

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78822 Sherri Mueller

Email: smueller@prototitan.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: DENVER

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 49 Secs

Sherri Mueller	Hello, I am your Acebuddy	30 Jun, 11:48:05 PM
Acebuddy	Hello Sherri Mueller, I'm your Ace Buddy. I'll be happy to assist you!	11:48:06 PM
	Whom Would You Like to Connect With?	11:48:06 PM
Sherri Mueller	Technical Support (QB & App Hosting)	11:48:28 PM
Acebuddy	Welcome to Ace Support.	11:48:28 PM
	Please chose an option :	11:48:28 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.	1 Jul, 12:23:54 AM
	Ended due to chat idle timeout	12:23:55 AM

Chat Transcript

Hello, I am your Acebuddy

#78567 Angelica Klein
Email: angelica.klein@asgsolutions.us 📞 3527482333
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 20 Secs
City: WILDWOOD
State: Florida
Country: UNITED STATES

Angelica Klein	Hello, I am your Acebuddy	23 Jun, 9:34:39 PM
Acebuddy	Hello Angelica Klein, I'm your Ace Buddy. I'll be happy to assist you!	9:34:40 PM
	Whom Would You Like to Connect With?	9:34:40 PM
Angelica Klein	Technical Support (QB & App Hosting)	9:34:54 PM
Acebuddy	Welcome to Ace Support.	9:34:54 PM
	Please chose an option :	9:34:54 PM
Angelica Klein	I'd like to report an Issue	9:35:03 PM
Acebuddy	Please select an option!	9:35:03 PM
Angelica Klein	Other Issue	9:35:12 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:35:16 PM
Angelica Klein	My scanner is not working with QuickBooks	9:35:53 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:35:54 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:35:54 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	9:36:06 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	9:36:15 PM
Angelica Klein	Good, Thank you	9:36:35 PM
Abhay Kumar Saraswat	How are you doing today?	9:36:58 PM
Angelica Klein	good, thank you	9:37:15 PM

Abhay Kumar Saraswat	Kindly allow me two minutes to check the issue with the scanner.	9:37:43 PM
Angelica Klein	ok, thank you	9:37:53 PM
Abhay Kumar Saraswat	Are you the only one facing this issue?	9:38:05 PM
Angelica Klein	Yes	9:38:29 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	9:38:51 PM
	Is your scanner working with your local PC outside the server?	9:40:30 PM
Angelica Klein	yes, is working outside of the server	9:41:19 PM
Abhay Kumar Saraswat	Ok.	9:41:29 PM
	May I take the remote access of your server?	9:41:35 PM
Angelica Klein	yes	9:41:45 PM
Abhay Kumar Saraswat	Kindly close all important tabs and documents for not to breach any security concern.	9:41:59 PM
Angelica Klein	ok, will do	9:42:10 PM
	Do you want me to close QuickBooks too	9:42:40 PM
Abhay Kumar Saraswat	No.	9:42:45 PM
Angelica Klein	ok	9:42:51 PM
Abhay Kumar Saraswat	I'm sending you remote request, please accept.	9:42:59 PM
Angelica Klein	ok, will do	9:43:07 PM
Abhay Kumar Saraswat	Please accept.	9:43:56 PM
	Are you getting any notification on server screen or pop-up?	9:45:41 PM
	Are we still connected here?	9:46:17 PM
	Are we still connected here?	9:47:35 PM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	9:48:32 PM



#78801 Odette Jones
Email: payables@sheafm.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Odette Jones	Hello, I am your Acebuddy	30 Jun, 8:19:26 PM
Acebuddy	Hello Odette Jones, I'm your Ace Buddy. I'll be happy to assist you!	8:19:27 PM
	Whom Would You Like to Connect With?	8:19:27 PM
Odette Jones	Technical Support (QB & App Hosting)	8:19:33 PM
Acebuddy	Welcome to Ace Support.	8:19:33 PM
	Please chose an option :	8:19:33 PM
Odette Jones	I'd like to raise a Request	8:19:42 PM
Acebuddy	Please select your request type.	8:19:42 PM
Odette Jones	Other Request	8:19:53 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.	8:19:53 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:19:53 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.	9:02:57 PM
	Ended due to chat idle timeout	9:02:57 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Jun, 10:14:14 PM

#78114 shari

Email: shari@jkservicesinc.com 📞 18054079440

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 39 Secs

City: MERIDIAN

State: Idaho

Country: UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 17 Secs

shari	Hello, I am your Acebuddy	10 Jun, 10:14:15 PM
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!	10:14:15 PM
	Whom Would You Like to Connect With?	10:14:15 PM
	Welcome to Ace Support.	10:14:19 PM
	Please chose an option :	10:14:19 PM
shari	Technical Support (QB & App Hosting)	10:14:19 PM
	I'd like to report an Issue	10:14:23 PM
Acebuddy	Please select an option!	10:14:23 PM
shari	QuickBooks Issue	10:14:28 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:14:28 PM
shari	QuickBooks Update	10:14:32 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	10:14:32 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	10:14:32 PM

	Do you need any further assistance on the topic?	10:14:32 PM
shari	Yes	10:14:41 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:14:41 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:14:41 PM
shari	I'm trying to do payroll in the new server and it is lagging when trying to download the payroll updates	10:15:43 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	10:16:32 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	10:16:43 PM
shari	hi its me again :)	10:16:54 PM
Anjainay Singh	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible.	10:17:05 PM
	Hello Shari , we hope you are doing fine.	10:17:25 PM
shari	just trying to get caught up from system conversion	10:17:58 PM
Anjainay Singh	Could you please confirm whether you are facing slowness on server while downloading the payroll?	10:19:02 PM
shari	the quickbooks updates that occur during payroll processing do not download	10:19:28 PM
Anjainay Singh	Thankyou for providing me the update. Shari	10:20:24 PM
	Please allow me two minutes so that I can look into the issue.	10:20:53 PM
shari	ok	10:21:08 PM
Anjainay Singh	I am updating QB 2024 for you .	10:22:30 PM
	The update has been started Shari.	10:24:15 PM
shari	ok	10:24:27 PM
Anjainay Singh	Please stay connected.	10:25:08 PM
shari	ok I have a class	10:26:29 PM
Anjainay Singh	Sure Shari ,however updates requires server reboot.	10:28:00 PM
shari	ok 3 of us will be in a class starting in 2 min	10:28:28 PM
	just let me know when you need to reboot	10:28:36 PM
Anjainay Singh	Sure Shari.	10:28:49 PM
	Please stay connected Shari.	10:31:46 PM
	<i>10:36:26 PMAnjainay Singh is sharing a file with you</i> <i>image.png - (Size:31.7 KB)</i> <i>Update is in progress.</i>	10:36:26 PM
shari	ok	10:36:38 PM
	this will apply to all clients right	10:36:51 PM
Anjainay Singh	Yes Shari.	10:36:58 PM

	We need to reboot the server Shari.	10:37:52 PM
shari	ok	10:38:31 PM
Anjainay Singh	Please let me know when I can proceed.	10:39:11 PM
shari	ok 2 minutes	10:39:39 PM
Anjainay Singh	Sure Shari.	10:40:04 PM
shari	should be good	10:40:26 PM
Anjainay Singh	Thankyou for your confirmation.	10:40:41 PM
	I have rebooted the server.	10:42:27 PM
shari	ok they can log back in in 2 minutse or so?	10:42:50 PM
Anjainay Singh	Yes you can login back into the server.	10:44:32 PM
	QB is updated .	10:45:02 PM
shari	thank you	10:45:16 PM
Anjainay Singh	Is there anything else I may help you with ?	10:45:23 PM
shari	can you confirm the users have zero access to the old server	10:45:25 PM
	so they can't accidentally log into the wrong one	10:45:34 PM
Anjainay Singh	Sure Shari could you please provide me the old server name?	10:46:03 PM
shari	also I need to set up the CID but I don't know who to speak with	10:46:07 PM
	it was the BlueIsle-Drake server also	10:46:15 PM
Anjainay Singh	Sure please allow me two minutes so that I can look into it.	10:46:50 PM
	No worries Shari , I will pass this request to concerned department so that it can be fulfilled promptly.	10:50:35 PM
shari	I have a class till 1pm MST but can work via email or text	10:51:15 PM
Anjainay Singh	Sure Shari ,we will provide the related updates over an email.	10:51:48 PM
shari	thanks	10:52:07 PM
	have a great day	10:52:11 PM
Anjainay Singh	Could you please also confirm the printing related issue whether it is resolved or still persisting? (Edited)	10:52:31 PM
shari	oh wait	10:52:32 PM
	nevermind so far so good on the printing	10:52:51 PM
Anjainay Singh	Thankyou for the update.	10:53:10 PM
	I will send you all updates regarding old server status and new CID creation Shari.	10:54:43 PM
	<i>Anjainay Singh has ended this chat session</i>	10:55:32 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Jun, 8:06:39 PM

#77717 Travis Enoch
Email: travis@enochmechanical.com 📞 15755236741
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 18 Secs
City: LAS CRUCES
State: New Mexico
Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 36 Secs

Travis Enoch	Hello, I am your Acebuddy	2 Jun, 8:06:39 PM
Acebuddy	Hello Travis Enoch, I'm your Ace Buddy. I'll be happy to assist you!	8:06:40 PM
	Whom Would You Like to Connect With?	8:06:40 PM
Travis Enoch	Technical Support (QB & App Hosting)	8:06:46 PM
Acebuddy	Welcome to Ace Support.	8:06:46 PM
	Please chose an option :	8:06:46 PM
Travis Enoch	I'd like to raise a Request	8:06:56 PM
Acebuddy	Please select your request type.	8:06:56 PM
Travis Enoch	Password Reset	8:07:05 PM
Acebuddy	Please select an option below	8:07:05 PM
Travis Enoch	Already Enrolled to Selfcare Portal	8:07:19 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	8:07:19 PM
	Do you need any further assistance on the topic?	8:07:19 PM

Travis Enoch	Yes	8:07:24 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:07:24 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:07:24 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:07:35 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:07:43 PM
Travis Enoch	I added a user. I dont know what their password is and when I try to reset it in selfcare it shows a weird email address to reset to.	8:08:22 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. Also, the registered email for your account with us is : travis@enochmechanical.com	8:09:27 PM
	May I know which email selfcare is showing.	8:10:56 PM
Travis Enoch	let me look	8:11:26 PM
Manish Singh	Kindly email us with the username for which you would like the password to reset for we will proceed with the task accordingly.	8:14:10 PM
	Are we still connected here?	8:17:04 PM
	Are we still connected here?	8:18:26 PM
	Are we still connected here?	8:21:06 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	8:21:15 PM

Manish Singh has ended this chat session

8:21:16 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Jun, 8:39:38 PM

#78362 Karin Newburger

Email: knewburger@hansenrealtyservices.com ☎ 7087692030

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: CHICAGO
State: Illinois
Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 34 Secs

Karin Newburger	Hello, I am your Acebuddy	17 Jun, 8:39:40 PM
Acebuddy	Hello Karin Newburger, I'm your Ace Buddy. I'll be happy to assist you!	8:39:41 PM
	Whom Would You Like to Connect With?	8:39:41 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.	9:17:15 PM

Ended due to chat idle timeout

9:17:15 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Jun, 11:16:58 PM

#78172 fabell
Email: fabell@abellturf.com ☎ 16782960822
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 8 Secs
City: ATLANTA
State: Georgia
Country: UNITED STATES

Chat Transcript

Chat Duration : 58 Mins 56 Secs

fabell	Hello, I am your Acebuddy	11 Jun, 11:16:59 PM
Acebuddy	Hello Fabell, I'm your Ace Buddy. I'll be happy to assist you!	11:17:00 PM
	Whom Would You Like to Connect With?	11:17:00 PM
fabell	Technical Support (QB & App Hosting)	11:17:23 PM
Acebuddy	Welcome to Ace Support.	11:17:23 PM
	Please chose an option :	11:17:23 PM
fabell	I'd like to report an Issue	11:17:46 PM
Acebuddy	Please select an option!	11:17:46 PM
fabell	QuickBooks Issue	11:17:52 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:17:52 PM
fabell	Other QB related issue	11:18:02 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:18:02 PM
fabell	Error Code: H505	11:18:15 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:18:16 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:18:16 PM
fabell	Server Name: QBlive03.myrealdata.net	11:18:33 PM
	I am Franklin Abell (owner)	11:18:52 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	11:19:15 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	11:19:24 PM
	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible	11:19:45 PM
	I am working in resolving the issue, please stay connected.	11:21:06 PM
	Could you please try to open the QB once again and let me know the outcome? (Edited)	11:23:21 PM
	Are we still connected here?	11:26:18 PM
	Are we still connected here?	11:33:25 PM
	Are we still connected here?	11:35:06 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	12 Jun, 12:15:55 AM
	<i>Ended due to chat idle timeout</i>	12:15:55 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Jun, 12:55:30 AM

#77693 shari

Email: shari@jkservicesinc.com ☎ 18054079440

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 54 Secs

City: MERIDIAN

State: Idaho

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 2 Secs

shari	Hello, I am your Acebuddy	2 Jun, 12:55:31 AM
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!	12:55:32 AM
	Whom Would You Like to Connect With?	12:55:32 AM
shari	Technical Support (QB & App Hosting)	12:55:39 AM
Acebuddy	Welcome to Ace Support.	12:55:40 AM
	Please chose an option :	12:55:40 AM
shari	I'd like to report an Issue	12:55:54 AM
Acebuddy	Please select an option!	12:55:54 AM
shari	Other Issue	12:56:04 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:56:04 AM
shari	I have two new users but they are on the wrong server	12:57:43 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:57:44 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:57:44 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	12:58:16 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:58:23 AM

	Hello Shari	12:58:28 AM
shari	hi	12:58:33 AM
Shashwat Verma	Would you like to add new users on the server? (Edited)	12:58:58 AM
shari	no they already were created but they are on the other blue isle server	12:59:55 AM
Shashwat Verma	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:00:10 AM
shari	need them moved to the drake server	1:00:19 AM
Shashwat Verma	Got it	1:00:23 AM
	Could you please share me your CID of your account?	1:00:39 AM
shari	70169	1:01:41 AM
Shashwat Verma	Thanks for the confirmation !	1:01:57 AM
	Could you please share me the users name ,you want to shift to another server	1:02:42 AM
shari	admin@beaconmarineelectronics.com and joel@beaconmarineelectronics.com	1:03:33 AM
	once moved over they should only have access to one folder	1:03:46 AM
	client data\beacon	1:03:53 AM
Shashwat Verma	Sure	1:04:25 AM
	Shari, as it turns out be related to folder permissions and server change of the existing users, it will be great if you can get it authorize by melissa@blueisleinc.com.	1:05:21 AM
	We'll email on melissa@blueisleinc.com about the request and one we get the authorization, we'll proceed with changes.	1:06:10 AM
	Is that work for you?	1:06:14 AM
shari	yes but she has already authorized	1:06:38 AM
	its been going in circles for almost 2 weeks	1:06:49 AM
Shashwat Verma	I deeply apologize for the inconvenience caused to you.	1:07:02 AM
	Kindly allow me two minutes to check the same.	1:07:08 AM
shari	I need this ASAP as I am trying to move them over today	1:07:34 AM
Shashwat Verma	Sure	1:08:38 AM
	Kindly allow me two minutes to check the same.	1:09:09 AM
shari	ok	1:09:21 AM
Shashwat Verma	Would like to inform you that both users aadmin@myrealddata.net and joel.b@myrealddata.net have the access of the Blueisle-Drake.myrealddata.net.	1:14:29 AM
shari	Kindly ask them to login to server as requested in #704568 ticket id.	1:14:53 AM
	is it possible the RDP with the setup over to the users? that way they can drag and drop to their desktops?	1:15:21 AM

Shashwat Verma	Sure, we can do that, just can't share them the password as users were created by client end.	1:15:52 AM
shari	I will also need to confirm the Microsoft 365 server is also attached to those users and what the logins are	1:15:55 AM
	I can give the password no problem	1:16:04 AM
Shashwat Verma	Sure	1:16:09 AM
	Let me check	1:16:16 AM
shari	can you cc me on the email so I can log in and verify everything works	1:16:18 AM
Shashwat Verma	Sure	1:16:25 AM
	Kindly allow me two minutes to check the same.	1:16:39 AM
shari	thank you	1:17:30 AM
Shashwat Verma	Shari, we have just checked; to get these users in Microsoft 365, we require an email from melissa@blueisleinc.com, to get this confirmed, rest will be assured by us	1:21:34 AM
shari	again this was already requested... let me have her email again	1:22:02 AM
	what is the ticket number associated	1:22:07 AM
Shashwat Verma	Unfortunately, Melissa did not mention anything about Office 365. You can refer to this screenshot for reference.	1:23:19 AM
	<i>1:23:26 AMShashwat Verma is sharing a file with you</i> image.png - (Size:24.6 KB)	1:23:26 AM
	We have authorization for the folder permissions, still for Office365 is pending.	1:24:03 AM
	Nevertheless, just an email authorization, will work for us. (Edited)	1:24:29 AM
	We really appreciate your efforts and patience.	1:24:46 AM
shari	calling her now	1:26:07 AM
Shashwat Verma	Thanks	1:26:13 AM
	Let me know, once you are done.	1:31:49 AM
	We have an alternative solution as well. In the meantime, we can share the setup files via RDP with the users and CC you in the email. Once we receive the authorization for Office 365, we will share that with you as well.	1:33:18 AM
	Is that work for you?	1:33:35 AM
shari	ok thanks	1:33:51 AM
Shashwat Verma	Sure, will do that in 15 minutes, and will update you on email.	1:34:15 AM
	Is there anything else I may help you with ?	1:34:17 AM
shari	no thanks	1:34:22 AM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	1:34:27 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:34:29 AM

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

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

Thanks!

