 PM
Sharath Kumar	certainly, what application are you printing from?	7:21:22 PM
accounting	Mac	7:21:35 PM
	When I go into the QB server I am unable to turn it off	7:22:21 PM
Sharath Kumar	just to confirm, you are printing from the server, correct?	7:23:10 PM
accounting	yes	7:23:21 PM
Sharath Kumar	thank you, and is it a pdf file or word file that you are trying to print	7:24:31 PM
accounting	When I go to print a check or pay stubs all documents are printing double sided. I added a new printer and this happens every time I add one	7:25:25 PM
Sharath Kumar	understood! This setting will need to be configured on the printer actually	7:26:11 PM
accounting	I disabled it on the printer. This only happens when I attempt to print in the QB server environment	7:26:42 PM
Sharath Kumar	I see, let me try remoting into your current session and check for settings	7:27:35 PM
	You're signed in as MelissaPE, right?	7:28:06 PM
accounting	Yes	7:28:12 PM
Sharath Kumar	requesting for remote access now	7:29:06 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:29:11 PM
accounting	got it	7:29:19 PM
Sharath Kumar	you should now be receiving a prompt on the server	7:30:22 PM
	thank you	7:30:36 PM
	may I ask what printer are you printing from?	7:32:59 PM
accounting	New Accounting Brother	7:33:08 PM
Sharath Kumar	could you try printing a pdf file instead and check if that printing on both sides too	7:36:21 PM
accounting		

	This is printing double sided	7:37:28 PM
Sharath Kumar	noted	7:37:53 PM
accounting	sorry. Are you still there?	7:38:23 PM
Sharath Kumar	yes, I am	7:40:07 PM
	I was checking some settings on the server side, everything appears to be good here	7:40:29 PM
	I think the changes needs to made on your Mac	7:40:48 PM
accounting	When I have called in the past, someone remoted into my actual computer, not the server environment and changed the settings there	7:41:11 PM
Sharath Kumar	Got it	7:41:40 PM
	let me send you a link so that I can access your Mac.	7:42:01 PM
	allow me 2 minutes to do that	7:42:10 PM
	Thank you for your patience.	7:43:31 PM
	again, before providing the remote access, make sure you close out anything confidential	7:43:57 PM
accounting	got it	7:44:02 PM
Sharath Kumar	<a href="https://assist.acecloudhosting.com/join/9442222773">https://assist.acecloudhosting.com/join/9442222773</a>	7:44:03 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:45:02 PM
	the remote session is stuck for me	7:49:58 PM
	Since your printing concern has been resolved, is there anything else that I may assist you with?	7:56:09 PM
	Are we still connected here?	7:57:19 PM
	Are we still connected here?	7:58:29 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.	7:58:35 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:58:39 PM
	<i>Sharath Kumar has ended this chat session</i>	7:58:44 PM



## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

21 Feb, 10:20:00 PM

### #72965 arodriguez

**Email:** arodriguez@tlainteriors.com ☎ 3139086015

**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:** 58 Secs

**City:** ROYAL OAK

**State:** Michigan

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 18 Mins 41 Secs

arodriguez	Hello, I am your Acebuddy	21 Feb, 10:20:02 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	10:20:52 PM
arodriguez	Hi Manish, it's arodriguez from TLA	10:21:17 PM
Manish Singh	Yes	10:22:04 PM
	Kindly try now.	10:30:32 PM
arodriguez	Same error	10:31:29 PM
	Is there an extra step I am missing after the download of the update	10:32:15 PM
Manish Singh	Let me arrange a callback with my senior as we have tried everything regarding the issue.	10:35:16 PM
	May I know your contact number and preferred time.	10:35:41 PM
arodriguez	my number is 313-908-6015	10:36:20 PM
	Will it be today or do we need to schedule for Monday? I am done working in about an hour and a half	10:36:45 PM
Manish Singh	Today itself	10:37:36 PM
arodriguez	Can we schedule for Monday?	10:37:47 PM
Manish Singh	If you want we can schedule it for Monday too.	10:37:57 PM
	Please let us know your time and timezone.	10:38:14 PM
arodriguez	Monday at 8am Eastern Standard	10:38:28 PM
Manish Singh	Alright	10:38:45 PM
arodriguez	Thank you	10:39:01 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:39:25 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!

