

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

18 Sep, 4:34:35 PM

### #81676 krisika

**Email:** krisika@hkidata.com 7383092838

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

**Operator:** Shubham Maurya

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 1 Min 32 Secs

**City:** ANAND

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

Chat Duration : 29 Mins 7 Secs

krisika	Hello, I am your Acebuddy	18 Sep, 4:34:37 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	4:34:45 PM
	Whom Would You Like to Connect With?	4:34:45 PM
krisika	Technical Support (QB & App Hosting)	4:35:04 PM
Acebuddy	Welcome to Ace Support.	4:35:04 PM
	Please chose an option :	4:35:04 PM
krisika	I'd like to report an Issue	4:35:06 PM
Acebuddy	Please select an option!	4:35:06 PM
krisika	Other Issue	4:35:09 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:35:09 PM
krisika	Hi	4:35:14 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:35:15 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:35:15 PM
krisika	Hi	4:35:33 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	4:35:34 PM

Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	4:35:45 PM
krisika	Quickbook speed very slow in only baroda location	4:36:29 PM
Shubham Maurya	I deeply apologize for the inconvenience caused to you. please hold on let me check this meanwhile please can you share your server name and username please?	4:38:29 PM
krisika	Priorware.myrealdata.net	4:38:51 PM
	TrupalM	4:39:35 PM
Shubham Maurya	Thanks for the confirmation ! please hold on let me check the server status.	4:41:12 PM
krisika	Ok	4:41:22 PM
	Server status ?	4:45:14 PM
Shubham Maurya	Yes, we are working on it Krisika. Few bakend tools are running to fix it.	4:46:32 PM
	Once the process is completed we will let you know to check the performance.	4:46:51 PM
	This user has logout from server?	4:47:36 PM
krisika	How much time ?	4:47:40 PM
	Yes	4:47:53 PM
	Baroda location in all users quickbook slow working	4:48:18 PM
Shubham Maurya	5-10 min more please stay connected.	4:48:20 PM
krisika	Okay	4:48:33 PM
	All users server logoff ?	4:48:46 PM
	?	4:48:49 PM
Shubham Maurya	Yes we do understand Krisika and we can see that there is already an ongoing ticket for this issue #756186 for which our escalation team is working on it.	4:49:35 PM
	<i>4:50:03 PM Shubham Maurya is sharing a file with you <a href="#">image.png</a> - ( Size:8.58 KB )</i>	4:50:03 PM
	<i>Few are still logged in.</i>	
krisika	Borasd location	4:50:40 PM
	Server logoff ?	4:51:26 PM
Shubham Maurya	Server is still live we have not done reboot.	4:52:16 PM
krisika	Okay	4:52:58 PM
	All users logoff done	4:53:08 PM
Shubham Maurya	Okay, it's done please check now.	4:54:23 PM
krisika	Ok	4:55:50 PM
Shubham Maurya	<b>#756186</b> for this ongoing ticket we have proposed your account POC ([nilay@priorware.com] (mailto:nilay@priorware.com)) to split the server and OS upgrade so that we can stop this reoccurring	4:56:08 PM

issues in future.

Once we have the confirmation from [nilay@priorware.com](mailto:nilay@priorware.com) for next callback, we will proceed with the process to split the server to distribute the server load and also OS upgrade will be done.

4:57:55 PM

krisika Ok

4:58:10 PM

Shubham Maurya Till then please check if it's working for now with the workaround which we have perform from backend and do let us know.

5:00:26 PM

krisika Quickbook working fine in all users

5:00:54 PM

Thank you

5:01:21 PM

Shubham Maurya Thank you so much Krisika for the confirmation, this is not something we want our customer to go through and we will surely try to fix this as early as possible.

5:02:06 PM

Thanks for your understanding with us for this long !

5:02:25 PM

Is there anything else I may help you with ?

5:02:28 PM

krisika No

5:02:31 PM

Thank you

5:02:34 PM

Shubham Maurya You are most welcome.

5:02:48 PM

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

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

Thanks!

5:02:52 PM

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

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

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

5:03:00 PM

*Shubham Maurya has ended this chat session*

5:03:52 PM



## Chat Transcript

Hi Good day, I encountered server while opening ATX in the remote pc, can you help me.

## Visitor Details

## #81720 Aclan

**Email:** rex@bdsmithfinancial.com ☎ 09266878307**Department:** Support(QB & App Hosting)**Operator:** Manish Singh**Website:** https://www.acecloudhosting.com/?utm\_source=website&utm\_medium=organic&utm\_campaign=90per-off**Operating System:** Microsoft Windows**Browser:** Microsoft Edge**Device:** Desktop**Average Response Time:** 1 Min 11 Secs**City:** BIGA**State:** Marinduque**Country:** PHILIPPINES

Chat Duration : 13 Mins 6 Secs

## Chat Transcript

Aclan	Hi Good day, I encountered server while opening ATX in the remote pc, can you help me.	19 Sep, 6:30:28 PM
Amit	Thank you for contacting ACE. My name is Amit. I will be assisting you further.	6:30:32 PM
	<i>Amit is transferring the chat to Support(QB &amp; App Hosting).</i>	6:30:57 PM
Aclan	Hi Good day, I encountered server while opening ATX in the remote pc, can you help me.	6:31:04 PM
	<i>Manish Singh accepted the chat transfer request.</i>	6:31:18 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	6:31:25 PM
	I will surely help you with this issue.	6:31:31 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?	6:31:37 PM
	<i>6:31:48 PMAclan is sharing a file with you <a href="#">Screenshot 2025-09-19 204634.png</a> - ( Size:164.45 KB )</i>	6:31:48 PM
	<i>Here the error message I received</i>	
Aclan	this is the second time	6:32:09 PM
Manish Singh	Kindly allow me two minutes to check the same.	6:32:26 PM
Aclan	Here the server : BDSmith2.myrealdatal.net	6:32:53 PM
Manish Singh	Kindly let me know if there is any ticket associated with this case.	6:32:54 PM
Aclan	What do you mean?	6:33:56 PM
	This one is new. I currently experiencing it.	6:34:46 PM
Manish Singh	May I know your server name?	6:35:09 PM
Aclan	This one appearing on the remote pc screen.	6:35:19 PM

	This one.	6:35:30 PM
	Here's my previous ticket, but this was already fixed. You may just want to take a look if this is related to what I currently experiencing: Ticket ID: 767973	6:37:05 PM
Manish Singh	Kindly allow me two minutes to check the same.	6:37:33 PM
	May I know in which ATX version you are facing this issue.	6:38:21 PM
Aclan	I tried opening the 2023 version	6:38:35 PM
	It's working now the 2023 version	6:42:18 PM
Manish Singh	Yes, we have restarted the services and rebooted the server to be sure.	6:43:05 PM
Aclan	It's all working now. Thank you.	6:43:11 PM
Manish Singh	Is there anything else I may help you with ?	6:43:11 PM
Aclan	None, thank you so much.	6:43:21 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	6:43:24 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:43:31 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!	6:43:35 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Manish Singh has ended this chat session</i>	6:43:38 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

27 Sep, 1:25:02 AM

#82002 michelle

Email: michelle@ifsgroupusa.com ☎ 816-610-0096

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:** 34 Secs

**City:** KANSAS CITY

**State:** Missouri

**Country:** UNITED STATES

Chat Duration : 12 Mins 51 Secs

### Chat Transcript

michelle	Hello, I am your Acebuddy	27 Sep, 1:25:03 AM
Acebuddy	Hello Michelle, I'm your Ace Buddy. I'll be happy to assist you!	1:25:04 AM
	Whom Would You Like to Connect With?	1:25:04 AM
michelle	Technical Support (QB & App Hosting)	1:25:10 AM
Acebuddy	Welcome to Ace Support.	1:25:10 AM
	Please chose an option :	1:25:10 AM
michelle	I'd like to report an Issue	1:25:17 AM
Acebuddy	Please select an option!	1:25:17 AM
michelle	Other Issue	1:25:22 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:25:22 AM
michelle	When i am loggin on the remote server I get a msg that the puplisher can not be identified	1:26:06 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:26:07 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:26:07 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	1:26:38 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	1:26:45 AM
	I deeply apologize for the inconvenience caused to you.	1:26:53 AM
	I will be surely assisting you with this.	1:27:20 AM
	Is this for account: [IFS USA Group] <a href="https://crm.zoho.in/crm/org60000682839/tabc/Accounts/23102000039982029?from=gsearch">https://crm.zoho.in/crm/org60000682839/tabc/Accounts/23102000039982029?from=gsearch</a> ?	1:27:27 AM
michelle	Yes	1:27:32 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	1:27:43 AM
	Could you please share with us the screenshot of that error?	1:28:08 AM

	<i>1:28:37 AM</i> michelle is sharing a file with you <a href="#">image.png</a> - ( Size:50.13 KB )	1:28:37 AM
	Thank you for sharing the screenshot.	1:30:31 AM
	Could you please click the 'Connect' button and check if you are able to log in to the server?	1:30:33 AM
michelle	Yes, i am	1:31:10 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	1:31:24 AM
	I would like to inform you that this is not an error.	1:32:16 AM
michelle	ok, I was concerned that the publisher of the remote connection could not be identified-I have never recived that msg previously	1:33:18 AM
Abhay Kumar Saraswat	I understand it might seem a bit frightening, but I assure you there's no need to worry.	1:34:57 AM
	Basically, this is common when connecting to servers when the certificate is self-signed. It does *not necessarily indicate a problem or virus*—it just means Windows can't verify the identity automatically.	1:36:19 AM
michelle	ok	1:36:47 AM
Abhay Kumar Saraswat	I hope you've understood and don't have any issues now.	1:37:12 AM
michelle	Thankyou	1:37:29 AM
Abhay Kumar Saraswat	Is there anything else I may help you with ?	1:37:36 AM
michelle	Thats it, thanks	1:37:44 AM
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:37:45 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	1:37:50 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:37:52 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	1:37:54 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

7 Sep, 7:09:17 PM

### #81246 George Fowler

**Email:** gpmfowler@gmail.com  8478991763

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

**Operator:** Shubham Gupta

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 17 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 46 Mins 17 Secs

George Fowler	Hello, I am your Acebuddy	7 Sep, 7:09:18 PM
Acebuddy	Hello Gpmfowler, I'm your Ace Buddy. I'll be happy to assist you!	7:09:19 PM
	Whom Would You Like to Connect With?	7:09:19 PM
George Fowler	Technical Support (QB & App Hosting)	7:12:24 PM
Acebuddy	Welcome to Ace Support.	7:12:24 PM
	Please chose an option :	7:12:24 PM
George Fowler	I'd like to report an Issue	7:12:53 PM
Acebuddy	Please select an option!	7:12:53 PM
George Fowler	QuickBooks Issue	7:12:56 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:12:56 PM
George Fowler	Other QB related issue	7:13:35 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:13:35 PM
George Fowler	quickbooks files issue	7:14:29 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:14:29 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:14:29 PM