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

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

1:34:31 AM

Shashwat Verma has ended this chat session

1:34:33 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details


9 Jun, 7:11:12 PM

#78036 shari
Email: shari@jkservicesinc.com 📞 18054079440
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Apple iPhone
Browser: Apple Safari
Device: Mobile
City: NAMPA
State: Idaho
Country: UNITED STATES

Chat Transcript

Chat Duration : 53 Mins 35 Secs

shari	Hello, I am your Acebuddy	9 Jun, 7:11:13 PM
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!	7:11:15 PM
	Whom Would You Like to Connect With?	7:11:15 PM
	Welcome to Ace Support.	7:30:16 PM

	Please chose an option :	7:30:16 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:04:49 PM
	Ended due to chat idle timeout	8:04:49 PM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details	6 Jun, 1:19:31 AM
<p>#77942 stanshepp</p> <p>Email: stanshepp@gmail.com</p> <p>Department: Support(QB & App Hosting)</p> <p>Operator: Anurag Sharma</p> <p>Website: https://www.acecloudhosting.com/support-chat.php</p> <p>Operating System: Microsoft Windows</p> <p>Browser: Google Chrome</p> <p>Device: Desktop</p> <p>Average Response Time: 2 Mins 26 Secs</p> <p>City: LOS ANGELES</p> <p>State: California</p> <p>Country: UNITED STATES</p>	

Chat Transcript	Chat Duration : 26 Mins 30 Secs
stanshepp	Hello, I am your Acebuddy6 Jun, 1:19:32 AM
Acebuddy	Hello Stanshepp, I'm your Ace Buddy. I'll be happy to assist you!1:19:33 AM
	Whom Would You Like to Connect With?1:19:33 AM
stanshepp	Technical Support (QB & App Hosting)1:19:46 AM
Acebuddy	Welcome to Ace Support.1:19:46 AM
	Please chose an option :1:19:46 AM
stanshepp	I'd like to report an Issue1:22:00 AM
Acebuddy	Please select an option!1:22:00 AM

stanshepp	QuickBooks Issue	1:22:03 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:22:03 AM
stanshepp	Other QB related issue	1:22:10 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:22:10 AM
stanshepp	We had QB updated and moved servers. When sending an email from QB, we get an error message that says the default browser does not support webmail authorization	1:23:01 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:23:01 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:23:02 AM
	<i>Sanyam Madan declined the transfer request.</i>	1:23:55 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	1:24:56 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	1:25:00 AM
	Hello Stanshepp	1:25:16 AM
stanshepp	Hello	1:25:24 AM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:26:59 AM
stanshepp	QBNXTPRO1	1:28:19 AM
	StanleyS1	1:28:36 AM
Anurag Sharma	Thanks for the confirmation !	1:30:54 AM
	May I take the remote access of your server?	1:31:36 AM
stanshepp	Yes	1:31:51 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	1:32:02 AM
stanshepp	Ok	1:32:14 AM
Anurag Sharma	Please accept the remote session request on the server.	1:32:34 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:33:04 AM
stanshepp	Will do	1:33:17 AM
Anurag Sharma	The issue seems to be resolved now	1:45:29 AM
	Is there anything else I may help you with ?	1:45:34 AM
stanshepp	No thanks	1:45:40 AM
Anurag Sharma	Thanks for the confirmation !	1:45:46 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:45:49 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:45:56 AM

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

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

Thanks!

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

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

1:46:00 AM

Anurag Sharma has ended this chat session

1:46:03 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Jun, 10:50:17 PM

#78117 Charles Xavier
Email: helpdesk@coretechs.it
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 46 Secs
City: OLD HARBOUR
State: Saint Catherine
Country: JAMAICA

Chat Transcript

Chat Duration : 27 Mins 41 Secs

Charles Xavier	Hello, I am your Acebuddy	10 Jun, 10:50:18 PM
Acebuddy	Hello Helpdesk, I'm your Ace Buddy. I'll be happy to assist you!	10:50:19 PM
	Whom Would You Like to Connect With?	10:50:19 PM
Charles Xavier	Technical Support (QB & App Hosting)	10:50:23 PM

Acebuddy	Welcome to Ace Support.	10:50:23 PM
	Please chose an option :	10:50:23 PM
Charles Xavier	I'd like to report an Issue	10:50:30 PM
Acebuddy	Please select an option!	10:50:30 PM
Charles Xavier	QuickBooks Issue	10:50:33 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:50:33 PM
Charles Xavier	Other QB related issue	10:50:39 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:50:39 PM
Charles Xavier	users are unable to process customer's payment via credit card	10:51:09 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:51:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:51:10 PM
	<i>Gaurav Kumar declined the transfer request.</i>	10:51:14 PM
Charles Xavier	Ok	10:51:58 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	10:53:04 PM
	<i>Anjainay Singh is transferring the chat to Abhay Kumar Saraswat.</i>	10:53:21 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	10:53:22 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	10:53:37 PM
Charles Xavier	Awesome thanks,	10:53:50 PM
	Company is CD services	10:53:56 PM
Abhay Kumar Saraswat	I will surely help you with this issue.	10:54:38 PM
	Could you please help me with your username?	10:55:09 PM
Charles Xavier	the user that's having the issue is Ckeel	10:55:21 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	10:55:56 PM
Charles Xavier	You're welcome	10:56:03 PM
	Can you confirm if there are also any pending updates?	10:56:14 PM
Abhay Kumar Saraswat	Is Ckeel the only user facing this issue?	10:56:36 PM
Charles Xavier	no i think others are too	10:56:46 PM
	She's just the one that reported it	10:56:53 PM
Abhay Kumar Saraswat	Sure, I'll check after gathering the details.	10:57:21 PM
	Okay, Is this the first time she is facing this issue?	10:57:55 PM

Charles Xavier	That I know of , yes.	10:58:08 PM
Abhay Kumar Saraswat	No worries.	10:58:33 PM
	Kindly allow me two minutes to check the same.	10:58:39 PM
Charles Xavier	sure thanks	10:58:44 PM
Abhay Kumar Saraswat	Is this possible for the end user to provide us the remote access?	10:59:37 PM
Charles Xavier	What kind of access do you need?	11:00:05 PM
	What do you need to do?	11:00:14 PM
Abhay Kumar Saraswat	We are looking for the Ckeel's local computer access so we could see the error she's getting and we check further details.	11:01:28 PM
Charles Xavier	She won't be able to replicate it for you since she would need to run the card again but the error details are here: Declined- Other error 5099	11:02:23 PM
Abhay Kumar Saraswat	Kindly allow me two minutes to check the same.	11:03:20 PM
Charles Xavier	ok	11:03:24 PM
Abhay Kumar Saraswat	I'm assuming that the issue Ckeel is experiencing is related to QuickBooks. Could you please confirm?	11:05:38 PM
Charles Xavier	That's correct. That error shows up inside of QB	11:05:56 PM
Abhay Kumar Saraswat	I've just checked and found that there are few updates pending in QuickBooks.	11:07:32 PM
	As there are currently multiple users logged into the server, I'm unable to proceed with the QuickBooks update at this time, as it may disrupt their ongoing work.	11:08:48 PM
Charles Xavier	Okay. Let me check if they can be logged out. please hold.	11:09:08 PM
Abhay Kumar Saraswat	Sure.	11:09:15 PM
	The complete QuickBooks update process will take approximately 20 to 30 minutes and will require a server restart as part of the procedure.	11:10:38 PM
Charles Xavier	Gotcha. Checking if we can do this now .	11:11:17 PM
	Please hold , don't initiate yet	11:11:27 PM
Abhay Kumar Saraswat	Sure, no worries. I'm waiting for your response.	11:12:08 PM
Charles Xavier	Please hold for now. We're on the other line with Intuit. I will reach out if the issue persists	11:12:54 PM
	Thank you.	11:12:56 PM
	Have a good day	11:12:59 PM
Abhay Kumar Saraswat	No worries.	11:13:34 PM
Charles Xavier	In any case, if we can't do the updates now please ensure they're done later tonight	11:14:15 PM
Abhay Kumar	Yes, sure.	

Saraswat	We'll do it for you.	11:14:56 PM
Charles Xavier	As Admin please	11:15:13 PM
Abhay Kumar Saraswat	Is there anything else I may help you with ?	11:15:16 PM
Charles Xavier	Ensure the updates are installed as admin	11:15:19 PM
	That was it.	11:15:23 PM
Abhay Kumar Saraswat	Sure, no worries.	11:15:45 PM
	Is there anything else I may help you with ?	11:15:52 PM
	Are we still connected here?	11:16:50 PM
Charles Xavier	No thanks	11:16:58 PM
	Have a good day	11:17:00 PM
Abhay Kumar Saraswat	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:17:34 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	11:17:44 PM
	After this chat you will get the reference ticket ID	11:17:50 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:17:55 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	11:17:57 PM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	11:18:00 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Jun, 10:22:02 PM

#78524 Joe Mauro

Email: jmautoracing@gmail.com 📞 18559988726

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: OAKDALE

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 31 Secs

Joe Mauro	Hello, I am your Acebuddy	20 Jun, 10:22:03 PM
Acebuddy	Hello Joe Mauro, I'm your Ace Buddy. I'll be happy to assist you!	10:22:03 PM
	Whom Would You Like to Connect With?	10:22:03 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.	10:53:35 PM
	Ended due to chat idle timeout	10:53:35 PM



Chat Transcript

Hello, I am your Acebuddy

4 Jun, 4:13:17 AM

Visitor Details

#77815 KEITH

Email: ks.partsfast@gmail.com 📞 7133203009

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 25 Secs


City: OCEANSIDE
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 29 Secs

KEITH	Hello, I am your Acebuddy	4 Jun, 4:13:19 AM
Acebuddy	Hello Keith Sholar, I'm your Ace Buddy. I'll be happy to assist you!	4:13:19 AM
	Whom Would You Like to Connect With?	4:13:20 AM
KEITH	Technical Support (QB & App Hosting)	4:13:49 AM
Acebuddy	Welcome to Ace Support.	4:13:49 AM
	Please chose an option :	4:13:49 AM
KEITH	I'd like to raise a Request	4:13:56 AM
Acebuddy	Please select your request type.	4:13:56 AM
KEITH	Other Request	4:14:08 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	4:14:08 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	4:14:08 AM
KEITH	Yes, I'm facing issues with my server	4:14:24 AM
Acebuddy	Please select an option!	4:14:24 AM
KEITH	QuickBooks Issue	4:14:29 AM
Acebuddy	What type of QuickBooks Issue are you facing?	4:14:29 AM
KEITH	Other QB related issue	4:14:36 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:14:36 AM
KEITH	COMPANY FILE WAS DUPLICATED TO C DRIVE. WE THEN ADDED DIRECT DEPOSIT. EVRYTHING WS WORKING GOOD. 1 WEEK LATER WE DISCOVERED THAT 5 USERS ARE STILL USING THE ORIGINAL FILE ON E DRIVE. I AM THE ONLY ONE USING C DRIVE FILE.	4:16:38 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:16:39 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:16:39 AM
	<i>Yash Ahi accepted the chat transfer request.</i>	4:17:06 AM
KEITH	I WAS TOLD EVERYONE WOULD LOG INTO THE NEW C DRIVE LOCATION	4:17:07 AM
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.	4:17:16 AM
	Hi Keith. How are you doing today?	4:17:23 AM
KEITH	MY THOUGHTS ARE I NEED TO COPY THE EDRIVE TO C DRIVE AGAIN AND START OVER ADDING DIRECT	4:17:39 AM

	DEPOSIT.	
	I AM FINE	4:17:59 AM
Yash Ahi	I will surely help you with this concern Keith.	4:18:11 AM
	Could you please help me with your server name or business name once?	4:18:17 AM
KEITH	PARTSFAST.MY REAL DATA .NET	4:18:35 AM
Yash Ahi	Thank you for the information and allow 2 minutes to check the same.	4:18:48 AM
	Thank you for your patience.	4:20:32 AM
KEITH	YOU GUYS HELP ME BY COPYING THE E-FILE TO C-DRIVE 2 WEEKS. HOWEVER THE USERS WERE STILL LOGGING INTO THE E DRIVE. THEY SHOULD HAVE BEEN IN THE C DRIVE.	4:21:53 AM
Yash Ahi	Well in that case Keith, I am not sure if the data in company file can be merged or not.	4:22:30 AM
KEITH	IN ORDER TO RUN DIRECT DEPOSIT IT HAS TO BE ON C DRIVE.	4:22:32 AM
Yash Ahi	That needs to be checked by intuit. But what I feel, unfortunately, you may have to start over.	4:23:10 AM
KEITH	I NEED TO START OVER. THERE WERE ONLY 3 TRANSACTIONS ON C DRIVE. I CAN ADD THEM WHEN WE MOVE IT AND AFTER I ADD DIRECT DEPOSIT	4:23:25 AM
Yash Ahi	Yes you can do that Keith.	4:23:50 AM
KEITH	CAN YOU COPY THE E DRIVE FILE OR MOVE IT TO THE C DRIVE LOCATION FROM THE BACK SIDE. YOU DO FASTER	4:24:16 AM
Yash Ahi	Okay sure, let me check.	4:24:29 AM
KEITH	WE CAN JUST REPLACE THE FILE THAT IS THERE.	4:25:23 AM
Yash Ahi	So, you want to move the company file from E drive to C: drive at the location: USERS/PUBLIC/PUBLIC DOCUMENTS?	4:25:44 AM
KEITH	YES	4:25:54 AM
	THATS WHERE QUICKBOOKS REQUESTED IT BE FOR DIRECT DEPOSIT AND ENTERPRISE 2024	4:26:20 AM
Yash Ahi	The company file name is parts company v2?	4:26:22 AM
KEITH	LET ME MAKE SURE	4:26:39 AM
	YES	4:27:12 AM
Yash Ahi	Okay. So, do you want me to move it or copy? If i move that company file to c: drive, users will not be able to access it in d: drive. (Edited)	4:27:18 AM
KEITH	WHY NOT.	4:27:44 AM
	CAN THEY SWITCH TO THAT FILE IN THE AM WHEN THEY LOG ON	4:28:11 AM
Yash Ahi	Yes they need to access it from c: drive, where I am placing that company file.	4:28:26 AM
KEITH	OK. GOT IT	4:28:47 AM
	I AM PREPARED TO ALERT THEM FOR THIS CHANGE	4:29:07 AM
Yash Ahi	Alright, just give me 2 minutes.	4:29:19 AM

KEITH	OK THANK YOU.	4:29:47 AM
Yash Ahi	Alright, thankyou for your patience Keith.	4:30:24 AM
KEITH	I WANTED TO DELETE IT LAST TIME FROM E DRIVE HOWEVER YOU GUYS ADVISED ME NOT TO. IF ITS NOT THERE THEN IT FORCES THEM TO FIND THE CORRECT FILE.	4:31:03 AM
Yash Ahi	So, I have created a new folder in public documents, and moved the current file to it, which was already in c: drive.	4:31:07 AM
KEITH	OK LET ME CHECK	4:31:18 AM
Yash Ahi	Additionally, I have copied that company file from E: drive to Public Documents.	4:31:33 AM
	Now, shall I delete that file from the E: drive?	4:31:47 AM
	Please check once and let me know, and i will proceed accordingly.	4:32:01 AM
KEITH	OK IT APPEARS TO BE THERE.	4:33:02 AM
Yash Ahi	So, shall I remove it from E: drive now?	4:33:26 AM
KEITH	I THINK SO.	4:33:40 AM
Yash Ahi	Alright, so, I have removed it from the E: drive/ Client data location.	4:34:05 AM
	Is there anything else I may help you with ?	4:34:08 AM
KEITH	WE SHUD BE OK. THANK YOU	4:35:10 AM
Yash Ahi	No problem at all Keith.	4:35:34 AM
	I would greatly appreciate if you could share the feedback after this chat.	4:35:39 AM
	After this chat you will get the reference ticket ID.	4:35:41 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:35:44 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	4:35:46 AM
	<i>Yash Ahi has ended this chat session</i>	4:35:48 AM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Jun, 11:17:05 AM