10:39:28 PM

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

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

*Manish Singh has ended this chat session*

10:39:29 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

25 Feb, 1:10:59 AM

#### #73072 Angalee Roberts

**Email:** spunkyfrog87@gmail.com 4355572221

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 41 Secs

**City:** GARLAND

**State:** Utah

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 13 Mins 8 Secs

Angalee Roberts	Hello, I am your Acebuddy	25 Feb, 1:11:01 AM
Acebuddy	Hello Spunkylife87, I'm your Ace Buddy. I'll be happy to assist you!	1:11:02 AM
	Whom Would You Like to Connect With?	1:11:02 AM
Angalee Roberts	Technical Support (QB & App Hosting)	1:11:09 AM

Acebuddy	Welcome to Ace Support.	1:11:09 AM
	Please chose an option :	1:11:09 AM
Angalee Roberts	I'd like to report an Issue	1:11:19 AM
Acebuddy	Please select an option!	1:11:19 AM
Angalee Roberts	Other Issue	1:12:27 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:12:27 AM
Angalee Roberts	I can't log in	1:12:43 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:12:44 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:12:44 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	1:13:00 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	1:13:06 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:13:13 AM
Angalee Roberts	AngeleeR@myrealdta.net	1:13:59 AM
	RDG.myrealdta.net	1:14:16 AM
	Cppr.myrealdta.net	1:14:26 AM
Yash Kalra	Kindly allow me two minutes to check the same.	1:14:32 AM
	Please allow me some time while I am making some changes from the backend.	1:15:37 AM
	Please stay connected.	1:15:43 AM
	Please try to login now.	1:16:11 AM
Angalee Roberts	ok thanks	1:16:14 AM
Yash Kalra	Please check and confirm if the issue is resolved?	1:16:33 AM
Angalee Roberts	ok ill check now	1:17:29 AM
Yash Kalra	Sure, please take your time	1:17:40 AM
Angalee Roberts	nope, it still wont let me log in	1:18:19 AM
Yash Kalra	May I take the remote access of your local computer?	1:18:26 AM
Angalee Roberts	yes thats just fine	1:18:54 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	1:18:57 AM
	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/8442378356">https://assist.acecloudhosting.com/join/8442378356</a>	1:19:13 AM
Angalee Roberts	ok nothing else is open	1:19:13 AM
Yash Kalra	spunkeyfrog87, We've assisted you with the <b>server accessibility issue</b> . Is there anything else I can help you with?	1:23:24 AM
Angalee Roberts		

nope thats everything thank you

1:23:44 AM

Yash Kalra

I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the Smilies.

1:23:46 AM

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

1:23:59 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!

1:24:01 AM

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

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

*Yash Kalra has ended this chat session*

1:24:09 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Feb, 10:35:41 PM

**#72320 jend**

**Email:** jend@taxproak.com 19077431040

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

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 57 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 31 Secs

jend	Hello, I am your Acebuddy	11 Feb, 10:35:42 PM
Acebuddy	Hello Jend, I'm your Ace Buddy. I'll be happy to assist you!	10:35:43 PM
	Whom Would You Like to Connect With?	10:35:43 PM
jend	Technical Support (QB & App Hosting)	10:35:49 PM
Acebuddy	Welcome to Ace Support.	10:35:49 PM
	Please chose an option :	10:35:49 PM
jend	I'd like to report an Issue	10:35:55 PM
Acebuddy	Please select an option!	10:35:55 PM
jend	Other Issue	10:36:01 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:36:01 PM
jend	need to access services	10:36:37 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:36:38 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:36:38 PM
	<i>Shubham Yadav accepted the chat transfer request.</i>	10:36:57 PM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	10:37:01 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:37:08 PM
jend	in order to install re install a ATX	10:37:14 PM
	on the line Chandler with ATX	10:37:38 PM
	Caitlin with Tax professionals of Alaska	10:37:51 PM
	Jen Desroches with tax Professionals of alaska	10:38:02 PM
	Caitlins phone 907-562-3035	10:38:20 PM
	Jens cell 907-743-1040	10:38:41 PM
Shubham Yadav	Jend could you please elaborate the issue ?	10:39:46 PM
jend	Atx 23 is loaded as a trial version, it needs to be replaced with my paid version so that we can access 3 user license	10:40:58 PM
	Atx 24 is loaded as a ATX Advantage and it should be loaded as ATX Max 3 user license	10:41:33 PM
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.	10:41:44 PM
jend	Chandler will need you to help get to services	10:42:04 PM
Shubham Yadav	Jend, could you please confirm if Chandler is an ATX support representative?	10:43:01 PM
jend	yes he is	10:43:15 PM
Shubham Yadav	Thanks for the confirmation	10:43:23 PM
	Jend, for a three-way call, you can reach us at our support number: 888-415-5240.	10:45:30 PM