*Shubham Gupta accepted the chat transfer request.*

7:16:01 PM

Shubham Gupta	Thank you for contacting Ace Cloud Hosting. My name is Shubham Gupta. I will be assisting you today.	7:16:05 PM
George Fowler	hello shubham we spoke earlier about my file issues on quickbooks. my colleague fran is now available and logged in to his remote desktop so you can take a look at the file he has please	7:16:33 PM
Shubham Gupta	Hello George, yes i remember, Kindly allow me some time to open up the server from our end.	7:17:05 PM
	Please stay connected	7:17:14 PM
George Fowler	ok thank you	7:17:17 PM
Shubham Gupta	You're welcome.	7:17:27 PM
	Kindly accept the server remote session request.	7:18:32 PM
George Fowler	ok	7:18:57 PM
Shubham Gupta	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:19:19 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	7:55:36 PM
	<i>Ended due to chat idle timeout</i>	7:55:36 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

13 Sep, 6:53:19 PM

#### #81502 Sayr Jamil

**Email:** midnightzonevi@gmail.com ☎ 340-998-1171

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

**Operator:** Shubham Maurya

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 1 Min 12 Secs

**City:** ST THOMAS

**State:** Us Virgin Islands

**Country:** US VIRGIN ISLANDS

## Chat Transcript

Chat Duration : 14 Mins 28 Secs

Sayr Jamil	Hello, I am your Acebuddy	13 Sep, 6:53:20 PM
Acebuddy	Hello Carol Berry, I'm your Ace Buddy. I'll be happy to assist you!	6:53:21 PM
	Whom Would You Like to Connect With?	6:53:21 PM
Sayr Jamil	Technical Support (QB & App Hosting)	6:53:25 PM
Acebuddy	Welcome to Ace Support.	6:53:25 PM
	Please chose an option :	6:53:25 PM
Sayr Jamil	I'd like to report an Issue	6:53:31 PM
Acebuddy	Please select an option!	6:53:31 PM
Sayr Jamil	QuickBooks Issue	6:53:41 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:53:41 PM
Sayr Jamil	Other QB related issue	6:53:49 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:53:49 PM
Sayr Jamil	Good Day. Our QuickBooks was supposed to be migrated to a new server location so that it could be updated from the Enterprise Silver Edition to the Gold Edition. The migration was supposed to take place yesterday within an 8 hour period.	6:55:51 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:55:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:55:52 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	6:55:58 PM
Sayr Jamil	We were supposed to get an email when completed.	6:56:12 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	6:56:13 PM
Sayr Jamil	That would have been around 7-8pm AST time yesterday and it is 9.26 am and still no email confirming that the migration took place.	6:57:29 PM
	Need to know if it was completed.	6:58:20 PM
Shubham Maurya	I completely understand your concern, Carol, and I truly apologize for the delay. Let me reach out to the concerned team right away to check the current status. I appreciate your patience please allow me a few minutes to get back to you with an update.	6:58:34 PM
Sayr Jamil	Ticket number is 749990	6:58:43 PM
Shubham Maurya	Thanks for sharing it let me check please.	6:59:02 PM
Sayr Jamil	Ok	6:59:12 PM
Shubham Maurya	Thanks for the patience, It's almost done, Carol. We're currently in the final step just copying the user data. Everything else has been completed. I really appreciate your patience. We're almost there!	7:01:57 PM

	You will positively receive an email within next 30 minutes for sure.	7:02:18 PM
Sayr Jamil	Ok	7:03:35 PM
	Thank you.	7:03:40 PM
	That is all I needed help with.	7:03:53 PM
	Have a good day.	7:04:13 PM
Shubham Maurya	You have a wonderful day, Carol. Once again, please accept our sincere apologies for the delay. I'll continue to follow up with the team until this is fully completed—rest assured it's being closely monitored.	7:05:57 PM
	Is there anything else I may help you with ?	7:06:09 PM
Sayr Jamil	No that was it.	7:06:59 PM
	Have a good day.	7:07:16 PM
Shubham Maurya	You too have a good one !	7:07:27 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	7:07:30 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:07:47 PM
	<i>Shubham Maurya has ended this chat session</i>	7:07:49 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Sep, 2:10:28 PM

#81372 Nivetha Ravichandran

Email: [nive@dogracpa.com](mailto:nive@dogracpa.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:** OAK BROOK

**State:** Illinois

**Country:** UNITED STATES

Chat Duration : 59 Secs

### Chat Transcript

Nivetha Ravichandran	Hello, I am your Acebuddy	10 Sep, 2:10:29 PM
Acebuddy	Hello Nivetha Ravichandran, I'm your Ace Buddy. I'll be happy to assist you!	2:10:31 PM
	Whom Would You Like to Connect With?	2:10:31 PM
Nivetha Ravichandran	Technical Support (QB & App Hosting)	2:10:40 PM
Acebuddy	Welcome to Ace Support.	2:10:40 PM
	Please chose an option :	2:10:40 PM
Nivetha Ravichandran	I'd like to raise a Request	2:10:52 PM
Acebuddy	Please select your request type.	2:10:52 PM
Nivetha Ravichandran	Other Request	2:11:16 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.	2:11:16 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:11:16 PM
Nivetha Ravichandran	No, That'll be all!	2:11:29 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	2:11:29 PM
	<i>Acebuddy has ended this chat session</i>	2:11:29 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#81814 atidiv.t****Email:** atidiv.t@myrealdata.net**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:** 57 Secs**City:** MUMBAI**State:** Maharashtra**Country:** INDIA

Chat Duration : 37 Mins 18 Secs

## Chat Transcript

atidiv.t	Hello, I am your Acebuddy	23 Sep, 3:51:37 AM
Acebuddy	Hello Atidiv.t, I'm your Ace Buddy. I'll be happy to assist you!	3:51:38 AM
	Whom Would You Like to Connect With?	3:51:38 AM
atidiv.t	Technical Support (QB & App Hosting)	3:51:48 AM
Acebuddy	Welcome to Ace Support.	3:51:48 AM
	Please chose an option :	3:51:48 AM
atidiv.t	I'd like to report an Issue	3:51:53 AM
Acebuddy	Please select an option!	3:51:53 AM
atidiv.t	QuickBooks Issue	3:51:58 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:51:58 AM
atidiv.t	QuickBooks Login Issue	3:52:07 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	3:52:07 AM
	Was that helpful?	3:52:07 AM
atidiv.t	No	3:52:13 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	3:52:14 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:52:14 AM
atidiv.t	Hello Unable to login in qb.	3:52:31 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	3:53:07 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	3:53:15 AM

atidiv.t	Hello Ashutosh .	3:53:39 AM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:53:56 AM
atidiv.t	okay	3:55:01 AM
	Our server name is atidiv.t@myrealdata.net	3:55:32 AM
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.	3:57:06 AM
atidiv.t	Sure.	3:57:10 AM
Ashutosh Mishra	May I know do you get any message or prompt when trying to login to QB?	3:58:49 AM
atidiv.t	Can you please check from your end .	3:59:37 AM
Ashutosh Mishra	From the backend I am able to open QuickBooks. I also see that you have already reached out to support multiple times for simillar issue.	4:00:29 AM
atidiv.t	okay.	4:00:40 AM
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?	4:00:40 AM
atidiv.t	Unable to login in qb and can't say for the other's	4:01:54 AM
Ashutosh Mishra	Thank you for providing the details.	4:02:50 AM
	May I take the remote access of your server?	4:02:56 AM
atidiv.t	okay.	4:03:06 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	4:03:14 AM
atidiv.t	okay	4:03:22 AM
Ashutosh Mishra	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	4:05:50 AM
atidiv.t	sure.	4:06:52 AM
	are you there ashutosh?	4:07:37 AM
Ashutosh Mishra	Yes	4:07:40 AM
atidiv.t	okay.	4:07:48 AM
Ashutosh Mishra	I am attempting some changes from backend.	4:07:54 AM
atidiv.t	Sure.	4:08:07 AM
Ashutosh Mishra	Please enter username and password in QB.	4:13:01 AM
atidiv.t	okay.	4:13:14 AM
	Facing same issue .	4:13:56 AM
Ashutosh Mishra	It seems the company file is opened by Ellen in single user mode.	4:15:46 AM
	Please inform Ellen to switch to multi-user mode by following give steps.	4:16:39 AM
	<b>Go to the File menu</b> in the top-left corner.	4:16:44 AM

	Click on “ <b>Switch to Multi-user Mode</b> .	
atidiv.t	Can you please update the same from your end ?	4:17:08 AM
Ashutosh Mishra	Ellen would have to do this as the company file is already running on their end, else if the company file was closed we could do it on your end.	4:17:45 AM
atidiv.t	We don't have right for the same.	4:18:31 AM
Ashutosh Mishra	If you can inform all users to stop using QuickBooks for few minutes, we can make the changes.	4:18:35 AM
atidiv.t	Can you please do the same from your end?	4:18:42 AM
Ashutosh Mishra	I just checked and I wish I could do this however there are no other options.	4:20:35 AM
atidiv.t	Ashutosh disconnect the same and update it	4:20:48 AM
Ashutosh Mishra	Shall I disconnect the QuickBooks of Ellen? (Edited)	4:21:05 AM
atidiv.t	okay.	4:21:30 AM
Ashutosh Mishra	Please let them know before I proceed to avoid any issues with data.	4:22:04 AM
atidiv.t	please wait	4:22:51 AM
Ashutosh Mishra	Sure	4:22:58 AM
atidiv.t	okay go ahead	4:25:17 AM
Ashutosh Mishra	Thanks for the confirmation !	4:25:25 AM
	Okay now it is multi-user mode, please inform Ellen to open QuickBooks now.	4:27:51 AM
atidiv.t	okay	4:28:00 AM
	thnaks	4:28:02 AM
Ashutosh Mishra	Is there anything else I may help you with ?	4:28:26 AM
atidiv.t	no thanks.	4:28:34 AM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	4:28:41 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	4:28:50 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
atidiv.t	ok	4:28:50 AM
	<i>Ashutosh Mishra has ended this chat session</i>	4:28:56 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

30 Sep, 9:55:20 PM

### #82089 info

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

**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:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 35 Mins 21 Secs

info	Hello, I am your Acebuddy	30 Sep, 9:55:21 PM
Acebuddy	Hello Daniel Han, I'm your Ace Buddy. I'll be happy to assist you!	9:55:21 PM
	Whom Would You Like to Connect With?	9:55:21 PM
info	Technical Support (QB & App Hosting)	9:55:29 PM
Acebuddy	Welcome to Ace Support.	9:55:29 PM
	Please chose an option :	9:55:29 PM
info	I'd like to report an Issue	9:55:36 PM
Acebuddy	Please select an option!	9:55:36 PM
info	QuickBooks Issue	9:55:42 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:55:42 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.	10:30:42 PM
<i>Ended due to chat idle timeout</i>		10:30:42 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

30 Sep, 3:19:13 PM

### #82064 William Maslin

**Email:** william.maslin@mistaway.com 17134686464

**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:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 33 Mins 8 Secs

William Maslin	Hello, I am your Acebuddy	30 Sep, 3:19:14 PM
Acebuddy	Hello William Maslin, I'm your Ace Buddy. I'll be happy to assist you!	3:19:15 PM
	Whom Would You Like to Connect With?	3:19:15 PM
William Maslin	Technical Support (QB & App Hosting)	3:19:20 PM
Acebuddy	Welcome to Ace Support.	3:19:20 PM
	Please chose an option :	3:19:20 PM
William Maslin	I'd like to raise a Request	3:19:27 PM
Acebuddy	Please select your request type.	3:19:27 PM
William Maslin	Other Request	3:19:38 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.	3:19:38 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:19:38 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	3:52:23 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