#77890 shari
Email: shari@jkservicesinc.com ☎ 18054079440
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: MERIDIAN
State: Idaho
Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 35 Secs

shari	Hello, I am your Acebuddy	5 Jun, 11:17:06 AM
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!	11:17:07 AM
	Whom Would You Like to Connect With?	11:17:07 AM
shari	Technical Support (QB & App Hosting)	11:17:10 AM
Acebuddy	Welcome to Ace Support.	11:17:10 AM
	Please chose an option :	11:17:10 AM
shari	I'd like to report an Issue	11:17:14 AM
Acebuddy	Please select an option!	11:17:14 AM
shari	QuickBooks Issue	11:17:21 AM
Acebuddy	What type of QuickBooks Issue are you facing?	11:17:21 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:51:41 AM
	Ended due to chat idle timeout	11:51:41 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Jun, 6:01:39 PM

#78507 will.okeefe

Email: will.okeefe@emailshutters.com 📞 16185670384

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 43 Secs

City: DALLAS

State: Texas


Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 35 Secs

will.okeefe	Hello, I am your Acebuddy	20 Jun, 6:01:41 PM
Acebuddy	Hello Will.okeefe, I'm your Ace Buddy. I'll be happy to assist you!	6:01:42 PM
	Whom Would You Like to Connect With?	6:01:42 PM
will.okeefe	Technical Support (QB & App Hosting)	6:01:48 PM
Acebuddy	Welcome to Ace Support.	6:01:48 PM
	Please chose an option :	6:01:48 PM
will.okeefe	I'd like to report an Issue	6:01:52 PM
Acebuddy	Please select an option!	6:01:52 PM
will.okeefe	Other Issue	6:02:14 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:02:14 PM
	6:02:40 PMwill.okeefe is sharing a file with you Screenshot 2025-06-20 073208.png - (Size:13.0 KB)	6:02:40 PM
	Please wait while we connect you to a Support Representative	6:02:40 PM
	Acebuddy (bot) forwarded the chat request	6:02:40 PM
will.okeefe	I am trying to make a connection to a sql database from the server but am getting this error	6:02:56 PM
	Anjainay Singh accepted the chat transfer request.	6:03:20 PM

Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	6:03:30 PM
will.okeefe	Could this be a potential issue: Your app may support TLS 1.2, but the underlying Windows OS itself might have TLS 1.2 disabled at the system level (common with Windows Server 2012 or older).	6:03:31 PM
Anjainay Singh	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible.	6:04:04 PM
	May I take the remote access of your server?	6:05:03 PM
will.okeefe	yes	6:05:23 PM
Anjainay Singh	I am sending you the request for remote access , please approve it.	6:06:19 PM
will.okeefe	i'm not seeing it	6:06:33 PM
	BrianJo is the username	6:06:49 PM
Anjainay Singh	Thankyou for your confirmation.	6:07:06 PM
	Please allow me two minutes so that I can enable the TLS settings at my end.	6:07:59 PM
will.okeefe	thank you	6:08:04 PM
Anjainay Singh	It is enabled on ACE server.	6:11:13 PM
	As I checked it from backend.	6:11:24 PM
will.okeefe	could there be an outbound firewall?	6:12:29 PM
	this just started happening yesterday	6:12:36 PM
	it was working before then	6:12:40 PM
Anjainay Singh	Could you please show me the initial error and how it is occurring on remote session.	6:13:02 PM
will.okeefe	yes, it is when i try to open an internally developed app that connects to a sql database	6:13:22 PM
Anjainay Singh	Where is the SQL database , is it present at our server?	6:15:30 PM
will.okeefe	no, it is not on the server	6:15:40 PM
Anjainay Singh	As I checked on ACE server, that there is no backend service for SQL on ACE server and TLS 1.2 is also enabled and there is no firewall blockage.	6:17:01 PM
	I would suggest you to please connect with application support once.	6:17:21 PM
will.okeefe	were there any changes implemented on the server yesterday?	6:17:39 PM
Anjainay Singh	Please let me confirm it confirm once.	6:17:54 PM
will.okeefe	It is the only place we are having issues connecting to the database	6:17:55 PM
Anjainay Singh	We can try by rebooting the server.	6:18:13 PM
will.okeefe	ok let's try it	6:18:56 PM
Anjainay Singh	Please approve when I can proceed with rebooting the server.	6:19:11 PM
	Please save your work and let me know when I can proceed with the reboot process.	6:20:53 PM
will.okeefe	ok to proceed	6:21:29 PM

Anjainay Singh	Thankyou.	6:21:39 PM
	Please sign in and try to process the same task.	6:23:35 PM
	Please again approve a remote access.	6:23:46 PM
will.okeefe	Still getting the same errir	6:24:47 PM
	error	6:24:50 PM
Anjainay Singh	Okay, no worries this is temporary error.	6:25:25 PM
	We will resolve it cooperatively Will.	6:25:37 PM
	I will suggest you to contact application support once and let me know the outcome.	6:26:20 PM
will.okeefe	I am the application support	6:26:37 PM
	It works everywhere but on the remote server	6:26:49 PM
Anjainay Singh	Okay.	6:26:55 PM
	Please stay connected.	6:27:35 PM
will.okeefe	thank you	6:28:15 PM
Anjainay Singh	Please try again Will	6:29:01 PM
	That good to know.	6:30:27 PM
will.okeefe	it works now!	6:30:50 PM
	can i ask what update you made?	6:30:57 PM
Anjainay Singh	Actually your application was using old TLS protocols which were blocked so I deleted them from backend.	6:31:24 PM
will.okeefe	ok great	6:31:41 PM
	thank you very much	6:31:44 PM
Anjainay Singh	Is there anything else I may help you with ?	6:32:02 PM
will.okeefe	that is all thank you	6:32:16 PM
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji (Edited)	6:32:19 PM
	I will also share the ticket id with you over the mail once this chat is disconnected.	6:32:49 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:33:04 PM
	You may disconnect this chat.	6:33:40 PM
	<i>Anjainay Singh has ended this chat session</i>	6:34:17 PM
<div></div>		



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Jun, 8:23:42 AM

#78282 Brenda Rosales
Email: brenda.rosales@eneos.com.ph ☎ 636325071840
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: SAMPALOC EAST
State: National Capital Region
Country: PHILIPPINES

Chat Transcript

Chat Duration : 30 Mins 20 Secs

Brenda Rosales	Hello, I am your Acebuddy	16 Jun, 8:23:44 AM
Acebuddy	Hello Brenda Rosales, I'm your Ace Buddy. I'll be happy to assist you!	8:23:45 AM
	Whom Would You Like to Connect With?	8:23:45 AM
Brenda Rosales	Technical Support (QB & App Hosting)	8:23:50 AM
Acebuddy	Welcome to Ace Support.	8:23:50 AM
	Please chose an option :	8:23:50 AM
Brenda Rosales	I'd like to report an Issue	8:23:55 AM
Acebuddy	Please select an option!	8:23:55 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:54:05 AM

Ended due to chat idle timeout

8:54:05 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78672 Teresa Alvarado

Email: terehuerta97@yahoo.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: YUCCA VALLEY

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 2 Mins 48 Secs

Teresa Alvarado	Hello, I am your Acebuddy	26 Jun, 1:25:25 AM
Acebuddy	Hello Teresa Alvarado, I'm your Ace Buddy. I'll be happy to assist you!	1:25:27 AM
	Whom Would You Like to Connect With?	1:25:27 AM
Teresa Alvarado	Technical Support (QB & App Hosting)	1:25:43 AM
Acebuddy	Welcome to Ace Support.	1:25:43 AM
	Please chose an option :	1:25:43 AM
Teresa Alvarado	I'd like to report an Issue	1:25:53 AM
Acebuddy	Please select an option!	1:25:54 AM
Teresa Alvarado	QuickBooks Issue	1:25:57 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:25:57 AM
Teresa Alvarado	QuickBooks is Frozen	1:26:04 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	1:26:04 AM
	Was that helpful?	1:26:04 AM
Teresa Alvarado	Yes	1:28:15 AM
Acebuddy	I'm glad to hear that! Should you need further assistance, please do not hesitate to reach out to me!	1:28:15 AM
	Acebuddy has ended this chat session	1:28:15 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jun, 6:12:07 PM

#78032 jason
Email: jason@rcstructures.com 📞 15165442300
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 51 Secs
City: QUEENS VILLAGE
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 51 Secs

jason	Hello, I am your Acebuddy	9 Jun, 6:12:08 PM
Acebuddy	Hello Jason, I'm your Ace Buddy. I'll be happy to assist you!	6:12:09 PM
	Whom Would You Like to Connect With?	6:12:09 PM
jason	Technical Support (QB & App Hosting)	6:12:13 PM
Acebuddy	Welcome to Ace Support.	6:12:13 PM
	Please chose an option :	6:12:13 PM
jason	I'd like to report an Issue	6:12:19 PM
Acebuddy	Please select an option!	6:12:19 PM
jason	Other Issue	6:12:27 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:12:27 PM
jason	We have a user who is trying to log in for the first time and gets this error message	6:12:45 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:12:45 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	6:12:45 PM
jason	David Proxy Error The proxy server received an invalid response from an upstream server. The proxy server could not handle the request Reason: Error reading from remote server Apache/2.4.59 (Debian) Server at selfcare.acecloudhosting.com Port 443	6:12:48 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	6:13:02 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	6:13:32 PM
	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible.	6:13:52 PM
jason	okay we are really trying to use this now	6:14:23 PM
Anjainay Singh	Could you please confirm since when you are facing this issue?	6:14:38 PM
jason	This morning is when we have first started to use it, the migration was completed on Friday	6:15:36 PM
Anjainay Singh	Thankyou for your confirmation.	6:15:36 PM
	Please allow me two minutes so that I can look into it.	6:16:06 PM
jason	okay	6:16:18 PM
Anjainay Singh	Could you please confirm the username who is facing this issue?	6:19:11 PM
jason	DavidJimenez	6:19:19 PM
Anjainay Singh	Thankyou Jason , let me transfer this chat to appropriate team who will assist you with proper resolution.	6:20:13 PM
jason	He is the first user attempting to log in using the credentials provided	6:20:18 PM
Anjainay Singh	I have noted down all your information and have transferred it to next engineer.	6:21:26 PM
jason	Thank You	6:21:37 PM
Anjainay Singh	Could you please provide David's call back so that we can directly reach him over call to assist him in real time?	6:23:02 PM
	Please provide his contact details in below format. Call back number- Timezone- Suitable time for call- (Edited)	6:23:28 PM
jason	3477939306 David Jimenez	6:23:41 PM
Anjainay Singh	Thankyou Jason I will make assure that his issue get resolves urgently. (Edited)	6:24:22 PM
	Is there anything else I may help you with ?	6:25:12 PM
jason	That's what we need fixed for now	6:25:28 PM
Anjainay Singh	I have arranged a call back for him.	6:26:05 PM
jason	Thank You	6:26:17 PM
Anjainay Singh	I assure you that his issue will be resolved urgently.	6:26:27 PM
	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the	6:26:49 PM

	smiling emoji.	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:28:10 PM
	<i>Anjainay Singh has ended this chat session</i>	6:29:00 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Jun, 6:47:03 PM

#78771 Heather Nicklow
Email: heather@amc-pa.com
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 34 Secs
City: DUNCANSVILLE
State: Pennsylvania
Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 23 Secs

Heather Nicklow	Hello, I am your Acebuddy	28 Jun, 6:47:05 PM
Acebuddy	Hello Heather Nicklow, I'm your Ace Buddy. I'll be happy to assist you!	6:47:07 PM
	Whom Would You Like to Connect With?	6:47:07 PM
Heather Nicklow	Technical Support (QB & App Hosting)	6:47:15 PM
Acebuddy	Welcome to Ace Support.	6:47:15 PM
	Please chose an option :	6:47:15 PM
Heather Nicklow	I'd like to raise a Request	6:47:24 PM
Acebuddy	Please select your request type.	6:47:24 PM
Heather Nicklow	Setup Ace Server	6:47:52 PM

Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	6:47:52 PM
Heather Nicklow	Microsoft Windows	6:48:01 PM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	6:48:01 PM
	Do you need any further assistance on the topic?	6:48:01 PM
Heather Nicklow	Yes	6:50:39 PM
Acebuddy	Please wait while we connect you to our Support Representative	6:50:39 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:50:39 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	6:50:44 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	6:51:15 PM
Heather Nicklow	Hello. i need help putting the remote connection on my laptop. I already have one on my laptop for my other client	6:51:50 PM
	The client is Food Helpers	6:52:23 PM
Shivam Singh	Okay, I will be sending it over the email, could you please tell me for which user you would like the RDP for ?	6:53:01 PM
Heather Nicklow	Server Name is FoodHelpers.myrealdata.net	6:53:02 PM
	Heather Nicklow	6:53:13 PM
Shivam Singh	Thanks for your information, I really appreciate your cooperation.	6:53:31 PM
	Great heather, in 5 minutes you will receive the RDP.	6:53:53 PM
	Is there anything else I may help you with ?	6:54:00 PM
Heather Nicklow	no thanks	6:54:07 PM
Shivam Singh	Great.	6:54:13 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:54:16 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.	6:54:21 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!	
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shivam Singh has ended this chat session</i>	6:54:29 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Jun, 10:47:25 AM

#78201 Sierre568
Email: sierre568@hotmail.com 📞 2514896321
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Android
Browser: Google Chrome
Device: Mobile
City: DELHI
State: Delhi
Country: INDIA

Chat Transcript

Chat Duration : 39 Secs

Sierre568	Hello, I am your Acebuddy	12 Jun, 10:47:28 AM
Acebuddy	Hello Endman, I'm your Ace Buddy. I'll be happy to assist you!	10:47:29 AM
	Whom Would You Like to Connect With?	10:47:29 AM
Sierre568	Technical Support (QB & App Hosting)	10:47:39 AM
Acebuddy	Welcome to Ace Support.	10:47:39 AM
	Please chose an option :	10:47:39 AM
Sierre568	I'd like to report an Issue	10:47:48 AM
Acebuddy	Please select an option!	10:47:48 AM
Sierre568	Other Issue	10:47:54 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:47:54 AM
	Endman has ended this chat session	10:48:07 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Jun, 5:51:17 PM

#78095 allison
Email: allison@cowestlandtrust.org 📞 19702635443
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
City: PROVO
State: Utah
Country: UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 49 Secs

allison	Hello, I am your Acebuddy	10 Jun, 5:51:19 PM
Acebuddy	Hello Allison Rehor, I'm your Ace Buddy. I'll be happy to assist you!	5:51:20 PM
	Whom Would You Like to Connect With?	5:51:20 PM
allison	Technical Support (QB & App Hosting)	5:51:23 PM
Acebuddy	Welcome to Ace Support.	5:51:23 PM
	Please chose an option :	5:51:23 PM
allison	I'd like to raise a Request	5:51:28 PM
Acebuddy	Please select your request type.	5:51:28 PM
allison	Application Update	5:51:37 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.	5:51:37 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	5:51:37 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	6:37:08 PM
	Ended due to chat idle timeout	6:37:08 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Jun, 10:12:31 PM

#78374 carmstrong
Email: carmstrong@mdcollision.net
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 36 Secs
City: FAIRFIELD
State: Maryland
Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 4 Secs

carmstrong	Hello, I am your Acebuddy	17 Jun, 10:12:32 PM
Acebuddy	Hello Carmstrong, I'm your Ace Buddy. I'll be happy to assist you!	10:12:33 PM
	Whom Would You Like to Connect With?	10:12:33 PM
carmstrong	Technical Support (QB & App Hosting)	10:12:37 PM
Acebuddy	Welcome to Ace Support.	10:12:37 PM
	Please chose an option :	10:12:37 PM
carmstrong	I'd like to report an Issue	10:12:41 PM
Acebuddy	Please select an option!	10:12:41 PM
carmstrong	Other Issue	10:12:47 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:12:47 PM
carmstrong	Locked out	10:12:55 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:12:55 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	10:12:55 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	10:13:24 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	10:13:31 PM
carmstrong	thank you, my user is locked out of my remote desktop	10:13:50 PM
Anjainay Singh	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible.	10:14:19 PM
carmstrong	thanks	10:14:39 PM
Anjainay Singh	Could you please confirm your account name?	10:15:03 PM
carmstrong	Colleen	10:15:09 PM
Anjainay Singh	Please allow me two minutes so that I can resolve it for you. Colleen.	10:16:34 PM
carmstrong	thanls	10:16:42 PM
Anjainay Singh	I have unlocked the account, please try to login into server.	10:17:44 PM
carmstrong	I was able to logon, thank you	10:18:13 PM
Anjainay Singh	Is there anything else I may help you with ?	10:18:29 PM
	As issue has been resolved and there is no response from your end so we are closing this chat.	10:19:33 PM
	<i>Anjainay Singh has ended this chat session</i>	10:19:36 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78539 Margie