	We will be helping you over the call with ATX support on line.	10:46:11 PM
jend	e are working to get the call connected, thank you	10:46:43 PM
Shubham Yadav	Great jend	10:47:02 PM
	Is there anything else I may help you with ?	10:47:04 PM
jend	can caitlin and chad hear us	10:48:28 PM
	im in the que.... is there a specific support i am asking for	10:49:15 PM
Shubham Yadav	Jend, they will be able to hear if they are connected with you on the call.	10:49:36 PM
	Jend, we will be answering your call according to the queue.	10:50:28 PM
	Please keep trying we will pick up the call.	10:50:48 PM
	Thank you for your patience.	10:50:51 PM
	Are we still connected here?	10:54:06 PM
jend	we are still waiting for support to pick u[	10:55:06 PM
	up	10:55:10 PM
Shubham Yadav	Can you please share me your number ?	10:56:54 PM
	You are calling with	10:57:05 PM
jend	caitlin is on 9075623035	10:57:29 PM
	the number you gave me above	10:57:51 PM
	my phone is 9072297833	10:58:05 PM
Shubham Yadav	Caitlin, may we call you from our end? Please share your contact number so we can proceed.	10:59:01 PM
jend	9075623035	10:59:15 PM
Shubham Yadav	Thanks for the confirmation.	10:59:28 PM
	We will be calling you under 10 minutes.	10:59:39 PM
	Is that okay ?	10:59:43 PM
jend	yes please standby	11:00:08 PM
Shubham Yadav	Are you calling right now? You can also call us now, as we are available in the queue.	11:00:20 PM
jend	The number that was calling into the Que is 907-229-7833. we are currently in the que	11:00:48 PM
	Are call was answered, thank you!	11:02:19 PM
Shubham Yadav	Thanks for the confirmation jend	11:02:32 PM
	You can close the chat now as you are connected with our engineer on call.	11:02:59 PM
	Are we still connected here?	11:04:16 PM
	Are we still connected here?	11:05:51 PM
	Are we still connected here?	11:07:07 PM

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

11:07:11 PM

*Shubham Yadav has ended this chat session*

11:07:14 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

25 Feb, 9:27:33 PM

**#73131 amanullah amani**

**Email:** aman@wealthbuilderscpa.com

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 16 Secs

**City:** SMITHTOWN

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 10 Mins 37 Secs

amanullah amani	Hello, I am your Acebuddy	25 Feb, 9:27:38 PM
Acebuddy	Hello Aman Amani, I'm your Ace Buddy. I'll be happy to assist you!	9:27:39 PM
	Whom Would You Like to Connect With?	9:27:39 PM
amanullah amani	Technical Support (QB & App Hosting)	9:27:47 PM
Acebuddy	Welcome to Ace Support.	9:27:47 PM
	Please chose an option :	9:27:47 PM
amanullah amani	I'd like to report an Issue	9:27:52 PM
Acebuddy	Please select an option!	9:27:52 PM
amanullah amani	Other Issue	9:27:57 PM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:27:57 PM
amanullah amani	I can't connect to my ace cloud hosting, it is giving an error	9:28:15 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:28:16 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:28:16 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:28:37 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:28:40 PM
	I will surely help you with this issue.	9:29:13 PM
	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?	9:29:55 PM
amanullah amani	yes its first	9:30:12 PM
Manish Singh	May I take the remote access of your local computer?	9:30:49 PM
amanullah amani	yes	9:31:49 PM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/8572993590">https://assist.acecloudhosting.com/join/8572993590</a>	9:32:09 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:32:14 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:37:43 PM
	Is there anything else I may help you with ?	9:37:47 PM
amanullah amani	nothing	9:37:57 PM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	9:38:04 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:38:09 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	9:38:12 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> )	
amanullah amani	:)	9:38:15 PM
	<i>Manish Singh has ended this chat session</i>	9:38:15 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