5 Sep, 1:06:51 AM

### #81181 Kaleb

**Email:** administration@feuerhelmlanger.com ☎ 651-646-6346

**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:** 32 Secs

**City:** MINNEAPOLIS

**State:** Minnesota

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 18 Mins 56 Secs

Kareb	Hello, I am your Acebuddy	5 Sep, 1:06:52 AM
Acebuddy	Hello Kaleb, I'm your Ace Buddy. I'll be happy to assist you!	1:06:52 AM
	Whom Would You Like to Connect With?	1:06:52 AM
Kareb	Technical Support (QB & App Hosting)	1:06:59 AM
Acebuddy	Welcome to Ace Support.	1:06:59 AM
	Please chose an option :	1:06:59 AM
Kareb	I'd like to report an Issue	1:07:05 AM
Acebuddy	Please select an option!	1:07:05 AM
Kareb	QuickBooks Issue	1:07:10 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:07:10 AM
Kareb	Other QB related issue	1:07:16 AM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:07:16 AM
Kareb	The Quickbooks Web Connector is frozen.	1:07:38 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:07:38 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:07:38 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	1:07:45 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1:07:55 AM
	Hello kareb	1:08:07 AM
Kareb	Hi	1:08:11 AM
Shashwat Verma	I will surely help you with this issue.	1:08:55 AM
Kareb	Thank you	1:09:02 AM
Shashwat Verma	Is that the username KarenK.NPRO1?	1:09:29 AM
	Are we still connected here?	1:13:27 AM
	Are we still connected here?	1:16:21 AM
Kareb	yes	1:18:48 AM
Shashwat Verma	Kindly confirm	1:19:16 AM
Kareb	yes	1:19:21 AM
Shashwat Verma	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	1:19:28 AM
Kareb	Just mine. it is frozen, and I can't acces the task manager to close it.	1:20:20 AM
Shashwat Verma	Okay, Could you please at what instance at web connector is getting freeze, while doing any particular task?	1:20:58 AM
Kareb	I am not sure what you are saying.	1:21:17 AM
	I just need you to close it please	1:21:23 AM
Shashwat Verma	Let me close the same from backend	1:21:25 AM
	Kindly check now	1:22:14 AM
Kareb	Thank you	1:22:15 AM
Shashwat Verma	Is the issue resolved?	1:23:53 AM
	Are we still connected here?	1:24:34 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:25:47 AM
	<i>Shashwat Verma has ended this chat session</i>	1:25:48 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

9 Sep, 10:37:20 PM

#81335 lsmith.gandf

Email: lsmith.gandf@gmail.com ☎ 209-599-8911

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: RIPON

State: California

Country: UNITED STATES

## Chat Transcript

Chat Duration : 33 Mins 9 Secs

Ismith.gandf	Hello, I am your Acebuddy	9 Sep, 10:37:21 PM
Acebuddy	Hello lsmith.gandf, I'm your Ace Buddy. I'll be happy to assist you!	10:37:21 PM
	Whom Would You Like to Connect With?	10:37:21 PM
Ismith.gandf	Technical Support (QB & App Hosting)	10:37:26 PM
Acebuddy	Welcome to Ace Support.	10:37:26 PM
	Please chose an option :	10:37:26 PM
Ismith.gandf	I'd like to raise a Request	10:37:34 PM
Acebuddy	Please select your request type.	10:37:34 PM
Ismith.gandf	Other Request	10:37:44 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	10:37:44 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:37:44 PM
Ismith.gandf	Setback	10:38:12 PM
Acebuddy	Please select your request type.	10:38:12 PM
Ismith.gandf	Change in Applications	10:38:21 PM
Acebuddy		

	Please select your desired option!	10:38:21 PM
Ismith.gandf	Application Addition	10:38:25 PM
Acebuddy	Please select your Application	10:38:25 PM
Ismith.gandf	Other Application	10:38:32 PM
Acebuddy	Kindly email us the below mentioned information on support@acecloudhosting.com from your registered email address and we will update you via email.	10:38:33 PM
	<ul style="list-style-type: none"> <li>• Application name and version</li> <li>• Setup/Installer download link (if any)</li> <li>• Activation Code / License information</li> <li>• Any other info/guide needed to install the application.</li> </ul>	10:38:33 PM
	We will update you via email once the installation is complete.	10:38:33 PM
	Application Addition usually takes 1-2 Hour(s)	
	Do you need any further assistance on the topic?	10:38:33 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:10:30 PM
	<i>Ended due to chat idle timeout</i>	11:10:30 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

17 Sep, 11:09:14 PM

**#81647 Rachel**

**Email:** accounting@vbnetworks.com ☎ 12508021185

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

**Operator:** Shashwat Verma

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 52 Secs

**City:** CALGARY

**State:** British Columbia

**Country:** CANADA

## Chat Transcript

Chat Duration : 7 Mins 6 Secs

Rachel	Hello, I am your Acebuddy	17 Sep, 11:09:15 PM
Acebuddy	Hello Rache, I'm your Ace Buddy. I'll be happy to assist you!	11:09:16 PM
	Whom Would You Like to Connect With?	11:09:16 PM
Rachel	Technical Support (QB & App Hosting)	11:09:22 PM
Acebuddy	Welcome to Ace Support.	11:09:23 PM
	Please chose an option :	11:09:23 PM
Rachel	I'd like to report an Issue	11:09:26 PM
Acebuddy	Please select an option!	11:09:26 PM
Rachel	Other Issue	11:09:37 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:09:37 PM
Rachel	Agent	11:09:42 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:09:43 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:09:43 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:09:54 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:10:02 PM
	Hello Rache	11:10:11 PM
Rachel	Hello, my ticket is 769001	11:10:33 PM
	the issue is still happening. Could you confirm that cloud strike has been disabled on my server?	11:10:56 PM
Shashwat Verma	I will surely help you with this issue.	11:11:07 PM
	Let me check the same	11:11:14 PM
Rachel	Thanks	11:11:19 PM
Shashwat Verma	Rachal, I have checked the whole history of your ticket and found that our team is currently working and hardly required 15 mins more to remove the CrowdStrike from the server	11:14:58 PM
Rachel	Ok great thanks	11:15:10 PM
Shashwat Verma	We really appreciate your patience and understanding.	11:15:19 PM
Rachel	No problem😊	11:15:24 PM
Shashwat Verma	We'll email in just 15-20 mins once it gets completed.	11:16:00 PM
	Is that work for you?	11:16:03 PM
Rachel	Ok thanks	11:16:07 PM
	Yes	11:16:10 PM

Shashwat Verma Thanks 11:16:16 PM

It would be great if you could share your feedback after this chat ends. Thanks in advance! 11:16:18 PM

Thank you for choosing ACE cloud Hosting, you have a wonderful day. 11:16:20 PM

*Shashwat Verma has ended this chat session* 11:16:22 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 30 Sep, 3:26:25 PM

**#82065 krisika**

**Email:** krisika@hkidata.com 7383092838

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

**Operator:** Vikas Singh Chauhan

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 53 Secs

**City:** ANAND

**State:** Gujarat

**Country:** INDIA

Chat Transcript Chat Duration : 15 Mins 33 Secs

krisika	Hello, I am your Acebuddy	30 Sep, 3:26:26 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	3:26:27 PM
	Whom Would You Like to Connect With?	3:26:27 PM
krisika	Technical Support (QB & App Hosting)	3:26:30 PM
Acebuddy	Welcome to Ace Support.	3:26:30 PM
	Please chose an option :	3:26:30 PM
krisika	I'd like to report an Issue	3:26:51 PM
Acebuddy	Please select an option!	3:26:51 PM

krisika	Other Issue	3:26:57 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:26:57 PM
krisika	Hi	3:27:54 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:27:55 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:27:55 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	3:28:25 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	3:28:34 PM
krisika	Quickbook speed very slow in only baroda location all users	3:28:55 PM
Vikas Singh Chauhan	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:29:20 PM
krisika	Priorware.myrealdata.net	3:29:49 PM
	TrupalM	3:29:56 PM
Vikas Singh Chauhan	Thanks for the confirmation !	3:30:51 PM
	Kindly allow me two minutes to check the same.	3:30:55 PM
krisika	Ok	3:31:01 PM
Vikas Singh Chauhan	I have checked the server and it is up and running.	3:33:26 PM
	I have restarted the Quickbook services. Kindly logoff from the server and try opening Quickbook again.	3:35:33 PM
krisika	Internet complete working	3:35:43 PM
	Ok	3:36:10 PM
	Thank you	3:37:08 PM
Vikas Singh Chauhan	Is it working fine now ?	3:37:24 PM
krisika	Checking now	3:38:30 PM
Vikas Singh Chauhan	Okay	3:39:15 PM
krisika	Working now in all users	3:40:55 PM
	Thank you	3:40:59 PM
Vikas Singh Chauhan	Great !!	3:41:20 PM
	Is there anything else I may help you with ?	3:41:27 PM
krisika	No	3:41:29 PM
	Thank you	3:41:34 PM
Vikas Singh Chauhan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:41:45 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:41:50 PM

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

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

3:41:54 PM

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

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

*Vikas Singh Chauhan has ended this chat session*

3:42:00 PM



## Chat Transcript

Hello, I am your Acebuddy

11 Sep, 9:14:36 PM

### Visitor Details

#### #81429 Michael Ocampo

**Email:** mike.ocampo@amware.com ☎ 14402344320

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 8 Secs

**City:** WESTLAKE

**State:** Ohio

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 14 Mins 25 Secs

Michael Ocampo	Hello, I am your Acebuddy	11 Sep, 9:14:37 PM
Acebuddy	Hello Michael Ocampo, I'm your Ace Buddy. I'll be happy to assist you!	9:14:38 PM
	Whom Would You Like to Connect With?	9:14:38 PM
Michael Ocampo	Technical Support (QB & App Hosting)	9:14:44 PM

Acebuddy	Welcome to Ace Support.	9:14:44 PM
	Please chose an option :	9:14:44 PM
Michael Ocampo	I'd like to report an Issue	9:14:52 PM
Acebuddy	Please select an option!	9:14:52 PM
Michael Ocampo	Other Issue	9:14:58 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:14:58 PM
Michael Ocampo	Ticket #	9:15:24 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:15:24 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:15:24 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:15:47 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:15:50 PM
	Hello Michael	9:15:56 PM
Michael Ocampo	Can you look at ticket number 765851	9:16:02 PM
Shashwat Verma	I will surely help you with this issue.	9:16:15 PM
	Kindly allow me two minutes to check the same.	9:16:20 PM
	Is there any way we can remote to the affected users?	9:18:25 PM
	We'll share you the link just ask them to open the same in their pc	9:18:40 PM
	Are we still connected here?	9:21:14 PM
	Are we still connected here?	9:23:31 PM
	Are we still connected here?	9:26:43 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.	9:28:59 PM
	<i>Shashwat Verma has ended this chat session</i>	9:29:03 PM



# Chat Transcript

Hello, I am your Acebuddy

**#81292 Vianel A Cabreja Canals****Email:** vcsmultiservices@gmail.com  19082483351**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:** ROSELLE PARK**State:** New Jersey**Country:** UNITED STATES**Chat Transcript**