Email: margieforman1@gmail.com

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: 28 Secs

City: CAVE CREEK

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 40 Secs

Margie	Hello, I am your Acebuddy	21 Jun, 3:35:33 AM
Acebuddy	Hello Margie, I'm your Ace Buddy. I'll be happy to assist you!	3:35:34 AM
	Whom Would You Like to Connect With?	3:35:34 AM
Margie	Technical Support (QB & App Hosting)	3:35:51 AM
Acebuddy	Welcome to Ace Support.	3:35:51 AM
	Please chose an option :	3:35:51 AM
Margie	I'd like to report an Issue	3:36:00 AM
Acebuddy	Please select an option!	3:36:00 AM
Margie	Other Issue	3:36:05 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:36:05 AM
Margie	I can't open UltraTax CS 2024. I'm getting an error message "Only one instance of UltraTax CS is allowed to execute at any time" but I have no programs open	3:37:00 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:37:01 AM
	Acebuddy (bot) forwarded the chat request	3:37:01 AM
	Anurag Sharma accepted the chat transfer request.	3:38:04 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	3:38:06 AM
	Hello Margie	3:38:13 AM
	Are we still connected here?	3:40:10 AM
Margie	yes	3:40:23 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	3:40:44 AM
	Margie as I can check the user CharlesWE is currently accessing this application.	3:41:20 AM
Margie	We have always been able to both be logged in at the same time	3:42:21 AM
	We often discuss tax returns together	3:42:43 AM
Anurag Sharma	Okay	3:42:50 AM
	Kindly allow me two minutes to check the same.	3:42:59 AM
Margie	not a problem	3:43:12 AM
Anurag Sharma	Could you please share the snapshot of the error you are getting while accessing the application?	3:45:25 AM
Margie	I did type it word for word, but if you tell me how to send a snapshot, I can do that as well	3:46:13 AM
	3:46:30 AMMargie is sharing a file with you	

	1_image.png - (Size:23.73 KB)	3:46:30 AM
Anurag Sharma	Okay, can I reboot the server once?	3:46:34 AM
Margie	LOL - I figured it out	3:46:41 AM
	Let me call Chuck first to make sure we don't screw him up	3:47:07 AM
Anurag Sharma	Nice, what was the problem?	3:47:13 AM
Margie	Sorry, I figured out how to send the snapshot - the problem still exists.	3:48:12 AM
Anurag Sharma	Okay no problem. Can I reboot the server once?	3:48:31 AM
Margie	Didn't you already do it? Chuck said he was booted out.	3:49:07 AM
Anurag Sharma	No I was waiting for your confirmation.	3:49:22 AM
Margie	Ok, thanks. Go for it! :)	3:49:36 AM
Anurag Sharma	I hope this will not impact the working of the other user Charles	3:49:51 AM
	Please ask Charles to not login into the server for a while.	3:51:18 AM
Margie	He is out and I'm on the phone with him	3:51:31 AM
Anurag Sharma	Okay	3:51:38 AM
	You can login into the server and check if it is working at your end.	3:51:54 AM
Margie	I'm in, is it okay for Chuck to try to get in as well?	3:53:22 AM
Anurag Sharma	Yes, now please ask him to check it on his end.	3:53:47 AM
Margie	Okay, he's logging in. Thank you	3:54:02 AM
Anurag Sharma	Please confirm if it is working on his end as well?	3:54:55 AM
Margie	He's in the cloud and was able to open UltraTax 2024, so THANK YOU - I think we're good to go.	3:55:20 AM
Anurag Sharma	Thanks for the confirmation !	3:55:26 AM
	Is there anything else I may help you with ?	3:55:28 AM
Margie	That's it. Have a great weekend	3:55:48 AM
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:56:06 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:56:09 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!	3:56:11 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Jun, 11:19:18 AM

#78344 Scott Hill

Email: hill.scott1963@gmail.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: 52 Secs

City: BENTONVILLE

State: Arkansas

Country: UNITED STATES

Chat Transcript

Chat Duration : 54 Mins 26 Secs

Scott Hill	Hello, I am your Acebuddy	17 Jun, 11:19:19 AM
Acebuddy	Hello Scott Hill, I'm your Ace Buddy. I'll be happy to assist you!	11:19:20 AM
	Whom Would You Like to Connect With?	11:19:20 AM
Scott Hill	Technical Support (QB & App Hosting)	11:19:30 AM
Acebuddy	Welcome to Ace Support.	11:19:30 AM
	Please chose an option :	11:19:30 AM
Scott Hill	I'd like to report an Issue	11:19:41 AM
Acebuddy	Please select an option!	11:19:41 AM
Scott Hill	QuickBooks Issue	11:19:48 AM
Acebuddy	What type of QuickBooks Issue are you facing?	11:19:48 AM

Scott Hill	QuickBooks Login Issue	11:20:02 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	11:20:02 AM
	Was that helpful?	11:20:02 AM
Scott Hill	No	11:20:12 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	11:20:12 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:20:12 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:20:21 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:20:28 AM
	Hello Scott	11:20:32 AM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	11:20:42 AM
Scott Hill	I'm using remote desktop portal and lost access to the company file. Ticket ID 707621 has the history.	11:21:47 AM
	Company file is under D:\Client Data. Access is now denied?	11:22:35 AM
Shashwat Verma	Okay	11:23:17 AM
	I will surely help you with this issue.	11:23:19 AM
	Kindly allow me two minutes to check the same.	11:23:22 AM
Scott Hill	Sure	11:23:32 AM
Shashwat Verma	Kindly try to access the same from the shortcut on the desktop	11:24:40 AM
	Let me know if it works?	11:24:47 AM
Scott Hill	Access Denied	11:25:21 AM
Shashwat Verma	Okay	11:26:19 AM
	May I take the remote access of your local computer?	11:26:23 AM
Scott Hill	yes	11:27:05 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	11:27:13 AM
	https://assist.acecloudhosting.com/join/8502084143	11:27:14 AM
	Kindly Click on the link and open the downloaded file.	11:27:17 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:28:42 AM
	<i>11:38:23 AMShashwat Verma is sharing a file with you</i> <i>image.png - (Size:20.22 KB)</i>	11:38:23 AM
	Here he have mentioned to give you limited access	11:38:35 AM
Scott Hill	Quickbooks company file is under the shared folder.	11:39:46 AM

Shashwat Verma	No, files are in other folder	11:39:58 AM
	To access the same, you have to ask account owner to move the files from other folder to shared one	11:40:34 AM
Scott Hill	I could access D:\Client Data on Friday and the company file	11:40:37 AM
Shashwat Verma	Yes, we have checked that one our engineer assigned you the permission by mistake,we apologies for that, but as per the POC only shared folder access is possible, nevertheless, we will loop the POC for your request to have full permission	11:42:17 AM
	Shall we proceed like that?	11:42:44 AM
	Or you can directly ask POC to copy those files in shared folder for which you already have the access	11:43:11 AM
Scott Hill	I don't understand? Will it give me access?	11:43:12 AM
Shashwat Verma	If they authorize, then only.	11:43:28 AM
	Scott, its been a security concern hence we are also get handcuff for the procedure to follow	11:44:11 AM
	Hope you undertand!	11:44:18 AM
Scott Hill	POC is Elton Park. He granted access in email	11:44:45 AM
	Should I show you the emails?	11:44:58 AM
	<i>11:45:07 AMShashwat Verma is sharing a file with you</i> image.png - (Size:11.99 KB)	11:45:07 AM
Shashwat Verma	Here is the proof for access denied	11:45:19 AM
	Kindly check	11:45:26 AM
Scott Hill	Watch.	11:45:43 AM
Shashwat Verma	If you want we can re-check with Elton for the full access of D drive for you.	11:46:39 AM
	Shall we?	11:46:43 AM
Scott Hill	It is 2:17AM for Elton. He is sleeping. Did you see his email?	11:47:24 AM
Shashwat Verma	This the only last reply from Elton regarding the folder permission	11:48:20 AM
Scott Hill	Last Monday, 6/9/2025 at 1:12PM local time. Look at my screen.	11:49:03 AM
Shashwat Verma	Got it	11:50:25 AM
Scott Hill	Thank you	11:50:33 AM
Shashwat Verma	Scott, it's been again an incomplete access permission, they have mentioned you to have the QB access, we know its an irony, that you can't use the Qb without QB files, but as per the process we have to get it verify from Elton by specify the D drive access	11:52:13 AM
	We understand you concern and we value your time and efforts	11:52:44 AM
Scott Hill	Read the email again. I say I do not have access to D:\Client Data. Elton says to give me access.	11:53:08 AM
	I've been working this issue with Ace for almost 2 weeks. It is getting very frustrating.	11:53:39 AM
Shashwat Verma	Kindly allow me two minutes to check the same.	11:54:52 AM
	Scott, we understand your urgency to get the access of files, but as have some ongoing security	

	compliance with Elton regarding the security of files on the server, hence we cannot proceed with rights now, nevertheless we will expedite your case and will get your request verified by Elton and will loop you for the same, hence we will get this process done within 60 min.	12:05:34 PM
	If you have more urgency, we can try to call Elton on behalf your permission request, that can be best way to get it solved.	12:06:29 PM
Scott Hill	It is 2:26AM Elton's time. I don't think we should call him, but it is up to you.	12:07:23 PM
Shashwat Verma	Okay, in that will proceed with email process	12:07:46 PM
	Is that work for you?	12:07:51 PM
Scott Hill	Using his email approval works for me. I don't understand why you cannot use his email from last Monday	12:08:30 PM
Shashwat Verma	We can, but the request was unclear, Elton specifically have to mentioned the D drive in the email	12:09:06 PM
	They have mentioned only QB access	12:09:23 PM
	Which is application access in layman term (Edited)	12:09:34 PM
Scott Hill	Yes. But he was responding to me saying I don't not have permissions to access D:\Client Data. It is clear.	12:10:31 PM
	I think I'm done with ACE	12:10:40 PM
Shashwat Verma	I apologize for the trouble you’ve experienced. I want to assure you that we’re taking the necessary steps to resolve this issue.	12:11:17 PM
	Are we still connected here?	12:13:23 PM
Shashwat Verma has ended this chat session		12:13:46 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Jun, 12:52:39 AM

#78382 Bloomer & Showalter CPA's

Email: lisa@2lbcpas.com 📞 14692238624

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: 56 Secs
City: FRISCO
State: Texas
Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 26 Mins

Bloomer & Showalter CPA's	Hello, I am your Acebuddy	18 Jun, 12:52:40 AM
Acebuddy	Hello Lisa S Bloomer, I'm your Ace Buddy. I'll be happy to assist you!	12:52:40 AM
	Whom Would You Like to Connect With?	12:52:40 AM
Bloomer & Showalter CPA's	Technical Support (QB & App Hosting)	12:52:49 AM
Acebuddy	Welcome to Ace Support.	12:52:49 AM
	Please chose an option :	12:52:49 AM
Bloomer & Showalter CPA's	I'd like to raise a Request	12:53:00 AM
Acebuddy	Please select your request type.	12:53:00 AM
Bloomer & Showalter CPA's	Setback	12:53:19 AM
Acebuddy	Welcome to Ace Support.	12:53:19 AM
	Please chose an option :	12:53:19 AM
Bloomer & Showalter CPA's	I'd like to report an Issue	12:53:24 AM
Acebuddy	Please select an option!	12:53:24 AM
Bloomer & Showalter CPA's	QuickBooks Issue	12:53:28 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:53:28 AM
Bloomer & Showalter CPA's	Other QB related issue	12:53:35 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:53:35 AM
Bloomer & Showalter CPA's	I can't email invoices out of quickbooks	12:53:52 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:53:53 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:53:53 AM
	<i>Manish Singh accepted the chat transfer request.</i>	12:54:31 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	12:54:37 AM
Bloomer & Showalter CPA's	Hello	12:54:44 AM

Manish Singh	I will surely help you with this issue.	12:54:45 AM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	12:55:15 AM
Bloomer & Showalter CPA's	I'm not sure. I'm the only one that emails out the invoices.	12:55:37 AM
Manish Singh	Kindly allow me two minutes to check the same.	12:56:03 AM
	May I know the QuickBooks version name in which you are facing this issue.	12:56:56 AM
Bloomer & Showalter CPA's	2023 Desktop. I believe it is the accountant version.	12:57:44 AM
Manish Singh	May I take the remote access of your server?	12:57:56 AM
Bloomer & Showalter CPA's	yes	12:58:47 AM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	12:59:31 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.	12:59:54 AM
	Kindly redirect me to the issue you are facing.	1:00:51 AM
Bloomer & Showalter CPA's	Trying to send out invoices. It will give us a message in a minute.	1:02:32 AM
Manish Singh	Alright! let's see	1:03:13 AM
	We can try removing this email and adding again.	1:04:19 AM
	Kindly proceed with the removing and adding again.	1:05:23 AM
	Try to email now	1:06:34 AM
	If still the issue persists, then we have to update QuickBooks.	1:09:38 AM
Bloomer & Showalter CPA's	I did that yesterday.	1:09:53 AM
	With quickbooks tech support for another issue.	1:10:10 AM
	Is outlook the issue?	1:10:50 AM
Manish Singh	Need to check once	1:11:24 AM
	Kindly close QuickBooks 2023 for 5 minutes.	1:12:55 AM
Bloomer & Showalter CPA's	I don't seem to be able to close it.	1:14:02 AM
Manish Singh	Kindly wait for 5 minutes.	1:15:05 AM
	Do not open QB 2023 for a minute.	1:19:35 AM
Bloomer & Showalter CPA's	ok	1:19:44 AM
Manish Singh	Kindly try to email now with QB	1:28:01 AM
	Please wait	1:31:39 AM

	Try now	1:34:02 AM
	Kindly add your email for testing purpose	1:40:17 AM
Bloomer & Showalter CPA's	It won't let me type anything in there except the client's email address. We can test it with her email if you want	1:41:51 AM
Manish Singh	Alright lets test with client email address	1:42:08 AM
Bloomer & Showalter CPA's	What application is it trying to send the email through?	1:43:38 AM
Manish Singh	We need to check kindly login though office.com	1:44:18 AM
	Maybe your password is incorrect	1:44:28 AM
Bloomer & Showalter CPA's	I don't believe so.	1:45:14 AM
Manish Singh	If not, we need to clean install the application in night hours, as we have removed and added the email and checked the port no of email and updated QuickBooks too.	1:46:13 AM
Bloomer & Showalter CPA's	A few months ago, someone from your company emailed me about charging us for office. I have a business basics account but they said it wasn't compatible (did not explain why or what we needed.) I don't know if it was removed from our account or not or if that would impact this situation.	1:48:03 AM
Manish Singh	No, that not related to that it's with QuickBooks moreover MS Office E3,E5 and App for Enterprise licenses are compatible with the server.	1:49:10 AM
	If you need we can install that for you, or you can lease it from us.	1:49:47 AM
	For now, we can schedule the QuickBooks 2023 clean installation in night hours to resolve this issue.	1:51:27 AM
	When was the last time you were able to send email successfully?	1:51:50 AM
Bloomer & Showalter CPA's	Is there a way to check it?	1:52:08 AM
Manish Singh	Check what, Lisa?	1:52:24 AM
Bloomer & Showalter CPA's	The last invoice I emailed out?	1:52:56 AM
Manish Singh	We need to check your email for that	1:53:32 AM
	Yes,please	1:56:16 AM
Bloomer & Showalter CPA's	Should I try this? It would send from the other email account?	1:56:19 AM
Manish Singh	Kindly continue	1:56:25 AM
	Do you remember the password for this email?	2:00:20 AM
Bloomer & Showalter CPA's	I'm working on it.	2:00:54 AM
Manish Singh	Alright, please take your time.	2:01:05 AM
Bloomer & Showalter CPA's	Do I check consent on behalf of your organization	2:06:32 AM
Manish Singh	Yes	2:06:57 AM
	It was sent successfully I think	2:07:29 AM