25 Feb, 7:39:47 PM

#73108 eminer

Email: eminer@kegtechnologies.net ☎ NA

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 1 Min 58 Secs

City: EAST CHINA

State: Michigan

Country: UNITED STATES

## Chat Transcript

Chat Duration : 41 Mins 33 Secs

eminer	Hello, I am your Acebuddy	25 Feb, 7:39:49 PM
Acebuddy	Hello Eminder, I'm your Ace Buddy. I'll be happy to assist you!	7:39:49 PM
	Whom Would You Like to Connect With?	7:39:49 PM
eminer	Technical Support (QB & App Hosting)	7:39:57 PM
Acebuddy	Welcome to Ace Support.	7:39:57 PM
	Please chose an option :	7:39:57 PM
eminer	I'd like to raise a Request	7:40:13 PM
Acebuddy	Please select your request type.	7:40:13 PM
eminer	Application Update	7:40:31 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	7:40:32 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	7:40:32 PM
eminer	Yes	7:40:40 PM
Acebuddy		

	Please wait while we connect you to our Support Representative	7:40:40 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:40:40 PM
	<i>Rishabh Gogia accepted the chat transfer request.</i>	7:40:43 PM
eminer	I have 2 requests. 1). There is an update in QB that needs the software closed and restarted. Please do tonight midnight eastern standard time zone. 2). are we still getting the low disk space error? I received a message at 6:23 pm. I delete the files in my download folder. Is our disk space ok now?	7:46:02 PM
Rishabh Gogia	May I confirm your company name registered with us?	7:46:24 PM
eminer	KEG Technologies, Inc.	7:46:37 PM
	ErinM_KEG username	7:49:19 PM
	<i>Rishabh Gogia is transferring the chat to Support(QB &amp; App Hosting).</i>	7:49:38 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:49:47 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:49:53 PM
eminer	Hello,	7:50:09 PM
Manish Singh	I will surely help you with this issue.	7:50:13 PM
eminer	thanks	7:50:23 PM
Manish Singh	Kindly allow me two minutes to check the space issue.	7:50:27 PM
	As I can check there are two tickets already going on in which QB Ent 2024 is already updated and regarding the C:/ drive disk space Ashutosh asked for the folder and files you want us to remove from the server.	7:53:10 PM
eminer	I already removed them	7:54:19 PM
	Is our space ok now?	7:54:35 PM
Manish Singh	No, it's still less than 20%	7:55:10 PM
	<i>7:55:24 PM Manish Singh is sharing a file with you <a href="#">image.png</a> - ( Size:4.38 KB )</i>	7:55:24 PM
eminer	The QB file doctor update requires the software to be closed and restarted in order to load.	7:56:03 PM
	OK can you show me what files I have saved under my username?	7:56:56 PM
	<i>7:58:05 PM Manish Singh is sharing a file with you <a href="#">image.png</a> - ( Size:15.61 KB )</i>	7:58:05 PM
Manish Singh	You don't have any specific file that is consuming more space.	7:58:29 PM
eminer	OK, can you show me the 10 largest files on the c drive that have been saved by users? I can ask the users to save on our MS cloud.	8:00:47 PM
Manish Singh	Checking please wait.	8:02:45 PM
eminer	Thank you!	8:02:58 PM
Manish Singh	Kindly allow me 2 more minutes	8:11:28 PM