Chat Duration : 1 Min 22 Secs

Vianel A Cabreja Canals	Hello, I am your Acebuddy	9 Sep, 1:13:21 AM
Acebuddy	Hello Vianel A Cabreja Canals, I'm your Ace Buddy. I'll be happy to assist you!	1:13:22 AM
	Whom Would You Like to Connect With?	1:13:22 AM
Vianel A Cabreja Canals	Technical Support (QB & App Hosting)	1:13:38 AM
Acebuddy	Welcome to Ace Support.	1:13:38 AM
	Please chose an option :	1:13:38 AM
Vianel A Cabreja Canals	I'd like to report an Issue	1:13:47 AM
Acebuddy	Please select an option!	1:13:47 AM
Vianel A Cabreja Canals	Password Reset	1:13:50 AM
Acebuddy	Please select an option below	1:13:51 AM
Vianel A Cabreja Canals	Already Enrolled to Selfcare Portal	1:13:58 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	1:13:58 AM
	Do you need any further assistance on the topic?	1:13:58 AM
Vianel A Cabreja Canals	No	1:14:43 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	1:14:43 AM
	<i>Acebuddy has ended this chat session</i>	1:14:44 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

20 Sep, 2:07:57 PM

### #81746 deepakt

**Email:** deepakt@myrealdata.in 8884155240

**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

**City:** NEW DELHI

**State:** Delhi

**Country:** INDIA

## Chat Transcript

Chat Duration : 33 Secs

deepakt	Hello, I am your Acebuddy	20 Sep, 2:07:58 PM
Acebuddy	Hello Deepakt, I'm your Ace Buddy. I'll be happy to assist you!	2:07:59 PM
	Whom Would You Like to Connect With?	2:07:59 PM
deepakt	Technical Support (QB & App Hosting)	2:08:02 PM
Acebuddy	Welcome to Ace Support.	2:08:02 PM
	Please chose an option :	2:08:02 PM
deepakt	I'd like to report an Issue	2:08:07 PM
Acebuddy	Please select an option!	2:08:07 PM
deepakt	Other Issue	2:08:11 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:08:11 PM
deepakt	Test Chat	2:08:19 PM
Acebuddy	Please wait while we connect you to a Support Representative	2:08:20 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:08:20 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	2:08:26 PM
	<i>deepakt has ended this chat session</i>	2:08:32 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

4 Sep, 2:00:35 AM

**#81143 John Buckman**

**Email:** jackbuckman@gmail.com ☎ 12018033670

**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:** 43 Secs

**City:** SECAUCUS

**State:** New Jersey

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 30 Mins 35 Secs

John Buckman	Hello, I am your Acebuddy	4 Sep, 2:00:37 AM
Acebuddy	Hello John Buckman, I'm your Ace Buddy. I'll be happy to assist you!	2:00:37 AM
	Whom Would You Like to Connect With?	2:00:37 AM
John Buckman	Technical Support (QB & App Hosting)	2:00:46 AM
Acebuddy	Welcome to Ace Support.	2:00:46 AM
	Please chose an option :	2:00:46 AM
John Buckman	I'd like to raise a Request	2:01:06 AM
Acebuddy	Please select your request type.	2:01:06 AM
John Buckman	Password Reset	2:01:31 AM
Acebuddy	Please select an option below	2:01:31 AM
John Buckman	Already Enrolled to Selfcare Portal	2:01:44 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	2:01:44 AM
	Do you need any further assistance on the topic?	2:01:44 AM

John Buckman	Yes	2:14:37 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:14:37 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:14:37 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	2:14:43 AM
Abhay Kumar Saraswat	This message has been deleted	2:14:50 AM
	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	2:15:08 AM
	I will be surely assisting you with this.	2:15:24 AM
John Buckman	Hello Abhay	2:15:32 AM
	I cannot access our Office 365 on our cloud platform	2:16:11 AM
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.	2:16:23 AM
	Is this for account: <b>Finop Services Inc.</b> ?	2:16:41 AM
John Buckman	Yes	2:16:48 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	2:17:15 AM
	I can see your ticket with us.	2:17:40 AM
John Buckman	I am able to logon to the cloud and use Quickbooks however when asked for the Microsoft account credentials for Office 365 I get an error message	2:18:17 AM
Abhay Kumar Saraswat	You have requested for the password reset for your O365 email, right?	2:18:32 AM
John Buckman	yes	2:18:46 AM
Abhay Kumar Saraswat	What error you are getting? Could you please share the screenshot with us?	2:19:07 AM
	<i>2:19:40 AM John Buckman is sharing a file with you <u>1_image.png</u> - ( Size:19.18 KB )</i>	2:19:40 AM
John Buckman	I am using the same password I use when I logon to the cloud acct/rdp session	2:20:30 AM
Abhay Kumar Saraswat	The password should be different.	2:21:06 AM
	Let me reset the password for you and send it to you on the same email thread.	2:21:32 AM
John Buckman	Ok, I don't know what that password is.	2:21:38 AM
	Ok thank you	2:21:50 AM
Abhay Kumar Saraswat	Kindly allow me two minutes.	2:23:08 AM
John Buckman	ok	2:23:44 AM
Abhay Kumar Saraswat	Thank you for your patience.	2:25:40 AM

	I've sent you the temporary password on the same email, please check and confirm.	2:26:13 AM
John Buckman	ok, hold on a sec	2:26:49 AM
Abhay Kumar Saraswat	Sure, take your time.	2:27:29 AM
John Buckman	Thank you, That worked! thank you	2:28:57 AM
Abhay Kumar Saraswat	My pleasure to assist you.	2:29:46 AM
	Is there anything else I may help you with ?	2:29:49 AM
John Buckman	no, that's all for now. thank you	2:30:57 AM
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:30:58 AM
John Buckman	sure	2:31:05 AM
Abhay Kumar Saraswat	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	2:31:07 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:31:10 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	2:31:12 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

7 Sep, 11:08:35 PM

**#81249 office**

**Email:** office@mermanusa.com 12035701995

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 20 Secs

**City:** GREENWICH

**State:** Connecticut

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 20 Mins 21 Secs

office	Hello, I am your Acebuddy	7 Sep, 11:08:35 PM
Acebuddy	Hello Office, I'm your Ace Buddy. I'll be happy to assist you!	11:08:37 PM
	Whom Would You Like to Connect With?	11:08:37 PM
office	Technical Support (QB & App Hosting)	11:08:43 PM
Acebuddy	Welcome to Ace Support.	11:08:43 PM
	Please chose an option :	11:08:43 PM
office	I'd like to report an Issue	11:08:46 PM
Acebuddy	Please select an option!	11:08:46 PM
office	QuickBooks Issue	11:08:51 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:08:51 PM
office	Other QB related issue	11:08:55 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:08:55 PM
	<i>11:09:58 PM office is sharing a file with you <a href="#">IMG_7262.JPG</a> - ( Size:7.75 MB )</i>	11:09:58 PM
	<i>And QB only sends to first.</i>	
	Please wait while we connect you to a Support Representative	11:09:58 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:09:58 PM
	<i>11:10:15 PM office is sharing a file with you <a href="#">IMG_7261.JPG</a> - ( Size:7.6 MB )</i>	11:10:15 PM
	<i>I put two email addresses in the "to" field in QB</i>	
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:10:31 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:10:35 PM
	Hello	11:10:38 PM
	<i>11:10:52 PM office is sharing a file with you <a href="#">IMG_7261.JPG</a> - ( Size:7.6 MB )</i>	11:10:52 PM
	<i>Even though I put two email addresses in To field in QB</i>	

	I will surely help you with this issue.	11:11:07 PM
	May I take the remote access of your server?	11:11:13 PM
office	yes	11:11:23 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	11:11:44 PM
office	ok	11:12:34 PM
Shashwat Verma	Kindly accept the invite	11:12:48 PM
	Kindly try now to email	11:13:05 PM
office	ok I just tried to email	11:17:24 PM
Shashwat Verma	Check if the email is received at both email	11:17:27 PM
office	no it did not	11:17:48 PM
Shashwat Verma	Could you please check the spam folder too	11:18:07 PM
office	sure	11:18:15 PM
Shashwat Verma	Also confirm me the email address on which you are not getting the same?	11:18:41 PM
office	it's not in spam.	11:19:29 PM
	if you put two email addresses in the "To" field in QB it is only the first entry that gets an email	11:20:06 PM
Shashwat Verma	Yes, I got your issue, just wondering that both email addresses are the same at the both attempt on which the email is not getting received.	11:20:46 PM
office	good point. i just checked another email that went out	11:22:28 PM
	to external folks	11:22:39 PM
	and that one seemed to go out fine	11:22:50 PM
	its just when max@mermanusa.com and rudi@mermanusa.com are in the To does it not work properly	11:23:18 PM
Shashwat Verma	So that might be the issue with this email address	11:23:19 PM
office	well it works fine normally	11:23:36 PM
Shashwat Verma	Okay	11:23:41 PM
	Shall I consider that your issue is resolved?	11:24:01 PM
office	and i often need to email both of these guys together. maybe i'll try cc ing them next time	11:24:38 PM
Shashwat Verma	Yes	11:24:49 PM
office	sure you can consider issue resolved	11:24:53 PM
Shashwat Verma	Thanks	11:24:56 PM
	Is there anything else I may help you with ?	11:24:59 PM
	Are we still connected here?	11:26:32 PM
	As per discussion over the remote session, The issue is resolved by using another email	11:28:53 PM

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

11:28:55 PM

*Shashwat Verma has ended this chat session*

11:28:57 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

10 Sep, 3:58:26 AM

**#81360 paul henriquez**

**Email:** paul.henriquez@firgospaper.com 1 72117215208853

**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:** 24 Secs

**City:** ?

**State:** Sint Maarten

**Country:** SINT MAARTEN

## Chat Transcript

Chat Duration : 4 Mins 10 Secs

paul henriquez	Hello, I am your Acebuddy	10 Sep, 3:58:26 AM
Acebuddy	Hello Paul Henriquez, I'm your Ace Buddy. I'll be happy to assist you!	3:58:27 AM
	Whom Would You Like to Connect With?	3:58:27 AM
paul henriquez	Technical Support (QB & App Hosting)	3:58:38 AM
Acebuddy	Welcome to Ace Support.	3:58:38 AM
	Please chose an option :	3:58:38 AM
paul henriquez	I'd like to report an Issue	3:58:44 AM
Acebuddy	Please select an option!	3:58:44 AM
paul henriquez	Other Issue	3:58:49 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:58:49 AM

paul henriquez	Need to do a reboot after a QB update	3:59:06 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:59:07 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:59:07 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	3:59:21 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	3:59:33 AM
	Hello Paul , It's good to see you again.	3:59:58 AM
paul henriquez	Hi Anjainay, Ready to do that reboot now	4:00:13 AM
Anjainay Singh	Sure , please allow me one minute so that I can reboot our server now.	4:00:47 AM
paul henriquez	OK thanks	4:00:56 AM
Anjainay Singh	I have rebooted the server.	4:01:43 AM
	Paul Henriquez, Is there anything else I may help you with?	4:01:48 AM
paul henriquez	That's all for this evening. Thanks Anjainay	4:02:09 AM
Anjainay Singh	Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji to share your positive feedback	4:02:12 AM
	I will also share the ticket id with you over the mail once this chat is disconnected.	4:02:25 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:02:30 AM
paul henriquez	will do, thank you	4:02:33 AM
	<i>Anjainay Singh has ended this chat session</i>	4:02:37 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