Bloomer & Showalter CPA's	It was... just from the wrong email address.	2:07:45 AM
Manish Singh	Yes	2:08:13 AM
Bloomer & Showalter CPA's	That email address ends up in junk mail frequently so I don't really want to use it.	2:09:00 AM
Manish Singh	Yes, we need to add that email for that we need to check if that email is working like this one.	2:09:45 AM
	Kindly try to login that email on any browser.	2:10:07 AM
	Kindly check when was the last time you were able to send invoice successfully.	2:12:07 AM
	To the client	2:12:13 AM
Bloomer & Showalter CPA's	It's weird this only have a few sent emails since march and everything else is very old.	2:13:18 AM
	Actually, I see it say's loading at the top. I never log in this way so it's probably way out of date.	2:14:24 AM
Manish Singh	Alright, But I suggest you talk to the support of this email, so that they can suggest you some resolution as we can check this is not related to QuickBooks as your other email is working fine and not this one.	2:15:57 AM
	Once you will talk with the support, we can assist you accordingly or can arrange a three-way call with their support.	2:17:35 AM
Bloomer & Showalter CPA's	Ok, I can reach out to them and see if the issue is on their end.	2:17:55 AM
Manish Singh	Sure, Lisa	2:18:02 AM
	We are always happy to assist you.	2:18:11 AM
Bloomer & Showalter CPA's	Is there anything else I may help you with ?	2:18:21 AM
	Thank You.	2:18:25 AM
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.	2:18:37 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:18:42 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	2:18:45 AM
	<i>Manish Singh has ended this chat session</i>	2:18:47 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Jun, 9:57:00 PM

#78373 carmstrong
Email: carmstrong@mdcollision.net
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 20 Secs
City: POPLAR BLUFF
State: Arkansas
Country: UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 40 Secs

carmstrong	Hello, I am your Acebuddy	17 Jun, 9:57:01 PM
Acebuddy	Hello Carmstrong, I'm your Ace Buddy. I'll be happy to assist you!	9:57:01 PM
	Whom Would You Like to Connect With?	9:57:01 PM
carmstrong	Technical Support (QB & App Hosting)	9:57:10 PM
Acebuddy	Welcome to Ace Support.	9:57:10 PM
	Please chose an option :	9:57:10 PM
carmstrong	I'd like to raise a Request	9:57:19 PM
Acebuddy	Please select your request type.	9:57:19 PM
carmstrong	Password Reset	9:57:29 PM
Acebuddy	Please select an option below	9:57:29 PM
carmstrong	Not Enrolled to Selfcare Portal	9:57:35 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	9:57:35 PM
	Do you need any further assistance on the topic?	9:57:35 PM

carmstrong	Yes	9:58:14 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:58:14 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:58:14 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	9:58:23 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	9:58:28 PM
carmstrong	hello, i need my password reset for the remote desktop server	9:58:59 PM
	it kicked me out and is now saying my password is incorrect	9:59:09 PM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:59:34 PM
carmstrong	server name BSSF	9:59:53 PM
	username carmstrong	10:00:00 PM
	Sorry the username is Colleen	10:00:11 PM
Shubham Kataria	Thank you for the information. Please allow me two minutes to check the same.	10:00:34 PM
carmstrong	thank you	10:00:57 PM
Shubham Kataria	You're welcome	10:01:04 PM
	<p>We see that you're already enrolled on Selfcare Portal.</p> <p>To reset the password using Selfcare Portal, please follow the simple steps outlined below:</p> <ol style="list-style-type: none">1. Visit Selfcare Portal (https://selfcare.acecloudhosting.com). Click "Forgot your password".2. Enter your Server Username.3. Enter the CAPTCHA verification and Click Continue.4. In the window that opens, Choose an authentication method from the list.5. Enter your new password and click Reset to finish.	10:02:24 PM
carmstrong	great thank you	10:02:41 PM
Shubham Kataria	You're welcome. Following above steps you may reset your password	10:03:04 PM
	Is there anything else I may help you with ?	10:03:07 PM
carmstrong	nol thats all, thanks!	10:03:17 PM
Shubham Kataria	You're welcome	10:03:31 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.	10:03:33 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:03:37 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am</p>	

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

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

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

10:03:40 PM

Shubham Kataria has ended this chat session

10:03:42 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Jun, 11:08:02 PM

#77800 Tonya Sheppard
Email: tsheppard@mahans.com 📞 +16785773869
Department: Support(QB & App Hosting)
Operator: Yash Ahi
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 8 Secs
City: MCDONOUGH
State: Georgia
Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 44 Secs

Tonya Sheppard	Hello, I am your Acebuddy	3 Jun, 11:08:03 PM
Acebuddy	Hello Tonya Sheppard, I'm your Ace Buddy. I'll be happy to assist you!	11:08:03 PM
	Whom Would You Like to Connect With?	11:08:03 PM
Tonya Sheppard	Technical Support (QB & App Hosting)	11:08:07 PM
Acebuddy	Welcome to Ace Support.	11:08:07 PM
	Please chose an option :	11:08:07 PM

Tonya Sheppard	I'd like to report an Issue	11:08:12 PM
Acebuddy	Please select an option!	11:08:12 PM
Tonya Sheppard	Other Issue	11:08:17 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:08:17 PM
Tonya Sheppard	My outlook will not load	11:08:34 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:08:34 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:08:34 PM
	<i>Yash Ahi accepted the chat transfer request.</i>	11:08:57 PM
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.	11:09:00 PM
	Hi Tonya. How are you doing?	11:09:09 PM
Tonya Sheppard	Hi, I just spoke with you about my quickbooks freezing	11:09:23 PM
	my outlook will now not load	11:09:33 PM
Yash Ahi	Yes Tonya. I remember.	11:09:38 PM
	I will surely help you with this issue.	11:09:49 PM
	May I take the remote access of your server?	11:09:52 PM
Tonya Sheppard	yes	11:10:05 PM
Yash Ahi	Prior providing the access, I would suggest you to close any important documents at your end.	11:10:17 PM
	I just sent you a remote request.	11:10:36 PM
	Please accept.	11:10:42 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:11:37 PM
	Tonya, could you please login to the server?	11:24:28 PM
	Are we still connected here?	11:25:26 PM
Tonya Sheppard	yes	11:25:50 PM
	doing that now	11:25:54 PM
Yash Ahi	Okay.	11:26:04 PM
	Here you go Tonya.	11:28:05 PM
Tonya Sheppard	Thank you!	11:28:15 PM
Yash Ahi	Outlook is accessible now.	11:28:18 PM
	You're welcome.	11:28:23 PM
	Is there anything else I may help you with ?	11:28:24 PM
Tonya Sheppard	no thank you!	11:28:33 PM

Yash Ahi	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	11:28:37 PM
	After this chat you will get the reference ticket ID	11:28:41 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:28:44 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	11:28:45 PM

Yash Ahi has ended this chat session

11:28:48 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78346 Emerson Torres

Email: emerson@usaish.com

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 55 Secs

City: IRVINE

State: California

Country: UNITED STATES

Chat Duration : 11 Mins 45 Secs

Emerson Torres	Hello, I am your Acebuddy	17 Jun, 12:11:55 PM
Acebuddy	Hello Emerson Torres, I'm your Ace Buddy. I'll be happy to assist you!	12:11:56 PM
	Whom Would You Like to Connect With?	12:11:56 PM
Emerson Torres	Technical Support (QB & App Hosting)	12:12:08 PM
Acebuddy	Welcome to Ace Support.	12:12:08 PM
	Please chose an option :	12:12:08 PM
Emerson Torres	I'd like to report an Issue	12:12:17 PM
Acebuddy	Please select an option!	12:12:17 PM
Emerson Torres	QuickBooks Issue	12:12:25 PM
Acebuddy	What type of QuickBooks Issue are you facing?	12:12:26 PM
Emerson Torres	Other QB related issue	12:13:16 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:13:16 PM
Emerson Torres	Need to download File Doctor	12:14:27 PM
Acebuddy	Please wait while we connect you to a Support Representative	12:14:28 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:14:28 PM
	<i>Ankit accepted the chat transfer request.</i>	12:14:45 PM
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.	12:14:50 PM
Emerson Torres	thanks	12:14:57 PM
Ankit	Hello Emerson, How are you doing today?	12:15:09 PM
Emerson Torres	good thanks	12:15:21 PM
	trying to open my quickbooks however i am unable to	12:15:36 PM
Ankit	I deeply apologize for the inconvenience caused to you.	12:15:44 PM
	I will be surely assisting you with this. Kindly help me with your server name and username?	12:15:50 PM
Emerson Torres	I believe it is : homestay	12:16:19 PM
Ankit	Thank you for the details.	12:16:34 PM
	Kindly allow me 4-5 minutes to download the file doctor on the server.	12:17:03 PM
Emerson Torres	ok, thanks	12:17:14 PM
Ankit	Thank you waiting.	12:22:03 PM
	Emerson, I have initiated the process, but it might take longer than expected to complete. Please confirm if I can notify you via email once it is done.	12:22:10 PM
Emerson Torres	sure, thanks	12:22:24 PM
Ankit	Is there anything else I may help you with ?	12:22:55 PM

Emerson Torres	no thanks	12:23:20 PM
Ankit	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:23:34 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	12:23:36 PM
	<i>Ankit has ended this chat session</i>	12:23:40 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Jun, 11:48:20 PM

#78575 Cindy Haden
Email: chaden@ascendmedie.com ☎ 913-344-1397
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 58 Secs
City: ATLANTA
State: Nevada
Country: UNITED STATES

Chat Transcript

Chat Duration : 47 Mins 58 Secs

Cindy Haden	Hello, I am your Acebuddy	23 Jun, 11:48:21 PM
Acebuddy	Hello Cindy Haden, I'm your Ace Buddy. I'll be happy to assist you!	11:48:22 PM

	Whom Would You Like to Connect With?	11:48:22 PM
Cindy Haden	Technical Support (QB & App Hosting)	11:48:27 PM
Acebuddy	Welcome to Ace Support.	11:48:27 PM
	Please chose an option :	11:48:27 PM
Cindy Haden	I'd like to report an Issue	11:48:34 PM
Acebuddy	Please select an option!	11:48:34 PM
Cindy Haden	Other Issue	11:48:39 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:48:39 PM
Cindy Haden	I received a call and had to step away. I need to resume the chat from previous.	11:49:02 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:49:03 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:49:03 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	11:49:59 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	11:50:04 PM
Cindy Haden	Hello	11:50:27 PM
	I was in a previous chat but I was pulled away.	11:50:48 PM
Anjainay Singh	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible.	11:51:20 PM
	Could you please elaborate your issue so that I can assist you accordingly?	11:53:03 PM
Cindy Haden	The representative was working on slowness of our service. He was about to hop on remotely to take a look at a few things, but we were disconnected.	11:53:39 PM
Anjainay Singh	Could you please provide representative's name or ticket ID so that I can assist you accordingly?	11:54:44 PM
	Please allow me two minutes so that I can confirm at my end.	11:55:49 PM
Cindy Haden	I was not emailed a ticket or chat transcript.	11:55:50 PM
	Is there a way to look back at my chat history?	11:56:12 PM
Anjainay Singh	Please allow me two minutes so that I can look into the issue.	11:58:25 PM
	May I take the remote access of your local computer?	24 Jun, 12:00:45 AM
Cindy Haden	yes	12:00:54 AM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	12:01:06 AM
	https://assist.acecloudhosting.com/join/1612312641	12:01:19 AM
	Please copy this URL at your local machine browser.	12:01:48 AM
	We are connected remotely.	12:02:53 AM
	I am connected to your server.	12:04:09 AM

	Please provide me an access to your local machine.	12:04:23 AM
Cindy Haden	How do I do this?	12:05:04 AM
	I am operating from a Macbook pro.	12:05:25 AM
Anjainay Singh	Copy the same URL at your laptop/Desktop Bowser.	12:06:03 AM
	Download the setup file on MAC and click on agree and continue so that I can access the machine.	12:06:29 AM
	https://assist.acecloudhosting.com/join/7222153457	12:06:45 AM
	Please copy this new URL at your local machine.	12:07:06 AM
Cindy Haden	Okay	12:07:25 AM
	Done	12:07:44 AM
Anjainay Singh	Sure, please allow two minutes so that I can have access.	12:08:09 AM
	<i>12:09:07 AMAnjainay Singh is sharing a file with you</i> <i>image.png - (Size:12.44 KB)</i> <i>Please confirm at your end.</i>	12:09:07 AM
	<i>12:11:00 AMAnjainay Singh is sharing a file with you</i> <i>image.png - (Size:26.87 KB)</i> <i>Could you please allow the specific permission?</i>	12:11:00 AM
Cindy Haden	I am trying to push this through but it isn't working yet.	12:11:21 AM
	Is it working now?	12:12:17 AM
Anjainay Singh	Okay we may proceed with rebooting the server once and lets check if it's resolve the issue.	12:12:43 AM
Cindy Haden	Yes that's fine	12:13:06 AM
	I will be disconnected from this chat when you reboot.	12:13:21 AM
	Also, I have rebooted several times and it never solves the issue.	12:13:37 AM
Anjainay Singh	Okay , thankyou for your confirmation.	12:13:58 AM
	Could you please minimize the server screen?	12:15:36 AM
	Could you please confirm whether other users are facing the same issue?	12:17:32 AM
	There is no issue with local machine Cindy.	12:26:10 AM
	<div>Could you please provide your call back details in below format so that I can arrange a call back. Call back numer- Timezone- Suitable time for call-</div>	12:29:03 AM
	Are we still connected?	12:31:10 AM
	Are we still connected?	12:31:51 AM
	Are we still connected?	12:33:33 AM

	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	12:36:17 AM
	Anjainay Singh has ended this chat session	12:36:19 AM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details	9 Jun, 7:59:22 PM
#78040 Ryan Finnerud	
Email: rfinnerud@motorhomesoftexas.com 📞 19364620234	
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: NACOGDOCHES	
State: Texas	
Country: UNITED STATES	

Chat Transcript

Chat Duration : 3 Mins 35 Secs

Ryan Finnerud	Hello, I am your Acebuddy	9 Jun, 7:59:23 PM
Acebuddy	Hello Rfinnerud, I'm your Ace Buddy. I'll be happy to assist you!	7:59:24 PM
	Whom Would You Like to Connect With?	7:59:24 PM
Ryan Finnerud	Technical Support (QB & App Hosting)	8:00:24 PM
Acebuddy	Welcome to Ace Support.	8:00:24 PM
	Please chose an option :	8:00:24 PM
Ryan Finnerud	I'd like to raise a Request	8:00:36 PM
Acebuddy	Please select your request type.	8:00:36 PM
Ryan Finnerud	Application Version Upgrade	8:00:46 PM

Acebuddy	Please select the application you would like to upgrade :	8:00:46 PM
Ryan Finnerud	QuickBooks	8:00:50 PM
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update via email.	8:00:50 PM
	<ul style="list-style-type: none">• QuickBooks Year• Variant : Pro / Premier / Enterprise / Accountant• License Number• Product Code	8:00:50 PM
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.	8:00:50 PM
	Do you need any further assistance on the topic?	8:00:50 PM
Ryan Finnerud	No	8:02:58 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	8:02:59 PM
	<i>Acebuddy has ended this chat session</i>	8:02:59 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78044 jpoundstone1

Email: jpoundstone1@yahoo.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 29 Secs

City: RALEIGH

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 57 Secs

jpoundstone1	Hello, I am your Acebuddy	9 Jun, 8:27:12 PM
Acebuddy	Hello John Poundstone, I'm your Ace Buddy. I'll be happy to assist you!	8:27:13 PM
	Whom Would You Like to Connect With?	8:27:13 PM
jpoundstone1	Technical Support (QB & App Hosting)	8:27:21 PM
Acebuddy	Welcome to Ace Support.	8:27:21 PM
	Please chose an option :	8:27:21 PM
jpoundstone1	I'd like to raise a Request	8:27:28 PM
Acebuddy	Please select your request type.	8:27:28 PM
jpoundstone1	Other Request	8:27:37 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.	8:27:37 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:27:37 PM
jpoundstone1	Yes, I'm facing issues with my server	8:31:24 PM
Acebuddy	Please select an option!	8:31:24 PM
jpoundstone1	Other Issue	8:31:29 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:31:29 PM
jpoundstone1	access to get on the server.....I changed the password but Frank Betler still can't access the server.....I just sent his phone number to support for someone to please call him and remotely download server info so he can access quickbooks.	8:32:46 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:32:46 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:32:46 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	8:33:25 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	8:33:33 PM
jpoundstone1	I submitted an email to the support email but if someone can call Frank Betler and remotely take his computer and download the server info so he can login to quickbooks that would be great.....his number is 919-810-7621	8:34:37 PM
	if this can be done within the hour that would be great.....thank you....John Poundstone	8:35:22 PM
Anjainay Singh	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible.	8:35:25 PM
	Surely I will arrange a call for quick assistance.	8:36:34 PM
jpoundstone1	awesome, thx	8:36:47 PM
Anjainay Singh	Could you please also confirm is user trying to access the server on new machine?	8:36:56 PM
jpoundstone1	not a new machine but he may have downloaded some other programs that might interrupt accessing the server.....I am iust quessing.....you will know better after getting into his machine	8:38:12 PM
Anjainay Singh		