	Thank you for your patience. I would like to inform you that I have added 10 GB Space towards the C:\Drive (without any cost) in order to stop the pop-up.	8:14:09 PM
	I am further investigating & checking each folder's size and will update you via email.	8:14:50 PM
	let me know if that is fine with you.	8:14:56 PM
	Eminer,	8:14:59 PM
eminer	Yes, Thank You!	8:15:23 PM
Manish Singh	Is there anything else I may help you with ?	8:16:14 PM
	rest, we have one ticket (#647214) already open with & send you the response on that.	8:18:07 PM
eminer	Thanks for your help today!!	8:19:20 PM
Manish Singh	Regarding the QB update what you would like us to do? (Edited)	8:19:35 PM
	We have installed QuickBooks Tools Hub over the server.	8:20:01 PM
eminer	ok, can I close and restart with the tools?	8:20:30 PM
Manish Singh	Yes, please do	8:20:38 PM
eminer	ok, Thanks! I will give it a try tonight. :)	8:20:58 PM
Manish Singh	Sure	8:20:59 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	8:21:01 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:21:13 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	8:21:20 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> )	
eminer	I always do! :)	8:21:20 PM
	<i>Manish Singh has ended this chat session</i>	8:21:23 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

18 Feb, 2:41:13 AM

### #72690 Mohita Chadha

Email: mohita@kaurtax.com ☎ 19097099000

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 45 Secs

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

## Chat Transcript

Chat Duration : 20 Mins 38 Secs

Mohita Chadha	Hello, I am your Acebuddy	18 Feb, 2:41:14 AM
Acebuddy	Hello Mohita, I'm your Ace Buddy. I'll be happy to assist you!	2:41:16 AM
	Whom Would You Like to Connect With?	2:41:16 AM
Mohita Chadha	Technical Support (QB & App Hosting)	2:41:46 AM
Acebuddy	Welcome to Ace Support.	2:41:46 AM
	Please chose an option :	2:41:46 AM
Mohita Chadha	I'd like to report an Issue	2:41:53 AM
Acebuddy	Please select an option!	2:41:53 AM
Mohita Chadha	Other Issue	2:42:00 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:42:00 AM
Mohita Chadha	Hello - The Team restricted access to my folders and I am unable to see certain folders.	2:45:23 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:45:23 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:45:23 AM
	<i>Shubham Yadav accepted the chat transfer request.</i>	2:45:44 AM
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.	2:45:47 AM

	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:45:56 AM
Mohita Chadha	KPTC_Accountant	2:46:08 AM
	my username is accountant	2:46:15 AM
	I spoke with Rohan earlier and he helped by restricting access to certain folders. However, my access seems to be restricted as well	2:47:04 AM
	and I need to confirm who has access?	2:47:11 AM
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.	2:47:39 AM
Mohita Chadha	Thank you, I need access immediately as it contains client information for me to prepare returns	2:50:38 AM
Shubham Yadav	Alright mohita	2:52:21 AM
	Can you please check now after logging out and login again ?	2:52:39 AM
Mohita Chadha	yes! i can try again	2:52:47 AM
	are you able to confirm who has access to the Ibex and Symbiosis folders?	2:53:07 AM
	I need to confirm that Info has access to both folders as well	2:53:14 AM
Shubham Yadav	Let me check please hold for a minute	2:53:47 AM
Mohita Chadha	It says that I do not have access	2:54:12 AM
Shubham Yadav	For Symbiosis	2:55:11 AM
	<i>2:55:15 AM Shubham Yadav is sharing a file with you <a href="#">image.png</a> - ( Size:7.76 KB )</i>	2:55:15 AM
	These users have access	2:55:23 AM
Mohita Chadha	That is correct	2:55:33 AM
	and what about for Ibex?	2:55:37 AM
Shubham Yadav	For Ibex	2:56:12 AM
	<i>2:56:15 AM Shubham Yadav is sharing a file with you <a href="#">image.png</a> - ( Size:6.84 KB )</i>	2:56:15 AM
Mohita Chadha	Thank you that is correct as well	2:56:25 AM
	For some reason, when I login - it says I do not have access	2:56:38 AM
Shubham Yadav	Mohita did you try again ?	2:56:46 AM
Mohita Chadha	Would you like to access my desktop remotely to check out the issue?	2:56:47 AM
	yes , I did	2:56:53 AM
Shubham Yadav	After logging out ?	2:56:58 AM
Mohita Chadha	it is working now!	2:57:30 AM
	i tried again	2:57:31 AM
	thank you!	2:57:33 AM