9 Sep, 3:07:21 AM

**#81300 George Fowler**

**Email:** gpmfowler@gmail.com 8478991763

**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:** 10 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Hour 21 Mins

George Fowler	Hello, I am your Acebuddy	9 Sep, 3:07:22 AM
Acebuddy	Hello Gpmfowler, I'm your Ace Buddy. I'll be happy to assist you!	3:07:23 AM
	Whom Would You Like to Connect With?	3:07:23 AM
George Fowler	Technical Support (QB & App Hosting)	3:07:29 AM
Acebuddy	Welcome to Ace Support.	3:07:29 AM
	Please chose an option :	3:07:29 AM
George Fowler	I'd like to report an Issue	3:07:34 AM
Acebuddy	Please select an option!	3:07:34 AM
George Fowler	QuickBooks Issue	3:07:38 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:07:39 AM
George Fowler	Other QB related issue	3:07:50 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:07:50 AM
George Fowler	company file syncing issues	3:14:32 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:14:32 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:14:33 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	3:15:08 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	3:15:12 AM
	I deeply apologize for the inconvenience caused to you.	3:15:49 AM
	Is this for account: <b>Candlelite</b> ?	3:16:06 AM
George Fowler	yes	3:16:36 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	3:16:51 AM
George Fowler	please send remote session and i will show you the issue	3:17:02 AM
	all of my items are closed, go ahead	3:17:09 AM
Abhay Kumar Saraswat	Sure.	3:17:12 AM

	Kindly allow me a minute.	3:17:28 AM
George Fowler	ok	3:17:32 AM
Abhay Kumar Saraswat	<a href="https://assist.acecloudhosting.com/join/7932036203">https://assist.acecloudhosting.com/join/7932036203</a>	3:17:45 AM
	Kindly paste this link in the browser of local computer and join the session.	3:17:49 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.	3:20:03 AM
	I'm still connected with Fran on remote session.	4:03:53 AM
	Thank you for your patience.	4:25:18 AM
	Are we connected here?	4:25:53 AM
	Are we still connected here?	4:26:41 AM
	Are we still connected here?	4:28:29 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.	4:29:09 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	4:29:12 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

25 Sep, 11:59:13 AM

**#81937 Tushar**

**Email:** info.alphaconsultancy01@gmail.com

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 43 Secs

**City:** AHMEDABAD

**State:** Madhya Pradesh

**Country:** INDIA

## Chat Transcript

Chat Duration : 54 Mins 1 Sec

Tushar	Hello, I am your Acebuddy	25 Sep, 11:59:14 AM
Acebuddy	Hello Tushar, I'm your Ace Buddy. I'll be happy to assist you!	11:59:15 AM
	Whom Would You Like to Connect With?	11:59:15 AM
Tushar	Technical Support (QB & App Hosting)	11:59:30 AM
Acebuddy	Welcome to Ace Support.	11:59:30 AM
	Please chose an option :	11:59:31 AM
Tushar	I'd like to report an Issue	11:59:43 AM
Acebuddy	Please select an option!	11:59:43 AM
Tushar	Other Issue	11:59:48 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:59:48 AM
Tushar	RDP getting disconnected	12:00:15 PM
Acebuddy	Please wait while we connect you to a Support Representative	12:00:15 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:00:15 PM
	<i>Rohan accepted the chat transfer request.</i>	12:00:28 PM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	12:00:32 PM
	Hello Tushar, how are you doing today ?	12:00:46 PM
Tushar	Hello Rohan, I am fine how are you?	12:01:04 PM
Rohan	That's Great. I'm good too, thanks for asking	12:01:49 PM
	I will surely help you with this issue.	12:01:54 PM
	May I take the remote access of your local computer?	12:01:57 PM
Tushar	Yes, please...	12:02:12 PM
Rohan	This message has been deleted	12:02:36 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	12:02:44 PM
Tushar	Done	12:02:58 PM
Rohan	Tushar, could you please clarify whether you are unable to access the server at all or if it keeps disconnecting?	12:05:36 PM
Tushar	Let me show you the problem	12:06:55 PM
Rohan	Please confirm the server name once	12:06:57 PM
Tushar	107.191.181.232	12:08:03 PM
	ActiveTele1.myrealdatal.net	12:08:09 PM

	myrealdata\VibhutiD	12:08:14 PM
Rohan	Now I got everything I needed	12:08:22 PM
	Thanks for the confirmation !	12:08:27 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.	12:08:29 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.	12:53:15 PM

*Ended due to chat idle timeout*

12:53:16 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

23 Sep, 8:19:50 PM

#### #81843 Anna

**Email:** lightboxbooks@gmail.com +639569501228

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

**Operator:** Sujeeet Kumar Suman

**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:** SAN JOSE

**State:** Laguna

**Country:** PHILIPPINES

### Chat Transcript

Chat Duration : 23 Mins 9 Secs

Anna	Hello, I am your Acebuddy	23 Sep, 8:19:51 PM
Acebuddy	Hello Anna, I'm your Ace Buddy. I'll be happy to assist you!	8:19:52 PM
	Whom Would You Like to Connect With?	8:19:52 PM
Anna	Technical Support (QB & App Hosting)	8:20:01 PM

Acebuddy	Welcome to Ace Support.	8:20:01 PM
	Please chose an option :	8:20:01 PM
Anna	I'd like to raise a Request	8:20:11 PM
Acebuddy	Please select your request type.	8:20:11 PM
Anna	Other Request	8:20:21 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.	8:20:21 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:20:21 PM
Anna	Yes, I'm facing issues with my server	8:20:28 PM
Acebuddy	Please select an option!	8:20:28 PM
Anna	QuickBooks Issue	8:20:33 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:20:33 PM
Anna	Other QB related issue	8:20:42 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:20:42 PM
Anna	invoicing and payments	8:21:06 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:21:07 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:21:08 PM
	<i>Arun Sharma declined the transfer request.</i>	8:21:39 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:22:55 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	8:23:00 PM
Anna	Hi Sujeet, this is my ticket 771998	8:23:16 PM
Sujeet Kumar Suman	Hello Anna	8:23:16 PM
	Let me check that for you.	8:23:36 PM
Anna	ok	8:24:37 PM
Sujeet Kumar Suman	Thank you for your patience.	8:26:29 PM
	We have received your email. Could you please elaborate on the confirmation you require?	8:26:35 PM
Anna	Our company wants to receive payments by quickbooks	8:27:13 PM
	is it supported by our current version?	8:27:23 PM
	we haven't use the features of invoicing and receiving payments before , so I just want to learn about it	8:28:10 PM
	we have customers wants to pay by credit cards	8:29:07 PM
Sujeet Kumar Suman	We have checked and found that your QuickBooks version does support payments.	8:29:59 PM

Anna	that's great	8:30:16 PM
	So is the process like this, I will make an invoice 1st then upon payments, I will record it on the received payment correct?	8:30:57 PM
Sujeet Kumar Suman	Yes you can do it,	8:32:02 PM
Anna	Quickbooks is for recording m but just want to know, when if it is credit card, how does it goes or process? Will it go to bank too?	8:32:04 PM
Sujeet Kumar Suman	Since we are not trained on the internal features of QuickBooks, it would be best to contact Intuit directly for expert guidance.	8:33:03 PM
Anna	ok	8:34:33 PM
	nobody knows about it?	8:34:43 PM
Sujeet Kumar Suman	Intuit Support will surely have more information regarding this concern.	8:35:45 PM
Anna	Because when we subscribe this they said they can support us because if in Intuit it will take time to get support from them	8:35:57 PM
Sujeet Kumar Suman	Kindly allow me to check with a senior to assist you with your concern.	8:37:53 PM
Anna	ok thanks	8:38:04 PM
Sujeet Kumar Suman	Thank you for your patience.	8:41:32 PM
	As much as I would like to assist, our senior team has also advised that you please connect with Intuit Support using your license details. They will be able to help you with any account-related concerns.	8:41:33 PM
Anna	ok	8:41:48 PM
Sujeet Kumar Suman	Is there anything else I may help you with ?	8:42:00 PM
Anna	that's all	8:42:07 PM
Sujeet Kumar Suman	Thanks for the confirmation !	8:42:14 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:42:21 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	8:42:25 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Sujeet Kumar Suman has ended this chat session</i>	8:43:01 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

24 Sep, 3:55:25 AM

### #81875 Mayank Patel

Email: ramalodging@gmail.com ☎ 12089213694

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: BOISE

State: Idaho

Country: UNITED STATES

## Chat Transcript

Chat Duration : 34 Mins 50 Secs

Mayank Patel	Hello, I am your Acebuddy	24 Sep, 3:55:26 AM
Acebuddy	Hello Mayank Patel, I'm your Ace Buddy. I'll be happy to assist you!	3:55:27 AM
	Whom Would You Like to Connect With?	3:55:27 AM
Mayank Patel	Technical Support (QB & App Hosting)	3:55:28 AM
Acebuddy	Welcome to Ace Support.	3:55:28 AM
	Please chose an option :	3:55:28 AM
Mayank Patel	I'd like to raise a Request	3:56:39 AM
Acebuddy	Please select your request type.	3:56:39 AM
Mayank Patel	Setup Ace Server	3:56:44 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	3:56:44 AM
Mayank Patel	MacOS	3:56:48 AM
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.	3:56:48 AM
	Do you need any further assistance on the topic?	3:56:48 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance,	

Kindly re-initiate the chat.