	Sure John and don't worry we will help Frank to access the server urgently.	8:38:58 PM
	Thankyou for this information.	8:39:11 PM
jpoundstone1	and if you can put the access so it bypasses him having to login that would be great.....my access doesn't require me to login into the server....it auto logs me in	8:39:44 PM
	you know what i mean im sure	8:40:08 PM
Anjainay Singh	Sure, you want to set the autologin user which automatically sign in for Frank. Am I right?	8:41:00 PM
jpoundstone1	yes sir exactly	8:41:13 PM
Anjainay Singh	Okay John , I will do this setup for Frank.	8:41:38 PM
jpoundstone1	perfect....thx so much Anjainay	8:41:58 PM
Anjainay Singh	Is there anything else I may help you with ?	8:42:04 PM
jpoundstone1	if you can help him and get him on.....that is great.....he is the president of company and my boss.....make him happy	8:42:33 PM
Anjainay Singh	Sure John .	8:42:43 PM
	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.	8:42:54 PM
jpoundstone1	will do	8:43:03 PM
Anjainay Singh	You may disconnect this chat session.	8:43:44 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:43:51 PM
jpoundstone1	U2 thx	8:44:00 PM
Anjainay Singh has ended this chat session		8:44:09 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78251 Desiriah Mabray

Email: caoffice@elevators.com 📞 9169333550

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

13 Jun, 8:49:11 PM

Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 40 Secs
City: OAKLAND
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 29 Mins 31 Secs

Desiriah Mabray	Hello, I am your Acebuddy	13 Jun, 8:49:13 PM
Acebuddy	Hello Desiriah Mabray, I'm your Ace Buddy. I'll be happy to assist you!	8:49:14 PM
	Whom Would You Like to Connect With?	8:49:14 PM
Desiriah Mabray	Technical Support (QB & App Hosting)	8:51:11 PM
Acebuddy	Welcome to Ace Support.	8:51:11 PM
	Please chose an option :	8:51:11 PM
Desiriah Mabray	I'd like to report an Issue	8:51:26 PM
Acebuddy	Please select an option!	8:51:26 PM
Desiriah Mabray	QuickBooks Issue	8:51:32 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:51:32 PM
Desiriah Mabray	QuickBooks Login Issue	8:51:38 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	8:51:38 PM
	Was that helpful?	8:51:38 PM
Desiriah Mabray	No	8:51:46 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:51:46 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:51:46 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	8:52:08 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	8:52:16 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:52:55 PM
Desiriah Mabray	I believe it is office2	8:54:00 PM
Shivam Singh	Is it Office_ME ?	8:54:48 PM
Desiriah Mabray	no, the service i believe is project?	8:55:14 PM
Shivam Singh	Okay	8:55:23 PM
	Let me have a look at it	8:55:30 PM

	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	8:55:38 PM
Desiriah Mabray	let me check	8:55:47 PM
Shivam Singh	Sure, please take your time.	8:56:01 PM
	I see "Office_ME" has just logged in	8:58:51 PM
Desiriah Mabray	same issue. QB is saying we need windows administrator permissions	9:00:13 PM
	when we attempt to log in to QB	9:00:31 PM
Shivam Singh	Could you please share a screenshot of the prompt that appears when you click on it?	9:01:00 PM
Desiriah Mabray	my apologies, it looks like the issue has resolved itself	9:02:19 PM
Shivam Singh	Actually I have made changes from the backend	9:02:51 PM
Desiriah Mabray	By starting the services again	9:03:02 PM
	oh, perfect!	9:03:20 PM
Shivam Singh	We have some pending updates to install. With your permission, we can proceed with the installation now or schedule it to run overnight	9:03:49 PM
Desiriah Mabray	can we schedule them to run tonight?	9:04:08 PM
Shivam Singh	I'm glad you are able to use it now.	9:04:10 PM
	Great we will do as suggested.	9:05:12 PM
	Desiriah, Is there anything else I may help you with?	9:05:19 PM
Desiriah Mabray	While we are here, are we able to create an additional NEW user for the server/QB? We will be adding a new hire	9:06:09 PM
	<i>9:09:05 PMShivam Singh is sharing a file with you</i> <u>How to Manage ACE Server Users 4.pdf</u> - (Size:1.33 MB)	9:09:05 PM
	<i>you can now add or remove users , and reset their passwords directly through Ace MyPortal, (<u>https://www.acecloudhosting.com/ace-myportal/ace-myportal-users/</u>)</i>	
	<i>Adding new users</i>	
	<i>Removing existing users</i>	
	<i>Resetting passwords</i>	9:11:55 PM
	Shivam Singh	
	However, if you face any issue. Do let us know, so that we can assist you right away over the call or chat.	9:11:55 PM
	Are we still connected here?	9:12:47 PM
	Are we still connected here?	9:15:26 PM
	Are we still connected here?	9:17:07 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.	9:18:32 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:18:35 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 (<https://selfcare.acecloudhosting.com>).

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

9:18:40 PM

Shivam Singh has ended this chat session

9:18:45 PM



Chat Transcript

Hello, I am your Acebuddy

9 Jun, 8:34:59 PM

Visitor Details

#78045 Stephen Stull

Email: ddarrigo@stullcpa.com ☎ 18176610095

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 7 Secs

City: REMEDIOS DE ESCALADA

State: Buenos Aires

Country: ARGENTINA

Chat Transcript

Chat Duration : 17 Mins 16 Secs

Stephen Stull	Hello, I am your Acebuddy	9 Jun, 8:35:00 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	8:35:20 PM
Stephen Stull	Hello! Sorry I was tlaking to you just now?	8:35:43 PM
	We just close the chat and the user become available	8:35:55 PM

Shubham Kataria	Hello Damian	8:36:19 PM
	Great	8:36:24 PM
	May I take the remote access of user's local computer?	8:36:34 PM
Stephen Stull	Yes, one moment	8:36:48 PM
Shubham Kataria	Sure, please take your time	8:38:06 PM
Stephen Stull	Ok ready	8:39:20 PM
Shubham Kataria	Prior providing the access, I would suggest user to close any important documents at your end.	8:39:36 PM
	https://assist.acecloudhosting.com/join/7382628964	8:39:54 PM
	Kindly paste this link in the browser of local computer and join the session.	8:40:04 PM
Stephen Stull	Done it is downloading	8:41:17 PM
Shubham Kataria	User is not connected yet	8:41:51 PM
Stephen Stull	I know, one sec	8:42:59 PM
Shubham Kataria	Alright, please take your time.	8:43:29 PM
Stephen Stull	Thank you!	8:43:37 PM
Shubham Kataria	I'm connected on the remote session with the user and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:45:38 PM
Stephen Stull	Got it	8:46:00 PM
Shubham Kataria	Thank you for your patience.	8:51:34 PM
Stephen Stull	thank you!	8:51:40 PM
Shubham Kataria	As per the remote conversation your issue has been resolved.	8:51:57 PM
	Is there anything else I may help you with ?	8:52:00 PM
Stephen Stull	No, thank you	8:52:13 PM
Shubham Kataria	you/re welcome	8:52:18 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.	8:52:21 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:52:25 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p>	8:52:27 PM

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Jun, 3:47:00 AM

#78721 wendyp

Email: wendyp@surfaceenergysolutions.com ☎ 587-226-8253

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 33 Secs

City: VANCOUVER

State: British Columbia

Country: CANADA

Chat Transcript

Chat Duration : 41 Mins 2 Secs

wendyp	Hello, I am your Acebuddy	27 Jun, 3:47:01 AM
Acebuddy	Hello Wendyp, I'm your Ace Buddy. I'll be happy to assist you!	3:47:06 AM
	Whom Would You Like to Connect With?	3:47:06 AM
wendyp	Technical Support (QB & App Hosting)	3:47:12 AM
Acebuddy	Welcome to Ace Support.	3:47:12 AM
	Please chose an option :	3:47:12 AM
wendyp	I'd like to report an Issue	3:47:19 AM
Acebuddy	Please select an option!	3:47:19 AM
wendyp	Other Issue	3:47:24 AM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:47:24 AM
wendyp	I cannot open pdfs	3:47:42 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:47:42 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:47:42 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	3:49:02 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	3:49:05 AM
	Hello Wendyp	3:49:20 AM
wendyp	hello	3:49:28 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	3:49:58 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:50:06 AM
wendyp	I may be okay. I was trying to copy some files from one folder to another, but for some reason it will not recognize the new location of the copied pdfs	3:51:14 AM
	the old pdfs open, but not the copied one	3:51:37 AM
	oens	3:51:39 AM
	ones	3:51:42 AM
Anurag Sharma	Okay	3:52:36 AM
	May I take the remote access of your server?	3:52:43 AM
wendyp	okay	3:52:58 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	3:53:02 AM
	Please accept the remote session request on the server.	3:53:24 AM
	This message has been deleted	3:53:58 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:54:11 AM
	Are we still connected here?	4:09:22 AM
wendyp	YEs	4:14:22 AM
Anurag Sharma	Is there anything else I may help you with ?	4:23:00 AM
	Are we still connected here?	4:27:37 AM
wendyp	I'm herer	4:27:40 AM
Anurag Sharma	Is there anything else I may help you with ?	4:27:47 AM
wendyp	*here	4:27:49 AM
	I think we're good now, thank you	4:27:57 AM
Anurag Sharma	Thanks for the confirmation !	4:27:59 AM

	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	4:28:02 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:28:04 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	4:28:06 AM

Anurag Sharma has ended this chat session

4:28:09 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Jun, 3:28:46 PM

#78283 krisika

Email: krisika@hkidata.com ☎ 7383092838

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 1 Min 31 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 29 Mins 32 Secs

krisika	Hello, I am your Acebuddy	16 Jun, 3:28:47 PM
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Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	3:28:48 PM
	Whom Would You Like to Connect With?	3:28:48 PM
krisika	Technical Support (QB & App Hosting)	3:28:50 PM
Acebuddy	Welcome to Ace Support.	3:28:50 PM
	Please chose an option :	3:28:50 PM
krisika	I'd like to report an Issue	3:28:55 PM
Acebuddy	Please select an option!	3:28:55 PM
krisika	Other Issue	3:28:58 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:28:58 PM
krisika	Hi	3:29:10 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:29:11 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:29:11 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	3:29:19 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	3:29:27 PM
krisika	Hi	3:30:04 PM
Ashutosh Mishra	Hello Krisika, how may I assist you?	3:30:36 PM
krisika	Quickbook not open in all pc	3:31:07 PM
Ashutosh Mishra	I understand QuickBooks is not opening for any of the users, is that correct?	3:31:59 PM
krisika	All user quickbook not open	3:33:22 PM
Ashutosh Mishra	Thanks for the confirmation !	3:33:42 PM
	Kindly allow me two minutes to check the same.	3:33:47 PM
krisika	Ok	3:33:52 PM
	You are connected ?	3:37:29 PM
Ashutosh Mishra	Yes	3:37:37 PM
	Thank you for your patience.	3:37:41 PM
	I am checking from backend.	3:37:48 PM
krisika	Ok	3:38:15 PM
Ashutosh Mishra	May I reboot the server?	3:38:52 PM
	<i>3:39:37 PMkrisika is sharing a file with you</i> 17500685543439123756577150595663.jpg - (Size:4.32 MB)	3:39:37 PM
	<i>This error</i>	
krisika	Yes	3:41:28 PM

Ashutosh Mishra	Yes, I am rebooting the server now.	3:42:24 PM
krisika	Ok	3:45:40 PM
	Quickbook open now in all user	3:45:49 PM
	Thank you	3:46:00 PM
Ashutosh Mishra	Great to see it is working, may i know does the issue occur during any particular task? (Edited)	3:46:42 PM
	Are we still connected here?	3:48:39 PM
krisika	Any time issue	3:49:16 PM
Ashutosh Mishra	As i don't see any issue from backend, may I take the remote access of your local computer to assist further?	3:52:36 PM
	Are we still connected here?	3:55:08 PM
krisika	No	3:56:12 PM
	Quickbook open now	3:56:27 PM
	Thank you	3:57:33 PM
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:58:06 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	3:58:12 PM
	<i>Ashutosh Mishra has ended this chat session</i>	3:58:20 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77796 Tonya Sheppard

3 Jun, 10:48:11 PM

Email: tsheppard@mahans.com 📞 +16785773869

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 22 Secs

City: MCDONOUGH

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 25 Secs

Tonya Sheppard	Hello, I am your Acebuddy	3 Jun, 10:48:12 PM
Acebuddy	Hello Tonya Sheppard, I'm your Ace Buddy. I'll be happy to assist you!	10:48:13 PM
	Whom Would You Like to Connect With?	10:48:13 PM
Tonya Sheppard	Technical Support (QB & App Hosting)	10:48:19 PM
Acebuddy	Welcome to Ace Support.	10:48:19 PM
	Please chose an option :	10:48:19 PM
Tonya Sheppard	I'd like to report an Issue	10:48:26 PM
Acebuddy	Please select an option!	10:48:26 PM
Tonya Sheppard	QuickBooks Issue	10:48:32 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:48:32 PM
Tonya Sheppard	QuickBooks is Frozen	10:48:36 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	10:48:36 PM
	Was that helpful?	10:48:36 PM
Tonya Sheppard	No	10:48:42 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	10:48:42 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:48:42 PM
	<i>Yash Ahi accepted the chat transfer request.</i>	10:48:46 PM
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.	10:48:52 PM
	Hi Tonya. How are you doing today?	10:49:02 PM
Tonya Sheppard	I'm ok. My quickbooks has been frozen for close to 2 hours now.	10:49:33 PM
Yash Ahi	I deeply apologize for the inconvenience caused to you.	10:49:45 PM
	I will surely help you with this issue.	10:50:00 PM

	Could you please help me with your server name or business name?	10:50:21 PM
Tonya Sheppard	Mahan's Thermal Products	10:50:38 PM
Yash Ahi	Thank you for the information and allow 2 minutes to check the same.	10:50:54 PM
	So, Tonya, have you faced this issue before, or this is the first time? (Edited)	10:51:44 PM
Tonya Sheppard	before	10:52:12 PM
Yash Ahi	So, how often your Quickbooks gets freeze?	10:52:49 PM
	Is there any specific task that you are trying to perform, when it freezes?	10:53:18 PM
Tonya Sheppard	This hasn;t happened in a while	10:53:55 PM
	I was trying to email a purchase order	10:54:11 PM
	I always have to make sure I open outlook before quickbooks or it is for sure going to freeze.	10:54:36 PM
Yash Ahi	Alright, could you please check now, I have closed the QB session from the backend.	10:54:39 PM
Tonya Sheppard	it is open . thank oyu	10:56:34 PM
	thank you	10:56:46 PM
Yash Ahi	You're welcome.	10:57:06 PM
	Is there anything else I may help you with ?	10:57:08 PM
	Are we still connected here?	10:59:14 PM
Tonya Sheppard	no thank oyu	10:59:21 PM
	you	10:59:23 PM
Yash Ahi	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	10:59:27 PM
	After this chat you will get the reference ticket ID	10:59:30 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:59:34 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	10:59:35 PM
	<i>Yash Ahi has ended this chat session</i>	10:59:37 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Jun, 10:30:24 PM

#78257 PAULA ANDERSON
Email: paula.advantageco@gmail.com 📞 17634029704
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 7 Secs
City: CEDAR
State: Minnesota
Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 18 Secs

PAULA ANDERSON	Hello, I am your Acebuddy	13 Jun, 10:30:26 PM
Acebuddy	Hello Paula M Anderson, I'm your Ace Buddy. I'll be happy to assist you!	10:30:27 PM
	Whom Would You Like to Connect With?	10:30:27 PM
PAULA ANDERSON	Technical Support (QB & App Hosting)	10:49:17 PM
Acebuddy	Welcome to Ace Support.	10:49:17 PM
	Please chose an option :	10:49:17 PM
PAULA ANDERSON	I'd like to report an Issue	10:49:23 PM
Acebuddy	Please select an option!	10:49:23 PM
PAULA ANDERSON	QuickBooks Issue	10:49:29 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:49:29 PM
PAULA ANDERSON	QuickBooks is Frozen	10:49:38 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	10:49:38 PM
	Was that helpful?	10:49:38 PM