	i appreciate your help!	2:57:36 AM
Shubham Yadav	That's great Mohita	2:57:49 AM
	Welcome	2:57:56 AM
	Is there anything else I may help you with ?	2:57:58 AM
Mohita Chadha	no sorry	2:58:13 AM
	i actually have access only to one of the folders	2:58:18 AM
	but when i click on the subfolders, i do not have access	2:58:29 AM
	are you able to see my screen that will help?	2:59:29 AM
Shubham Yadav	Mohita I have made the changes from back end	3:00:19 AM
	Kindly check again after logging out and login again	3:00:30 AM
Mohita Chadha	thank you, it is working now	3:01:28 AM
Shubham Yadav	Thanks for the confirmation	3:01:35 AM
	Is there anything else I may help you with ?	3:01:38 AM
Mohita Chadha	that is it	3:01:45 AM
	thank you	3:01:46 AM
Shubham Yadav	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:01:46 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:01:49 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	3:01:50 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>Shubham Yadav has ended this chat session</i>	3:01:53 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

6 Feb, 5:36:51 AM

### #72045 Sarah Coss

**Email:** sarah@chris-eller.com

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 16 Secs

**City:** CHICAGO

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 17 Mins 46 Secs

Sarah Coss Hello, I am your Acebuddy 6 Feb, 5:36:53 AM

Acebuddy Hello Sarah Coss, I'm your Ace Buddy. I'll be happy to assist you! 5:36:54 AM

Whom Would You Like to Connect With? 5:36:54 AM

Sarah Coss Technical Support (QB & App Hosting) 5:37:19 AM

Acebuddy Welcome to Ace Support. 5:37:19 AM

Please chose an option : 5:37:19 AM

Sarah Coss I'd like to raise a Request 5:37:29 AM

Acebuddy Please select your request type. 5:37:29 AM

Sarah Coss Restart 5:37:44 AM

Acebuddy Hello Sarah Coss, I'm your Ace Buddy. I'll be happy to assist you! 5:37:44 AM

Whom Would You Like to Connect With? 5:37:44 AM

Sarah Coss Technical Support (QB & App Hosting) 5:37:54 AM

Acebuddy Welcome to Ace Support. 5:37:54 AM

Please chose an option : 5:37:54 AM

Sarah Coss I'd like to report an Issue 5:37:58 AM

Acebuddy	Please select an option!	5:37:58 AM
Sarah Coss	Other Issue	5:38:03 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:38:03 AM
Sarah Coss	I like to use two monitors while working. Is it possible to open two software applications at the same time and drag one to other monitor so I can view them side by side? I'm currently not able to drag anything to my second monitor.	5:40:39 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:40:40 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:40:40 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	5:40:57 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	5:41:02 AM
	Hello Sarah	5:41:08 AM
Sarah Coss	Hi Shashwat	5:41:27 AM
Shashwat Verma	I will surely help you with this issue.	5:41:32 AM
	May I take the remote access of your local computer?	5:41:37 AM
Sarah Coss	yes	5:41:42 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	5:41:50 AM
	<a href="https://assist.acecloudhosting.com/join/2422582056">https://assist.acecloudhosting.com/join/2422582056</a>	5:41:56 AM
	Kindly Click on the link and open the downloaded file.	5:42:00 AM
	Have you downloaded the link?	5:45:15 AM
	Are we still connected here?	5:46:47 AM
Sarah Coss	my firewall wouldnt let me connect	5:48:20 AM
Shashwat Verma	Kindly allow the permission.	5:49:06 AM
Sarah Coss	I have my home office IT support looking into this. I may have to restart a chat after they resolve the issue ;(	5:53:43 AM
Shashwat Verma	Okay	5:54:07 AM
	Is there anything else I may help you with ?	5:54:09 AM
Sarah Coss	No, thank you.	5:54:27 AM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:54:35 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@aceclouddhosting.com. Thanks!

5:54:37 AM

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

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

*Shashwat Verma has ended this chat session*

5:54:40 AM