4:30:16 AM

*Ended due to chat idle timeout*

4:30:16 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

17 Sep, 8:25:39 PM

### #81637 Rachel

**Email:** accounting@vbnet-works.com 12508021185

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 22 Secs

**City:** VICTORIA

**State:** British Columbia

**Country:** CANADA

## Chat Transcript

Chat Duration : 12 Mins 18 Secs

Rachel	Hello, I am your Acebuddy	17 Sep, 8:25:40 PM
Acebuddy	Hello Rachel, I'm your Ace Buddy. I'll be happy to assist you!	8:25:41 PM
	Whom Would You Like to Connect With?	8:25:41 PM
Rachel	Technical Support (QB & App Hosting)	8:25:50 PM
Acebuddy	Welcome to Ace Support.	8:25:50 PM
	Please chose an option :	8:25:50 PM
Rachel	I'd like to report an Issue	8:25:57 PM
Acebuddy	Please select an option!	8:25:57 PM
Rachel	Other Issue	8:26:07 PM
Acebuddy		

	Please specify the issue you are facing before I connect you to an available support representative!	8:26:07 PM
Rachel	agent	8:26:15 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:26:16 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:26:16 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:26:37 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:26:41 PM
Rachel	Hello, I've responded to my ticket # 769001, and I just want to make sure you've received my response.	8:26:44 PM
Manish Singh	Kindly allow me two minutes to check the same.	8:26:52 PM
Rachel	by email	8:26:52 PM
	sure	8:26:55 PM
Manish Singh	Yes, we have received your email and we have made the necessary changes from the backend too kindly check if the issue is resolved.	8:27:44 PM
Rachel	ok, hold on I'll check now	8:28:00 PM
Manish Singh	Yes, please take your time.	8:28:13 PM
Rachel	Just another couple mins sorry	8:31:20 PM
Manish Singh	No problem	8:31:30 PM
	May I know if the issue is resolved?	8:34:50 PM
Rachel	Seems like its resolved. Thanks	8:35:00 PM
Manish Singh	Is there anything else I may assist you with? (Edited)	8:35:57 PM
	Are we still connected here?	8:36:35 PM
	Are we still connected here?	8:37:08 PM
Rachel	no thats it thanks	8:37:35 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	8:37:48 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:37:54 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	8:37:57 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

24 Sep, 8:49:15 PM

### #81897 kendrakphillips

**Email:** kendrakphillips@gmail.com ☎ 9038261554

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

**Operator:** Vikas Singh Chauhan

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 34 Secs

**City:** ROUND ROCK

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 10 Mins 4 Secs

kendrakphillips	Hello, I am your Acebuddy	24 Sep, 8:49:16 PM
Acebuddy	Hello Kendrakphillips, I'm your Ace Buddy. I'll be happy to assist you!	8:49:17 PM
	Whom Would You Like to Connect With?	8:49:17 PM
kendrakphillips	Technical Support (QB & App Hosting)	8:49:20 PM
Acebuddy	Welcome to Ace Support.	8:49:20 PM
	Please chose an option :	8:49:20 PM
kendrakphillips	I'd like to report an Issue	8:49:25 PM
Acebuddy	Please select an option!	8:49:25 PM
kendrakphillips	QuickBooks Issue	8:49:30 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:49:30 PM
kendrakphillips	Other QB related issue	8:49:36 PM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:49:36 PM
	<i>8:49:44 PM kendrakphillips is sharing a file with you</i> <a href="#"><u>PNG image.png</u></a> - ( Size:71.63 KB )	8:49:44 PM
	Please wait while we connect you to a Support Representative	8:49:44 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:49:44 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	8:49:52 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	8:50:14 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:51:20 PM
kendrakphillips	QBNXTPRE1.myrealdata.net KendraPh.NPRE1	8:51:41 PM
Vikas Singh Chauhan	Thanks for the confirmation !	8:52:56 PM
	Kindly allow me two minutes to check the same.	8:53:20 PM
	There was service of Quickbook database which was stuck, it is running now. Please close the Quickbook, reopen it and check if the you are able to open company file.	8:54:49 PM
	Are we still connected here?	8:56:17 PM
kendrakphillips	yes i'm working on it now	8:56:25 PM
Vikas Singh Chauhan	Okay, let me know if it still doesn't work ?	8:57:21 PM
kendrakphillips	It was just taking a long time to load QB. It's logging in now so please hold on	8:57:43 PM
Vikas Singh Chauhan	Sure	8:57:54 PM
kendrakphillips	Okay, it appears to be good now	8:58:21 PM
Vikas Singh Chauhan	Great !!	8:58:46 PM
	Is there anything else I may help you with ?	8:58:51 PM
kendrakphillips	That's it for now, thank you	8:58:58 PM
Vikas Singh Chauhan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	8:59:12 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	8:59:17 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Vikas Singh Chauhan has ended this chat session</i>	8:59:21 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

14 Sep, 11:28:47 PM

### #81521 Victor

**Email:** taxmanager@fintaxcpas.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:** 24 Secs

**City:** SHILAJ

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

Chat Duration : 30 Mins 48 Secs

Victor	Hello, I am your Acebuddy	14 Sep, 11:28:48 PM
Acebuddy	Hello Victor, I'm your Ace Buddy. I'll be happy to assist you!	11:28:49 PM
	Whom Would You Like to Connect With?	11:28:49 PM
Victor	Managed IT	11:28:59 PM
Acebuddy	Please wait while we connect you to an available Representative.	11:28:59 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:28:59 PM
	<i>Moin Latief accepted the chat transfer request.</i>	11:29:12 PM
Victor	Hi Moin,	11:29:23 PM
Moin Latief	Thank you for contacting Ace cloud Hosting. My name is Moin. How may i assist you?	11:29:57 PM
Victor	I'm facing very slow connection for assigned RDC for which computer name is 'fintax.myreldata.net'.	11:31:11 PM
Moin Latief	I can help you with that, may i please have your company name first?	11:31:21 PM
Victor	computer name is 'fintax.myreldata.net'.	11:31:57 PM

Moin Latief	You have contacted VDI support. Kindly allow me to transfer your chat to the concerned department.	11:32:17 PM
Victor	Okay, fine	11:32:39 PM
	<i>Moin Latief is transferring the chat to Support(QB &amp; App Hosting).</i>	11:32:59 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:33:20 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:33:26 PM
	Hello Victor	11:33:31 PM
Victor	We have also connect, yesterday for one of my another user computer, I'm facing same issue with RDP connection assign to me 'fintax.myrealdata.net'.	11:34:19 PM
	Can you please help to resolve the same?	11:34:26 PM
Shashwat Verma	I will surely help you with this issue.	11:34:39 PM
	May I take the remote access of your local computer?	11:35:32 PM
Victor	Sure	11:35:50 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	11:35:55 PM
	<a href="https://assist.acecloudhosting.com/join/4392935872">https://assist.acecloudhosting.com/join/4392935872</a>	11:36:20 PM
	Kindly Click on the link and open the downloaded file.	11:36:23 PM
Victor	lol, I'm currently unable to open anything! So there's nothing to close down	11:36:39 PM
	Okay	11:36:43 PM
Shashwat Verma	We'll get this fixed for sure (Edited)	11:37:04 PM
	As per the remote session we have rebooted your local pc	11:59:35 PM
	<i>Shashwat Verma has ended this chat session</i>	11:59:37 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Sep, 9:51:59 PM

#81546 catherine.cochran

Email: catherine.cochran@titanagllc.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:** MEDINA

**State:** Tennessee

**Country:** UNITED STATES

Chat Duration : 3 Mins 30 Secs

## Chat Transcript

catherine.cochran	Hello, I am your Acebuddy	15 Sep, 9:52:00 PM
Acebuddy	Hello Catherine.cochran, I'm your Ace Buddy. I'll be happy to assist you!	9:52:01 PM
	Whom Would You Like to Connect With?	9:52:01 PM
catherine.cochran	Technical Support (QB & App Hosting)	9:52:24 PM
Acebuddy	Welcome to Ace Support.	9:52:24 PM
	Please chose an option :	9:52:24 PM
catherine.cochran	I'd like to report an Issue	9:52:31 PM
Acebuddy	Please select an option!	9:52:31 PM
catherine.cochran	QuickBooks Issue	9:52:35 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:52:35 PM
catherine.cochran	QuickBooks is Frozen	9:52:41 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	9:52:41 PM
	Was that helpful?	9:52:41 PM
catherine.cochran	Yes	9:55:30 PM
Acebuddy	I'm glad to hear that! Should you need further assistance, please do not hesitate to reach out to me!	9:55:30 PM
	<i>Acebuddy has ended this chat session</i>	9:55:30 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #81206 Corey Skolnick

**Email:** cskolnick@skolnickcpa.comj

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

**Operator:** Sujeeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 59 Secs

**City:** RALEIGH

**State:** North Carolina

**Country:** UNITED STATES

Chat Duration : 1 Hour 11 Mins

## Chat Transcript

Corey Skolnick	Hello, I am your Acebuddy	5 Sep, 9:11:53 PM
Acebuddy	Hello Corey Skolnick, I'm your Ace Buddy. I'll be happy to assist you!	9:11:54 PM
	Whom Would You Like to Connect With?	9:11:54 PM
Corey Skolnick	Technical Support (QB & App Hosting)	9:12:03 PM
Acebuddy	Welcome to Ace Support.	9:12:03 PM
	Please chose an option :	9:12:03 PM
Corey Skolnick	I'd like to report an Issue	9:12:14 PM
Acebuddy	Please select an option!	9:12:14 PM
	Please specify the issue you are facing before I connect you to an available support representative!	9:12:21 PM
Corey Skolnick	Other Issue	9:12:21 PM
	I am in my network and have 2 programs open and it appears my environment/network froze. For reference my user name is cskolnick@skolnickcpa.com	9:13:24 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:13:24 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:13:24 PM
Corey Skolnick	sorry my username is coreyskolnick@myrealdata.net	9:14:05 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	9:14:11 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeeet Kumar Suman. I will be assisting you today.	9:14:16 PM
	Hello Corey	9:14:20 PM
Corey Skolnick	Hi	9:14:54 PM
Sujeet Kumar Suman		

	How are you doing?	9:15:04 PM
Corey Skolnick	ok thank you	9:15:34 PM
Sujeet Kumar Suman	I will be surely assisting you with this.	9:16:05 PM
Corey Skolnick	thank you	9:16:28 PM
Sujeet Kumar Suman	Could you please confirm are you on facing thiaAre you the only one experiencing this issue, or are others affected as well?s pro	9:16:40 PM
	Most welcome.	9:16:47 PM
Corey Skolnick	yes I checked with another team member and they are not having the issue. I believe what is occurring is adobe software is open and I can't seem to access it and I have to close down adobe to access my other program 2024 UltraTax CS. If there is a way you can close down the adobe app on my network that might do the trick. Thank you	9:18:38 PM
Sujeet Kumar Suman	Thank you for the information.	9:19:03 PM
	We closed Adobe from the backend. Please check and confirm if the issue persists	9:19:55 PM
Corey Skolnick	yes the issue did in fact resolve. Do you know why I couldn't access adobe to close it down?	9:20:35 PM
Sujeet Kumar Suman	May I take remote access to your server to check the issue?	9:21:16 PM
Corey Skolnick	one second let me close down a program I will let you know when I'm ready	9:21:39 PM
Sujeet Kumar Suman	Sure, please take your time	9:21:42 PM
Corey Skolnick	ok I'm ready now	9:23:22 PM
Sujeet Kumar Suman	Thanks for the confirmation !	9:23:38 PM
	Kinldy approve	9:23:42 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.	9:24:15 PM
Corey Skolnick	hi where you able to take over? could you see the issue when logging in?	9:27:54 PM
	where/were	9:27:59 PM
Sujeet Kumar Suman	Please stay connected; we are working on this from the backend.	9:28:27 PM
Corey Skolnick	ok thanks	9:29:55 PM
Sujeet Kumar Suman	Please stay connected; we are working on this from the backend. Thank you in advance for your patience	9:36:18 PM
Corey Skolnick	sorry my computer timed out	9:36:40 PM
Sujeet Kumar Suman	Thank you for your patience.	9:40:35 PM
Corey Skolnick	thank you	9:40:42 PM
Sujeet Kumar Suman	Could you please check and confirm if you are still facing the issue? We have made some changes from the backend.	9:41:13 PM
Corey Skolnick	ok i have to log into my tax software program and open up sensitive information can you or your team	9:42:30 PM