PAULA ANDERSON	No	10:49:47 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	10:49:47 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:49:47 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	10:50:21 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	10:50:25 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:50:32 PM
PAULA ANDERSON	one sec	10:52:06 PM
Yash Kalra	Sure, please take your time	10:52:13 PM
PAULA ANDERSON	AdvantageCInc.myrealdata.net	10:52:31 PM
	username myrealdata\AC_Admin	10:52:49 PM
Yash Kalra	Kindly allow me two minutes to check the same.	10:53:23 PM
PAULA ANDERSON	okay Thank you	10:53:35 PM
Yash Kalra	Please stay connected while we are making some changes from the backend.	10:55:49 PM
PAULA ANDERSON	okay	10:56:14 PM
Yash Kalra	Please check if the issue is resolved.	10:57:38 PM
PAULA ANDERSON	checking	10:57:58 PM
	we are good. Thank you so much	11:00:38 PM
Yash Kalra	Is there anything else I may help you with ?	11:01:02 PM
PAULA ANDERSON	No i do not think so at this time. I hope you have a great weekend	11:01:26 PM
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.	11:01:32 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:01:39 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	11:01:42 PM
	<i>Yash Kalra has ended this chat session</i>	11:01:45 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Jun, 12:32:23 AM

#78381 steve

Email: steven.madar@gmail.com ☎ 13473867377

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: BROOKLYN

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 5 Secs

steve	Hello, I am your Acebuddy	18 Jun, 12:32:24 AM
Acebuddy	Hello Steve, I'm your Ace Buddy. I'll be happy to assist you!	12:32:25 AM
	Whom Would You Like to Connect With?	12:32:25 AM
steve	Technical Support (QB & App Hosting)	12:32:40 AM
Acebuddy	Welcome to Ace Support.	12:32:40 AM
	Please chose an option :	12:32:40 AM
steve	I'd like to raise a Request	12:33:02 AM
Acebuddy	Please select your request type.	12:33:02 AM
steve	Other Request	12:33:11 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.	12:33:11 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:33:11 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	1:10:30 AM
	Ended due to chat idle timeout	1:10:30 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Jun, 3:10:44 AM

#77748 Kristin D Cooper
Email: kristin@kristincoopertaxprep.com 📞 3605099456
Department: Support(QB & App Hosting)
Operator: Yash Ahi
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 24 Secs
City: PORT HADLOCK
State: Washington
Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 19 Secs

Kristin D Cooper	Hello, I am your Acebuddy	3 Jun, 3:10:45 AM
Acebuddy	Hello Kristin D Cooper, I'm your Ace Buddy. I'll be happy to assist you!	3:10:46 AM
	Whom Would You Like to Connect With?	3:10:46 AM
Kristin D Cooper	Technical Support (QB & App Hosting)	3:11:44 AM
Acebuddy	Welcome to Ace Support.	3:11:44 AM
	Please chose an option :	3:11:44 AM
Kristin D Cooper	I'd like to raise a Request	3:11:48 AM
Acebuddy	Please select your request type.	3:11:48 AM
Kristin D Cooper	Setback	3:12:02 AM
Acebuddy	Welcome to Ace Support.	3:12:02 AM
	Please chose an option :	3:12:02 AM
Kristin D Cooper	I'd like to report an Issue	3:12:06 AM
Acebuddy		

	Please select an option!	3:12:06 AM
Kristin D Cooper	Other Issue	3:12:14 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:12:14 AM
Kristin D Cooper	I have been trying to migrate my data to my local desktop and can't. I have an open ticket.	3:12:42 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:12:43 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:12:43 AM
Kristin D Cooper	702437	3:13:04 AM
	<i>Yash Ahi accepted the chat transfer request.</i>	3:14:06 AM
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.	3:14:09 AM
	Hi Kristin. How are you doing today?	3:14:19 AM
Kristin D Cooper	Hi Yash, I am well, how are you?	3:14:27 AM
	Could you please remote into my computer?	3:14:37 AM
Yash Ahi	I am also doing good. Thankyou for asking.	3:14:42 AM
	Sure, please allow me two minutes.	3:14:55 AM
Kristin D Cooper	I have been unable to complete the transfer of files from remote ATX to desktop ATX for 2024.	3:15:15 AM
Yash Ahi	Thank you for the information and allow 2 minutes to check the same.	3:16:45 AM
	Kindly paste this link in the browser of local computer and join the remote session. https://assist.acecloudhosting.com/join/9092183316	3:17:51 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	3:18:40 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:19:44 AM
	Hi Kristin.	3:48:07 AM
	As per the remote session, the issue has been resolved.	3:48:17 AM
Kristin D Cooper	Thank you	3:48:22 AM
Yash Ahi	You're welcome.	3:48:29 AM
	Is there anything else I may help you with ?	3:48:32 AM
Kristin D Cooper	That's it, thanks again	3:48:44 AM
Yash Ahi	No problem/	3:48:50 AM
	After this chat you will get the reference ticket ID	3:48:53 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:48:58 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

Thanks!


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/>)

3:49:01 AM

Yash Ahi has ended this chat session

3:49:04 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Jun, 2:28:01 PM

#77960 marc

Email: marc@vr66.com 📞 7737931562

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 8 Secs

City: ANNAPOLIS

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 7 Mins

marc	Hello, I am your Acebuddy	6 Jun, 2:28:03 PM
Acebuddy	Hello Marc Schreiber, I'm your Ace Buddy. I'll be happy to assist you!	2:28:05 PM
	Whom Would You Like to Connect With?	2:28:05 PM
marc	Technical Support (QB & App Hosting)	2:28:10 PM
Acebuddy	Welcome to Ace Support.	2:28:10 PM

	Please chose an option :	2:28:10 PM
marc	I'd like to report an Issue	2:28:17 PM
Acebuddy	Please select an option!	2:28:17 PM
marc	Other Issue	2:28:20 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:28:20 PM
marc	QuickBooks IDP Setup	2:28:32 PM
Acebuddy	Please wait while we connect you to a Support Representative	2:28:33 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:28:33 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	2:28:48 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	2:28:59 PM
marc	You reinstalled QuickBooks but IDP (Intuit Data Protect) is still not available. do you have services on and firewall settings are ok to do this?	2:29:12 PM
Shivam Singh	Allow me 2 minutes to check the same.	2:30:23 PM
marc	ok	2:30:47 PM
	I am in a meeting so please excuse me if I reply late at times ... I will do my best to monitor your responses	2:31:08 PM
Shivam Singh	Sure, No problem with that.	2:31:21 PM
	Thanks for your patience, we will update you soon.	2:36:44 PM
marc	ok	2:37:05 PM
Shivam Singh	Please sign off from the server and log back in, we have made the changes.	2:39:25 PM
	You should be able to use the QuickBooks Desktop File Doctor now.	2:40:01 PM
marc	What do I want to do with File Doctor?	2:40:52 PM
Shivam Singh	Please allow me 2 minutes, I mistakenly downloaded the File doctor, please allow me to take remote of your local system so that we can install it for you.	2:43:46 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	2:43:54 PM
	Shall we proceed with taking remote of your server ?	2:45:45 PM
marc	reading	2:45:54 PM
	yes, in five minutes	2:46:19 PM
Shivam Singh	Thanks for the confirmation.	2:47:12 PM
	Shall we proceed now? please provide your confirmation.	2:52:52 PM
marc	ready	2:54:26 PM
Shivam Singh	Thanks	2:54:32 PM
	Please allow the request.	2:56:03 PM

marc	ok	2:56:29 PM
	I do not see it	2:56:31 PM
Shivam Singh	thanks	2:57:00 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.	3:35:57 PM
Ended due to chat idle timeout		3:35:57 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jun, 10:20:21 PM

#78052 Anita Scheiderer
Email: ams@acornbusinessassistance.com 📞 260 342 1845
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 30 Secs
City: CHICAGO
State: Michigan
Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 57 Secs

Anita Scheiderer	Hello, I am your Acebuddy	9 Jun, 10:20:22 PM
Acebuddy	Hello Anita Scheiderer, I'm your Ace Buddy. I'll be happy to assist you!	10:20:23 PM
	Whom Would You Like to Connect With?	10:20:23 PM
Anita Scheiderer	Technical Support (QB & App Hosting)	10:20:28 PM
Acebuddy	Welcome to Ace Support.	10:20:28 PM
	Please chose an option :	10:20:28 PM

Anita Scheiderer	I'd like to report an Issue	10:20:36 PM
Acebuddy	Please select an option!	10:20:36 PM
Anita Scheiderer	QuickBooks Issue	10:20:40 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:20:40 PM
Anita Scheiderer	QuickBooks Login Issue	10:20:48 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	10:20:49 PM
	Was that helpful?	10:20:49 PM
Anita Scheiderer	No	10:21:12 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	10:21:12 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:21:12 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	10:21:29 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	10:21:34 PM
	Hello Anita	10:22:15 PM
Anita Scheiderer	Thank you. I am not able to open my QB file because it says I don't have admin permission. I am the owner and admin of the whole thing. There i also an update that has not been uploaded yet waiting that I can't get to go because it says I do not have admin permission.	10:22:46 PM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:22:59 PM
Anita Scheiderer	What are you specifically asking for?	10:23:39 PM
Shubham Kataria	You may provide your business name which is registered with us.	10:24:05 PM
Anita Scheiderer	AScheiderer is user name for Ace Cloud hosting	10:24:05 PM
	Acorn Business Assistance	10:24:15 PM
Shubham Kataria	Thank you for the information. please allow me a minute to check the same.	10:24:33 PM
	Kindly try to access now and let me know if its working.	10:25:24 PM
Anita Scheiderer	No. It is not letting me opne the company file that I want to work on.	10:26:17 PM
Shubham Kataria	May I take the remote access of your server?	10:26:26 PM
Anita Scheiderer	Yes.. Please know QBDT support is there also	10:26:45 PM
Shubham Kataria	Okay	10:26:56 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	10:27:02 PM
Anita Scheiderer	I can't open anything in it.	10:27:16 PM
Shubham Kataria	Alright	10:27:24 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	10:27:52 PM

	give your confirmation on this chat.	
	Thank you for your patience.	10:33:56 PM
	I've initiated the Qb update, please stay connected.	10:34:10 PM
	I will inform you once the update completed.	10:34:20 PM
Anita Scheiderer	Thank you. That will be helpful	10:34:46 PM
Shubham Kataria	You're welcome	10:36:51 PM
	Thank you for your patience.	10:40:34 PM
	Qb has been updated. Kindly log on to the server and try to access the company file	10:41:05 PM
Anita Scheiderer	Okay.	10:41:14 PM
	Same error	10:42:37 PM
Shubham Kataria	Alright, let connect on the remote session	10:43:01 PM
Anita Scheiderer	okay	10:43:09 PM
Shubham Kataria	I'm sending the remote request. Please accept	10:43:15 PM
	Thank you for your patience.	10:48:24 PM
	Server is up now, please re-login on to the server. We will reconnect over the remote	10:48:49 PM
	Are we still connected here?	10:51:14 PM
	Are we still connected here?	10:52:17 PM
Anita Scheiderer	yes	10:52:36 PM
Shubham Kataria	Kindly log on to the server and try to access the QB file	10:53:12 PM
Anita Scheiderer	Okay thank you we are in.	10:54:16 PM
Shubham Kataria	Great	10:54:20 PM
Anita Scheiderer	and thank you for doing the update. Do I just need to let you know when I receive an update message?	10:54:37 PM
Shubham Kataria	You're welcome. You can just drop us an email to update QB. We will be happy to assist you.	10:55:16 PM
Anita Scheiderer	Okay. Thank you I will do that.	10:55:31 PM
	Have a great week!	10:55:36 PM
Shubham Kataria	You're welcome	10:55:38 PM
	Is there anything else I may help you with ?	10:55:41 PM
	Are we still connected here?	10:56:27 PM
	As you have ended the chat, we are disconnecting the session now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:57:16 PM
	<i>Shubham Kataria has ended this chat session</i>	10:57:20 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Jun, 3:53:34 PM

#78455 samiullahblogger0
Email: samiullahblogger0@gmail.com 📞 03428791381
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 51 Secs
City: AMSTERDAM
State: Noordholland
Country: NETHERLANDS

Chat Transcript

Chat Duration : 19 Mins 35 Secs

samiullahblogger0	Hello, I am your Acebuddy	19 Jun, 3:53:35 PM
Acebuddy	Hello Samiullahblogger0, I'm your Ace Buddy. I'll be happy to assist you!	3:53:36 PM
	Whom Would You Like to Connect With?	3:53:36 PM
samiullahblogger0	Technical Support (QB & App Hosting)	3:54:18 PM
Acebuddy	Welcome to Ace Support.	3:54:18 PM
	Please chose an option :	3:54:18 PM
samiullahblogger0	I'd like to raise a Request	3:54:28 PM
Acebuddy	Please select your request type.	3:54:28 PM
samiullahblogger0	Other Request	3:54:42 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.	3:54:42 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:54:42 PM
samiullahblogger0	Yes, I'm facing issues with my server	3:54:57 PM

Acebuddy	Please select an option!	3:54:57 PM
samiullahblogger0	Other Issue	3:55:02 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:55:02 PM
samiullahblogger0	I Need link insertion on your website	3:55:25 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:55:26 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:55:26 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	3:55:39 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	3:55:56 PM
samiullahblogger0	Hey Ashutosh	3:57:05 PM
	How are you?	3:57:12 PM
Ashutosh Mishra	Hello Sam, please elaborate on the concern what issue you are facing and do you have a concern related to your Ace Server.	3:57:14 PM
	I am doing well and wish same to you.	3:58:03 PM
samiullahblogger0	Dear website Admin, I have visited your website :- share new sites and found Good content. I want to contribute to your site through quality content. Let me know Kindly if you accept paid guest posts. I have some queries for guest posts. I would like it if you answer these queries. 1. What is the fee for general post & link insertion? 2. What is the fee for Casinos/CBD/Gambling? 3. How many do-follow links do you allow? 4. What is TAT? 5. What is your payment method? Thank you for your time and consideration. I look forward to the possibility of collaborating with you.	3:58:06 PM
	All is good?	3:58:29 PM
Ashutosh Mishra	Sam I wish I could assist you with this however we do not take any such offers for paid link insertions or collaborations.	4:00:16 PM
	Is there anything else I may help you with ?	4:01:24 PM
	Are we still connected here?	4:02:10 PM
samiullahblogger0	Then are you intrestedt link exchange	4:02:29 PM
Ashutosh Mishra	Currently we are not looking for any such services.	4:03:10 PM
samiullahblogger0	Please help me I need my company?	4:04:10 PM
Ashutosh Mishra	You have reached out to technical support line for existing Ace Cloud server users; we do not have any training/expertise for your requirements.	4:07:07 PM
samiullahblogger0	why?	4:08:07 PM
	Please share your contact owner	4:08:32 PM
	i talk company owner	4:10:41 PM
	This very im[portant our website link insertion	4:11:24 PM
Ashutosh Mishra	I understand we do not have any such requirements and since the concern is not relevant to the technical support I am proceeding to close the chat. If you would like to reach us, please do so over the email for further assistance you can reach out at the following email address	4:13:01 PM

Ashutosh Mishra has ended this chat session4:13:10 PM



Chat Transcript

Hello, I am your Acebuddy


Visitor Details14 Jun, 7:57:39 AM

#78269 mary
Email: mary@infiniteaccountants.com 📞 2125440001
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: 58 Secs
City: ZAPOTE
State: Laguna
Country: PHILIPPINES

Chat TranscriptChat Duration : 15 Mins 58 Secs

mary	Hello, I am your Acebuddy	14 Jun, 7:57:41 AM
Acebuddy	Hello Maryrosedemdam, I'm your Ace Buddy. I'll be happy to assist you!	7:57:42 AM
	Whom Would You Like to Connect With?	7:57:42 AM
mary	Technical Support (QB & App Hosting)	7:57:56 AM
Acebuddy	Welcome to Ace Support.	7:57:56 AM
	Please chose an option :	7:57:56 AM
mary	I'd like to report an Issue	7:58:05 AM
Acebuddy	Please select an option!	7:58:05 AM
mary	QuickBooks Issue	7:58:11 AM

Acebuddy	What type of QuickBooks Issue are you facing?	7:58:11 AM
mary	QuickBooks Login Issue	7:58:15 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	7:58:15 AM
	Was that helpful?	7:58:15 AM
mary	No	7:58:24 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	7:58:24 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:58:24 AM
mary	can i chnage the issue for my qb?	7:59:16 AM
	<i>Tushar accepted the chat transfer request.</i>	8:00:17 AM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	8:00:24 AM
mary	ok	8:00:55 AM
	my qb have problem	8:01:20 AM
Tushar	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:01:32 AM
mary	Email myrealdata\AllenC.NPRO1 Pw Skylar!082300	8:02:31 AM
Tushar	Kindly allow me two minutes to check the same.	8:03:04 AM
mary	ok thanks	8:03:29 AM
Tushar	Thank you for waiting.	8:04:52 AM
	Kindly let me know what issue you are facing.	8:05:15 AM
mary	<i>8:05:43 AMmary is sharing a file with you</i> 1_image.png - (Size:200.18 KB)	8:05:43 AM
	here	8:05:53 AM
	can u fix this?	8:05:59 AM
Tushar	May I know which QuickBooks version you are using.	8:08:09 AM
mary	quickbook desktop	8:08:24 AM
Tushar	Year?	8:08:30 AM
mary	2024	8:08:34 AM
	still 2024	8:08:40 AM
Tushar	Kindly close the prompt box and press key F2 of your keyboard to see your QuickBooks License details.	8:10:09 AM
	Kindly share the screen shot or type the license number and product code.	8:10:38 AM
	May I take the remote access of your server? So that we can check it faster.	8:12:41 AM
	As this session is disconnected from your end.	8:13:32 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at	8:13:35 AM