	members still see my computer?	
Sujeet Kumar Suman	No, we are not connected to your server remotely, so we are unable to view your screen at this time.	9:43:17 PM
	Could you please confirm whether this is the first time you are experiencing this issue, or if it has occurred in the past as well?	9:43:32 PM
Corey Skolnick	the issue being not able to close down adobe?	9:47:10 PM
	so it just happen again. I believe I know what the issue is I minimized adobe but now I cannot open it up again to close it down. It's possible there is something wrong with my settings but you would need to shut down adobe again. Please confirm when completed	9:50:57 PM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	9:51:11 PM
	We are continuing to work on your issue remotely. Please stay connected on chat.	9:51:20 PM
	Thank you for your patience.	9:57:27 PM
Corey Skolnick	ok thanks	9:57:34 PM
Sujeet Kumar Suman	To implement the changes, the server needs to be restarted.	9:58:00 PM
	Kinldy log out from server please.	10:00:52 PM
Corey Skolnick	ok i just logged off now logging back in	10:02:35 PM
Sujeet Kumar Suman	Thanks for the confirmation !	10:03:39 PM
	We will inform you as soon as the server is turned back on.	10:04:25 PM
Corey Skolnick	sorry I thought all I had to do was log off and then log back in is that not correct?	10:05:15 PM
Sujeet Kumar Suman	It's okay.	10:05:43 PM
	Could you please confirm whether you are using Adobe Reader or Adobe Acrobat on the server?	10:06:20 PM
Corey Skolnick	I believe its Reader	10:06:40 PM
Sujeet Kumar Suman	Thanks for the confirmation !	10:06:46 PM
Corey Skolnick	please let me know when I can log back in. thanks	10:11:37 PM
Sujeet Kumar Suman	We really appreciate your patience, and thank you for your cooperation with us.	10:11:58 PM
	Sure, we will. (Edited)	10:12:03 PM
	This message has been deleted	10:15:04 PM
Corey Skolnick	I believe you already asked me that question and I said I believe it's Reader. Is there an issue?	10:15:55 PM
Sujeet Kumar Suman	That's why we updated the application, and we have also followed the procedure to identify the main reason for the server freezing	10:17:09 PM
Corey Skolnick	so sorry confused by your comment. What I meant was why did you ask me the same question twice. Was confused by the duplicate question	10:18:30 PM
Sujeet Kumar Suman	Sorry for misunderstanding.	10:19:19 PM
	We have updated the Adobe application from the backend. Please log into the server and let us know if you are still facing the issue.	10:19:20 PM

Corey Skolnick	ok I will log in and see if the issue is still occurring	10:20:00 PM
Sujeet Kumar Suman	Sure, please confirm.	10:20:25 PM
Corey Skolnick	it is now working there are no issues. thank you.	10:22:48 PM
Sujeet Kumar Suman	Thanks for the confirmation !	10:22:58 PM
	Is there anything else I may help you with ?	10:23:01 PM
Corey Skolnick	no I think that's it	10:23:10 PM
Sujeet Kumar Suman	Thanks for the confirmation !	10:23:21 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.	10:23:26 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:23:30 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	10:23:33 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Sujeet Kumar Suman has ended this chat session</i>	10:23:35 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

8 Sep, 10:31:39 PM

**#81269 Deb Morton**

**Email:** deb@dohertyelectric.com 12083434787

**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:** 2 Mins 13 Secs

**City:** WEST JORDAN

**State:** Utah

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 43 Mins 39 Secs

Deb Morton	Hello, I am your Acebuddy	8 Sep, 10:31:40 PM
Acebuddy	Hello Deb Morton, I'm your Ace Buddy. I'll be happy to assist you!	10:31:40 PM
	Whom Would You Like to Connect With?	10:31:40 PM
Deb Morton	Technical Support (QB & App Hosting)	10:31:43 PM
Acebuddy	Welcome to Ace Support.	10:31:43 PM
	Please chose an option :	10:31:43 PM
Deb Morton	I'd like to report an Issue	10:31:48 PM
Acebuddy	Please select an option!	10:31:48 PM
Deb Morton	QuickBooks Issue	10:31:52 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:31:52 PM
Deb Morton	QuickBooks Login Issue	10:31:56 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	10:31:57 PM
	Was that helpful?	10:31:57 PM
Deb Morton	No	10:32:00 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	10:32:00 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:32:00 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	10:32:04 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	10:32:16 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:32:28 PM
Deb Morton	Hello - I am trying to log into QB and getting Error 6189-816	10:32:35 PM
Yash Kalra	Deb, I will be surely assisting you with this. Kindly help me with your server name and user name?	10:33:09 PM
Deb Morton	myrealdatal/mikebas	10:33:23 PM
	We just had someone get it set up on a new computer and now I can't get logged into it, I get that error	10:34:01 PM
Yash Kalra	Kindly allow me two minutes to check the same.	10:34:19 PM

	Deb, upon checking everything seems to be fine from our end. Please check and let us know if this issue is occurring for a single user or for all the users on the server.	10:38:32 PM
Deb Morton	I switched it to multi user and still get that error message	10:39:06 PM
	I restarted the computer and still have the issue.	10:39:17 PM
Yash Kalra	May I take the remote access of your local computer?	10:39:24 PM
Deb Morton	yes	10:39:28 PM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	10:39:31 PM
Deb Morton	done did	10:39:37 PM
Yash Kalra	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/4022241572">https://assist.acecloudhosting.com/join/4022241572</a>	10:39:47 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:40:59 PM
	Deb, just entering some text to keep this chat window open.	10:56:57 PM
Deb Morton	ok	10:57:07 PM
Yash Kalra	Deb, we assisted you with the QB file logging issue Is there anything else I may help you with ?	11:14:47 PM
Deb Morton	that was it, thank you so much	11:15:03 PM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	11:15:05 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:15:13 PM
Deb Morton	ok	11:15:14 PM
Yash Kalra	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	11:15:15 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Yash Kalra has ended this chat session</i>	11:15:19 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

8 Sep, 3:57:39 PM

### #81259 krisika

**Email:** krisika@hkidata.com 7383092838

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

**Operator:** Vikas Singh Chauhan

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 1 Min 11 Secs

**City:** BORSAD

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

Chat Duration : 29 Mins 7 Secs

krisika	Hello, I am your Acebuddy	8 Sep, 3:57:40 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	3:57:41 PM
	Whom Would You Like to Connect With?	3:57:41 PM
krisika	Technical Support (QB & App Hosting)	3:57:56 PM
Acebuddy	Welcome to Ace Support.	3:57:56 PM
	Please chose an option :	3:57:56 PM
krisika	I'd like to report an Issue	3:58:02 PM
Acebuddy	Please select an option!	3:58:02 PM
krisika	Other Issue	3:58:31 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:58:31 PM
krisika	Hi	3:59:02 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:59:03 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:59:03 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	3:59:09 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	3:59:23 PM

krisika	Server in work process speed very slow in all users	4:00:21 PM
Vikas Singh Chauhan	I deeply apologize for the inconvenience caused to you.	4:00:56 PM
krisika	U can proceed the server reboot	4:01:53 PM
Vikas Singh Chauhan	Sure, I can help with that. Let me look into it for you.	4:02:08 PM
krisika	Ok	4:03:02 PM
Vikas Singh Chauhan	Kindly allow me 2-3 minutes, connecting to the server.	4:03:29 PM
krisika	Ok	4:03:38 PM
Vikas Singh Chauhan	Is it the server Priorware or Priorwaresite2 ?	4:05:18 PM
krisika	Priorware.myrealdata.net	4:05:42 PM
Vikas Singh Chauhan	Thanks for the confirmation !	4:06:44 PM
	I am on the server now, allow me 2 more minutes.	4:08:17 PM
krisika	Okay	4:08:40 PM
Vikas Singh Chauhan	While I check the details could you please help me with below four question to isolate this slowness on the server.	4:08:50 PM
	Is the entire server slow, or only a specific application, file, or task?	
	When did the slowness start?	4:08:51 PM
	Is the slowness constant, or does it happen at specific times?	
	Were there any recent changes (e.g., software updates, configuration changes)?	
krisika	Entire server	4:12:09 PM
	Saturday	4:12:29 PM
	Server reboot proceed done	4:16:34 PM
	Thank you	4:16:37 PM
Vikas Singh Chauhan	Yes, it is done now.	4:16:58 PM
	Shall I take the remote of the local computer to check if there is any issue with the internet locally ?	4:17:42 PM
krisika	Internet properly	4:18:36 PM
Vikas Singh Chauhan	Okay, Great. would you like me to connect remotely to your system and check if the server is responding normally after reboot.	4:20:15 PM
krisika	Server properly work	4:21:22 PM
	Thank you	4:21:24 PM
Vikas Singh Chauhan	Thank you Krisika, in order to isolate the issue and fix it permanently, I would need to connect to computer and see the server remotely from there. Would you like me to do it now ?	4:23:49 PM
krisika	No	4:25:30 PM
	Thank you	4:25:33 PM
	Proper work	4:25:40 PM

Vikas Singh Chauhan	No worries. Is there anything else I may assist you with ?	4:26:14 PM
krisika	I am work	4:26:17 PM
	No	4:26:27 PM
	Thank you	4:26:31 PM
Vikas Singh Chauhan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:26:34 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	4:26:39 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!	4:26:44 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	

*Vikas Singh Chauhan has ended this chat session*

4:26:48 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

6 Sep, 12:19:48 AM

#### #81216 Zoey Zhang

**Email:** zoey@alsetinternational.com ☎ 3019703942

**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:** 22 Secs

**City:** GREAT FALLS

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 48 Mins 51 Secs

Zoey Zhang	Hello, I am your Acebuddy	6 Sep, 12:19:49 AM
Acebuddy	Hello Zoey Zhang, I'm your Ace Buddy. I'll be happy to assist you!	12:19:49 AM
	Whom Would You Like to Connect With?	12:19:49 AM
Zoey Zhang	Technical Support (QB & App Hosting)	12:35:28 AM
Acebuddy	Welcome to Ace Support.	12:35:28 AM
	Please chose an option :	12:35:28 AM
Zoey Zhang	I'd like to report an Issue	12:35:34 AM
Acebuddy	Please select an option!	12:35:34 AM
Zoey Zhang	Other Issue	12:35:43 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:35:43 AM
	<i>12:37:02 AM Zoey Zhang is sharing a file with you <a href="#">Remote Desk Connection issue.JPG</a> - ( Size:20.12 KB )</i>	12:37:02 AM
	Please wait while we connect you to a Support Representative	12:37:03 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:37:03 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	12:37:08 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	12:37:24 AM
Zoey Zhang	Hi Anjaninay, I was not able to connect to the remote desk	12:38:19 AM
Anjainay Singh	I understand your occurring issue and assure you the best resolution.	12:38:27 AM
	Could you please confirm since when you are not able to connect to server?	12:38:57 AM
Zoey Zhang	I don't remember when I logged in last time (maybe a couple of days ago), but I was not able to connect about 30 min ago.	12:40:59 AM
Anjainay Singh	No worries Zoey .	12:41:18 AM
	May I take the remote access of your local computer?	12:41:22 AM
Zoey Zhang	ok	12:41:39 AM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	12:41:45 AM
	<a href="https://assist.acecloudhosting.com/join/9552111182">https://assist.acecloudhosting.com/join/9552111182</a>	12:42:01 AM
	Please copy the URL at your local machine browser and download the remote.exe file.	12:42:30 AM
	The file will be downloaded in your desktop folder.	12:42:50 AM
	You need to click on file and select accept and continue.	12:43:10 AM
	We are connected Zoey.	12:43:50 AM