	(1-888-415-5240) if any further assistance is required.	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:13:37 AM
	<i>Tushar has ended this chat session</i>	8:13:39 AM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details	17 Jun, 8:43:29 PM
<p>#78364 PAULA ANDERSON</p> <p>Email: paula.advantageco@gmail.com 📞 17634029704</p> <p>Department: Support(QB & App Hosting)</p> <p>Operator: Shubham Kataria</p> <p>Website: https://www.acecloudhosting.com/support-chat.php</p> <p>Operating System: Microsoft Windows</p> <p>Browser: Google Chrome</p> <p>Device: Desktop</p> <p>Average Response Time: 16 Secs</p> <p>City: CEDAR</p> <p>State: Minnesota</p> <p>Country: UNITED STATES</p>	

Chat Transcript	Chat Duration : 15 Mins 36 Secs
PAULA ANDERSON	Hello, I am your Acebuddy17 Jun, 8:43:30 PM
Acebuddy	Hello Paula M Anderson, I'm your Ace Buddy. I'll be happy to assist you!8:43:31 PM
	Whom Would You Like to Connect With?8:43:31 PM
PAULA ANDERSON	Technical Support (QB & App Hosting)8:43:35 PM
Acebuddy	Welcome to Ace Support.8:43:35 PM
	Please chose an option :8:43:35 PM
PAULA ANDERSON	I'd like to report an Issue8:43:42 PM
Acebuddy	Please select an option!8:43:50 PM
PAULA ANDERSON	QuickBooks Issue8:43:55 PM

Acebuddy	What type of QuickBooks Issue are you facing?	8:43:55 PM
PAULA ANDERSON	QuickBooks is Frozen	8:45:23 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	8:45:23 PM
	Was that helpful?	8:45:23 PM
PAULA ANDERSON	No	8:47:38 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:47:39 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:47:39 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	8:47:47 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	8:47:52 PM
PAULA ANDERSON	Hi my quickbooks is frozen and i can not get in	8:48:08 PM
Shubham Kataria	Hello Paula	8:48:15 PM
PAULA ANDERSON	Server Name :- AdvantageCInc.myrealdata.net	8:48:20 PM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:48:21 PM
	Thank you	8:48:27 PM
PAULA ANDERSON	User Name :- myrealdata\AC_Admin	8:48:31 PM
Shubham Kataria	Could you please confirm from when it is being freeze	8:48:54 PM
PAULA ANDERSON	log in and nothing happens and it took me 5 times before it would allow me to log in	8:49:17 PM
	it said it could not find the server	8:49:31 PM
Shubham Kataria	Ok no problem, I will help you with this	8:49:33 PM
	Kindly confirm if its the server login or the QB application login issue	8:50:03 PM
PAULA ANDERSON	it is frozen when you log in	8:50:34 PM
	when your able to log in	8:50:41 PM
Shubham Kataria	Alright	8:50:49 PM
	Please try to login now as your login was in disconnected state	8:51:20 PM
	I've signed you out completely.	8:51:35 PM
	Is it working fine now? (Edited)	8:54:18 PM
PAULA ANDERSON	it is very very slow it still has not come up	8:54:55 PM
	so just waiting	8:54:58 PM
Shubham Kataria	Okay, once it will open. please confirm the performance	8:55:42 PM
PAULA ANDERSON	I think we are good	8:56:42 PM
Shubham Kataria	Great, Happy to assist you.	8:56:56 PM

	<i>8:57:31 PM</i> Shubham Kataria is sharing a file with you image.png - (Size:7.68 KB) <div>8:57:31 PM</div>
	<i>Also would like to inform you that whenever you need to log off from the server, please try to use the</i>
	Are we still connected here? <div>8:58:05 PM</div>
	As you're disconnected from the server, we are ending the session now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. <div>8:59:02 PM</div>
	<i>Shubham Kataria has ended this chat session</i> <div>8:59:06 PM</div>



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Jun, 6:14:01 PM

#78793 aminalga
Email: aminalga@escsinc.com 📞 203-457-3635
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: Illinois
Country: UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 25 Secs

aminalga	Hello, I am your Acebuddy	30 Jun, 6:14:02 PM
Acebuddy	Hello Aminalga, I'm your Ace Buddy. I'll be happy to assist you!	6:14:03 PM
	Whom Would You Like to Connect With?	6:14:03 PM
aminalga	Technical Support (QB & App Hosting)	6:14:08 PM
Acebuddy	Welcome to Ace Support.	6:14:08 PM
	Please chose an option :	6:14:08 PM

aminalga	I'd like to raise a Request	6:14:21 PM
Acebuddy	Please select your request type.	6:14:21 PM
aminalga	Other Request	6:14:27 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	6:14:27 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	6:14:27 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	6:59:27 PM
	Ended due to chat idle timeout	6:59:27 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Jun, 3:45:38 AM

#77750 Andy

Email: kcorrea@lokring.com ☎ 13104066663

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 49 Secs

City: LOS ANGELES

State: California

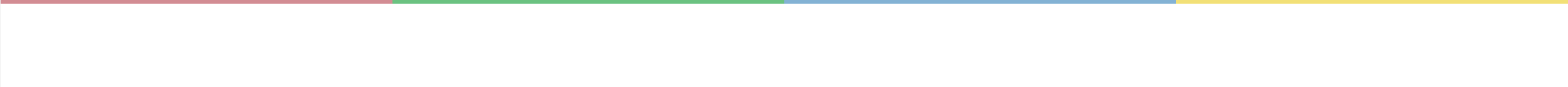
Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 53 Secs

Andy	Hello, I am your Acebuddy	3 Jun, 3:45:39 AM
Acebuddy	Hello Andy Steven, I'm your Ace Buddy. I'll be happy to assist you!	3:45:39 AM
	Whom Would You Like to Connect With?	3:45:39 AM
Andy	Technical Support (QB & App Hosting)	3:45:44 AM

Acebuddy	Welcome to Ace Support.	3:45:44 AM
	Please chose an option :	3:45:44 AM
Andy	I'd like to raise a Request	3:45:50 AM
Acebuddy	Please select your request type.	3:45:50 AM
Andy	Reboot your Server	3:45:53 AM
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion.	3:45:53 AM
	Do you need any further assistance on the topic?	3:45:53 AM
Andy	Yes	3:45:58 AM
Acebuddy	Please wait while we connect you to our Support Representative	3:45:58 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:45:59 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	3:46:16 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	3:46:22 AM
Andy	Please reboot server/ QB	3:46:28 AM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:46:44 AM
Andy	Server Name: LokringWC.myrealdata.net	3:46:45 AM
	Username:myrealdata\LWC_KathyC	3:46:55 AM
Shubham Kataria	Checking it, allow me two minutes	3:47:57 AM
	Thank you for your patience.	3:50:35 AM
	As per your request Server has been rebooted.	3:50:45 AM
Andy	thank you	3:50:55 AM
Shubham Kataria	You're welcome	3:52:39 AM
	Is there anything else I may help you with ?	3:52:43 AM
	Are we still connected here?	3:55:09 AM
	As you are disconnected from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	3:56:30 AM
	<i>Shubham Kataria has ended this chat session</i>	3:56:32 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Jun, 6:03:40 AM

#78489 Kerianne Even
Email: keven@artconsultingservices.net 📞 916-716-2521
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: 26 Secs
City: SAN JOSE
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 47 Secs

Kerianne Even	Hello, I am your Acebuddy	20 Jun, 6:03:41 AM
Acebuddy	Hello Kerianne Even, I'm your Ace Buddy. I'll be happy to assist you!	6:03:42 AM
	Whom Would You Like to Connect With?	6:03:42 AM
Kerianne Even	Technical Support (QB & App Hosting)	6:03:54 AM
Acebuddy	Welcome to Ace Support.	6:03:54 AM
	Please chose an option :	6:03:54 AM
Kerianne Even	I'd like to raise a Request	6:04:07 AM
Acebuddy	Please select your request type.	6:04:08 AM
Kerianne Even	Setup Ace Server	6:04:20 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	6:04:20 AM
Kerianne Even	Microsoft Windows	6:04:28 AM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	6:04:28 AM
	Do you need any further assistance on the topic?	6:04:28 AM
Kerianne Even	Yes	6:04:42 AM

Acebuddy	Please wait while we connect you to our Support Representative	6:04:42 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:04:42 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	6:04:59 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	6:05:03 AM
	Hello Kerianne	6:05:08 AM
Kerianne Even	what do i do after i download the rdp thingy	6:05:14 AM
Anurag Sharma	You need to enter your password to login into the server.	6:05:50 AM
Kerianne Even	im trying to set up access to the server on an additional computer	6:05:56 AM
	where do i do that	6:06:13 AM
	all the email said was to download a file	6:06:25 AM
Anurag Sharma	You just have to download the RDP on that additional computer.	6:06:36 AM
Kerianne Even	i did that	6:06:50 AM
	at least i thought i did and nothing happened	6:07:03 AM
	i know nothing about computers	6:07:11 AM
Anurag Sharma	After that you need to double click on that RDP, then it will ask for a password which you need to enter to access the server.	6:07:23 AM
Kerianne Even	then how do i get the icon on my desktop	6:07:49 AM
Anurag Sharma	Okay no problem	6:08:03 AM
	I will help you with that.	6:08:10 AM
	May I take the remote access of your local computer?	6:08:14 AM
Kerianne Even	yep	6:08:19 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	6:09:14 AM
Kerianne Even	go for it we are all good	6:09:37 AM
Anurag Sharma	https://assist.acecloudhosting.com/join/4362390264	6:09:40 AM
	Kindly paste this link in the browser of local computer and join the session.	6:09:44 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:11:20 AM
	The issue seems to be resolved	6:15:42 AM
	Is there anything else I may help you with ?	6:15:48 AM
	Are we still connected here?	6:16:40 AM
	Are we still connected here?	6:17:06 AM
	Are we still connected here?	6:17:18 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.	6:17:20 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:17:23 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	6:17:27 AM
	<i>Anurag Sharma has ended this chat session</i>	6:17:29 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Jun, 4:38:25 AM

#78135 Brandon Clenney
Email: brandon@steelemartin.com 📞 17316689183
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: JACKSON
State: Tennessee
Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 26 Secs

Brandon Clenney	Hello, I am your Acebuddy	11 Jun, 4:38:26 AM
Acebuddy	Hello Brandon Clenney, I'm your Ace Buddy. I'll be happy to assist you!	4:38:27 AM

	Whom Would You Like to Connect With?	4:38:27 AM
Brandon Clenney	Technical Support (QB & App Hosting)	4:38:32 AM
Acebuddy	Welcome to Ace Support.	4:38:32 AM
	Please chose an option :	4:38:32 AM
Brandon Clenney	I'd like to raise a Request	4:38:39 AM
Acebuddy	Please select your request type.	4:38:39 AM
Brandon Clenney	Application Version Upgrade	4:38:48 AM
Acebuddy	Please select the application you would like to upgrade :	4:38:48 AM
Brandon Clenney	QuickBooks	4:38:57 AM
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update via email.	4:38:57 AM
	<ul style="list-style-type: none">• QuickBooks Year• Variant : Pro / Premier / Enterprise / Accountant• License Number• Product Code	4:38:57 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.	4:38:57 AM
	Do you need any further assistance on the topic?	4:38:57 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.	5:12:53 AM
	Ended due to chat idle timeout	5:12:53 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77768 dwight mules

Email: dmules@thebulldoggroupllc.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

3 Jun, 5:50:52 PM

Browser: Microsoft Edge
Device: Desktop
City: ABINGDON
State: Maryland
Country: UNITED STATES

Chat Transcript

Chat Duration : 40 Mins 44 Secs

dwight mules	Hello, I am your Acebuddy	3 Jun, 5:50:54 PM
Acebuddy	Hello Dwight Mules, I'm your Ace Buddy. I'll be happy to assist you!	5:50:55 PM
	Whom Would You Like to Connect With?	5:50:55 PM
dwight mules	Technical Support (QB & App Hosting)	5:51:02 PM
Acebuddy	Welcome to Ace Support.	5:51:02 PM
	Please chose an option :	5:51:02 PM
dwight mules	I'd like to report an Issue	5:51:12 PM
Acebuddy	Please select an option!	5:51:12 PM
dwight mules	QuickBooks Issue	5:51:17 PM
Acebuddy	What type of QuickBooks Issue are you facing?	5:51:17 PM
dwight mules	QuickBooks is Frozen	5:51:21 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	5:51:22 PM
	Was that helpful?	5:51:22 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	6:31:39 PM
	Ended due to chat idle timeout	6:31:39 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78574 Cindy Haden

23 Jun, 11:19:07 PM

Email: chaden@ascendmedie.com 📞 913-344-1397

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 47 Secs

City: ATLANTA

State: Nevada

Country: UNITED STATES

Chat Transcript

Chat Duration : 27 Mins 20 Secs

Cindy Haden	Hello, I am your Acebuddy	23 Jun, 11:19:08 PM
Acebuddy	Hello Chaden, I'm your Ace Buddy. I'll be happy to assist you!	11:19:09 PM
	Whom Would You Like to Connect With?	11:19:09 PM
Cindy Haden	Technical Support (QB & App Hosting)	11:19:16 PM
Acebuddy	Welcome to Ace Support.	11:19:16 PM
	Please chose an option :	11:19:16 PM
Cindy Haden	I'd like to report an Issue	11:19:25 PM
Acebuddy	Please select an option!	11:19:25 PM
Cindy Haden	Other Issue	11:19:29 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:19:29 PM
Cindy Haden	Outlook is painfully slow and the server is slow. How can we improve performance.	11:19:53 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:19:54 PM
	Acebuddy (bot) forwarded the chat request	11:19:54 PM
	Abhay Kumar Saraswat accepted the chat transfer request.	11:20:39 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	11:20:59 PM
Cindy Haden	Outlook has periodic episodes where it is painfully slow and says "Connecting with Sever". Also, server performance in general is slow. How can we improve performance on both?	11:22:03 PM
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.	11:22:32 PM
	Kindly allow me two minutes to check the same.	11:22:39 PM
Cindy Haden	Okay	11:22:47 PM
Abhay Kumar		11:23:08 PM

Saraswat	Are you the only one facing this server slowness issue?	
	Or the other user as well?	11:23:23 PM
Cindy Haden	There are only two of us. The other user doesn't use Outlook or other applications on the server. She only uses Sage. So, yes, I am the only one experiencing these issues due to my level of use.	11:24:15 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	11:24:43 PM
	Let me jump on the server at my end and check.	11:25:03 PM
Cindy Haden	Okay	11:25:14 PM
Abhay Kumar Saraswat	Please allow me 2 minutes.	11:25:17 PM
	Thank you for your patience.	11:29:50 PM
Cindy Haden	No worries	11:30:02 PM
Abhay Kumar Saraswat	I've just free up the disk space.	11:30:55 PM
	However, as I can see currently your server is taking 90% usage of RAM.	11:32:08 PM
	<i>11:32:41 PM</i> Abhay Kumar Saraswat is sharing a file with you image.png - (Size:44.22 KB)	11:32:41 PM
	You can also check as per the attached screenshot.	11:32:58 PM
Cindy Haden	What can we do to resolve this?	11:33:04 PM
Abhay Kumar Saraswat	That might be the reason server & outlook is running slow.	11:33:30 PM
	Please allow me 2 minutes, let me check for the outlook separately.	11:34:31 PM
	For server, RAM consumption is the main reason for the slowness.	11:35:06 PM
	And same reason for the outlook as well. However, I would like to check the other ways of slowness for outlook.	11:35:58 PM
	Kindly allow me two minutes to check the same.	11:36:08 PM
Cindy Haden	Okay	11:36:14 PM
Abhay Kumar Saraswat	Thank you for your patience.	11:40:16 PM
	May I take the remote access of your server?	11:40:23 PM
Cindy Haden	Yes	11:40:48 PM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	11:40:58 PM
	Please accept.	11:41:38 PM
	Are we still connected here?	11:42:50 PM
	Are we still connected Cindy?	11:44:01 PM

	Are we still connected here?	11:45:11 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.	11:46:20 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:46:26 PM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	11:46:29 PM