	Please stay connected here as well.	12:49:55 AM
Zoey Zhang	OK	12:50:17 AM
Anjainay Singh	I am working on it.	12:51:54 AM
	You may try to login again.	12:52:19 AM
	Please login with the new RDP created at your desktop.	12:52:44 AM
	Are we still connected here?	12:54:20 AM
Zoey Zhang	Yes	12:54:44 AM
	Could you guide me how to?	12:54:51 AM
Anjainay Singh	Sure.	12:55:14 AM
	Please stay connected.	1:01:14 AM
	Zoey Zhang, Is there anything else I may help you with?	1:07:17 AM
Zoey Zhang	That's it .	1:07:33 AM
	Thank you!	1:07:35 AM
Anjainay Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	1:07:40 AM
Zoey Zhang	ok	1:07:54 AM
Anjainay Singh	I will also share the ticket id with you over the mail once this chat is disconnected.	1:07:57 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:08:02 AM
Zoey Zhang	How to disconnect?	1:08:08 AM
	Zoho Assist?	1:08:21 AM
Anjainay Singh	I will disconnect the remote and chat session at my end.	1:08:24 AM
Zoey Zhang	Alright. Thanks!	1:08:34 AM
	<i>Anjainay Singh has ended this chat session</i>	1:08:40 AM



# Chat Transcript

Hello, I am your Acebuddy

**#81686 Tim Nelson**

**Email:** sales@superiorsalesdist.com  17343557260

**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:** ADRIAN

**State:** Michigan

**Country:** UNITED STATES

Chat Duration : 47 Secs

### Chat Transcript

Tim Nelson	Hello, I am your Acebuddy	18 Sep, 8:33:08 PM
Acebuddy	Hello Tim Nelson, I'm your Ace Buddy. I'll be happy to assist you!	8:33:09 PM
	Whom Would You Like to Connect With?	8:33:09 PM
Tim Nelson	Technical Support (QB & App Hosting)	8:33:17 PM
Acebuddy	Welcome to Ace Support.	8:33:17 PM
	Please chose an option :	8:33:17 PM
Tim Nelson	I'd like to raise a Request	8:33:26 PM
Acebuddy	Please select your request type.	8:33:26 PM
	Please select your desired option!	8:33:31 PM
Tim Nelson	Change in Users	8:33:31 PM
	User Removal	8:33:35 PM
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	8:33:35 PM
	Do you need any further assistance on the topic?	8:33:35 PM
Tim Nelson	No	8:33:55 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	8:33:55 PM
	<i>Acebuddy has ended this chat session</i>	8:33:56 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

20 Sep, 1:06:27 AM

### #81735 Roberto

**Email:** roberto@lopezramoscpa.com 17873096343

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 6 Secs

**City:** SAN JUAN

**State:** Puerto Rico

**Country:** PUERTO RICO

## Chat Transcript

Chat Duration : 10 Mins 26 Secs

Roberto	Hello, I am your Acebuddy	20 Sep, 1:06:28 AM
Acebuddy	Hello Roberto, I'm your Ace Buddy. I'll be happy to assist you!	1:06:29 AM
	Whom Would You Like to Connect With?	1:06:29 AM
Roberto	Technical Support (QB & App Hosting)	1:06:37 AM
Acebuddy	Welcome to Ace Support.	1:06:37 AM
	Please chose an option :	1:06:37 AM
Roberto	I'd like to raise a Request	1:06:44 AM
Acebuddy	Please select your request type.	1:06:44 AM
Roberto	Other Request	1:06:55 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	1:06:55 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:06:55 AM
Roberto	Yes, I'm facing issues with my server	1:07:09 AM
Acebuddy	Please select an option!	1:07:09 AM
Roberto	Other Issue	1:07:15 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:07:15 AM

Roberto	the user Carlos cannot expand his server along various monitors, please enable function	1:07:49 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:07:49 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:07:49 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	1:08:00 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	1:08:09 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:08:25 AM
Roberto	user: CarlosS.q16	1:09:33 AM
	server: Lopez Ramos CPA and Consultants	1:09:46 AM
Yash Kalra	Kindly allow me two minutes to check the same.	1:09:48 AM
	May I take remote access of your local computer for the user Carlos in order to assist with resolving this issue? (Edited)	1:11:19 AM
Roberto	yes pleaseyes please	1:12:11 AM
Yash Kalra	Prior providing the access, I would suggest you close any important documents at your end.	1:12:13 AM
Roberto	go ahead	1:12:21 AM
Yash Kalra	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/8212221809">https://assist.acecloudhosting.com/join/8212221809</a>	1:12:22 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:13:21 AM
	Roberto, we assisted you with multi monitor issue. Is there anything else I may help you with ?	1:16:17 AM
Roberto	all good! thanks again!	1:16:39 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	1:16:44 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:16:50 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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!	1:16:53 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Yash Kalra has ended this chat session</i>	1:16:55 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

26 Sep, 8:55:48 PM

#81984 Jay Thakor

Email: jay@hfcpillc.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 39 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

## Chat Transcript

Chat Duration : 15 Mins 13 Secs

Jay Thakor	Hello, I am your Acebuddy	26 Sep, 8:55:48 PM
Acebuddy	Hello Jay, I'm your Ace Buddy. I'll be happy to assist you!	8:55:49 PM
	Whom Would You Like to Connect With?	8:55:49 PM
Jay Thakor	Technical Support (QB & App Hosting)	8:56:00 PM
Acebuddy	Welcome to Ace Support.	8:56:01 PM
	Please chose an option :	8:56:01 PM
Jay Thakor	I'd like to report an Issue	8:56:06 PM
Acebuddy	Please select an option!	8:56:06 PM
Jay Thakor	Other Issue	8:56:14 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:56:14 PM
Jay Thakor	Unable to open the UltraTax CS 2019.	8:56:52 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:56:53 PM
<i>Acebuddy (bot) forwarded the chat request</i>		8:56:53 PM

Jay Thakor	Ok	8:57:08 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	8:57:11 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:57:15 PM
	Hello Jay	8:57:19 PM
	How are you?	8:57:22 PM
Jay Thakor	Hey Shashwat	8:57:22 PM
	I think we talk already	8:57:33 PM
	I am fine	8:57:35 PM
	How are you?	8:57:38 PM
Shashwat Verma	Great	8:57:40 PM
	I will surely help you with this issue.	8:57:45 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?	8:57:50 PM
Jay Thakor	Maybe limited to my account only	8:58:12 PM
	Actually Jessica already talked with your team	8:58:40 PM
Shashwat Verma	Okay, do you face any issue prompted, or it's just not getting launched?	8:58:45 PM
	Let me check	8:58:50 PM
Jay Thakor	and they told me that they want me to connect with Ace Support	8:58:57 PM
	It's getting launched and then required ID and Password	8:59:17 PM
	<i>8:59:37 PM Jay Thakor is sharing a file with you <a href="#">image.png</a> - (Size:88.66 KB)</i>	8:59:37 PM
Shashwat Verma	Kindly allow me two minutes to check the same.	8:59:52 PM
Jay Thakor	Sure	9:00:53 PM
Shashwat Verma	I got the reference ticket #773601	9:01:04 PM
	May I take the remote access of your server?	9:01:12 PM
Jay Thakor	Yes	9:01:25 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	9:01:42 PM
Jay Thakor	you can take the access now	9:02:05 PM
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:02:18 PM
Jay Thakor	Sure	9:02:36 PM
Shashwat Verma	Got it	9:02:49 PM

Jay Thakor	You can see the error now	9:02:51 PM
Shashwat Verma	Let me check	9:02:52 PM
Jay Thakor	PERfect	9:02:56 PM
Shashwat Verma	Shall I just logoff you and Jessica from server for 5 min?	9:07:08 PM
	Have to implement some changes.	9:07:18 PM
Jay Thakor	Yes, you can.	9:07:24 PM
	You can sent pop up message to Jessica as well	9:07:34 PM
Shashwat Verma	Okay	9:07:42 PM
	Kindly re-login now	9:08:54 PM
	Looks like you have initiated the chat from the server itself, hence we recommend you to re-initiate the chat	9:10:17 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:10:25 PM
<i>Shashwat Verma has ended this chat session</i>		9:11:02 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

18 Sep, 8:11:39 PM

#81685 djackson

Email: djackson@2cmarine.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 45 Secs

City: CORDOVA

State: Tennessee

Country: UNITED STATES

### Chat Transcript

Chat Duration : 20 Mins 9 Secs

djackson	Hello, I am your Acebuddy	18 Sep, 8:11:40 PM
Acebuddy	Hello Dale, I'm your Ace Buddy. I'll be happy to assist you!	8:11:41 PM
	Whom Would You Like to Connect With?	8:11:41 PM
djackson	Technical Support (QB & App Hosting)	8:11:52 PM
Acebuddy	Welcome to Ace Support.	8:11:52 PM
	Please chose an option :	8:11:52 PM
djackson	I'd like to report an Issue	8:11:59 PM
Acebuddy	Please select an option!	8:11:59 PM
djackson	QuickBooks Issue	8:12:05 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:12:05 PM
djackson	QuickBooks Login Issue	8:12:18 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	8:12:18 PM
	Was that helpful?	8:12:18 PM
djackson	No	8:12:28 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:12:28 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:12:28 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:12:42 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:12:45 PM
djackson	I am constantly losing connection and dropped. I am waiting longer to reconnect than I am actually online working.	8:13:44 PM
Manish Singh	I will surely help you with this issue.	8:13:50 PM
	I apologize for the trouble you've experienced.	8:13:58 PM
djackson	I am currently working from home and having same connection issues on two seperate wifi	8:14:36 PM
Manish Singh	Kindly allow me two minutes to check the same.	8:16:00 PM
djackson	ok	8:16:09 PM
	We are going to upgrade our Quickbooks so I do not know if this will still occur	8:16:54 PM
Manish Singh	As I have checked CPU and Memory is working fine on server end.	8:17:37 PM
	<i>8:17:40 PM Manish Singh is sharing a file with you <a href="#">image.png</a> - ( Size:32.06 KB )</i>	8:17:40 PM
	<i>8:17:44 PM Manish Singh is sharing a file with you <a href="#">image.png</a> - ( Size:41.26 KB )</i>	8:17:44 PM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to	

8:17:51 PM

your account only?

djackson	We only have 2 seats active at this time and I am not aware if they are having this same issue. This issue has been occurring over the past couple of weeks.	8:18:45 PM
Manish Singh	Is the other person working from the office or from home?	8:20:36 PM
djackson	Both home and office	8:21:00 PM
Manish Singh	Alright (Edited)	8:21:14 PM
djackson	Also from second location in Georgia	8:21:19 PM
	Georgia	8:21:26 PM
Manish Singh	Alright, As I have checked the reports of the server its working fine.	8:22:03 PM
	May I take the remote access of your local computer?	8:22:09 PM
djackson	yes	8:23:05 PM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/5262895909">https://assist.acecloudhosting.com/join/5262895909</a>	8:23:19 PM
	Kindly paste this link in the browser of local computer and join the session.	8:23:23 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:23:25 PM
	Are we still connected here?	8:27:50 PM
	Are we still connected here?	8:29:06 PM
	Are we still connected here?	8:31:41 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.	8:31:48 PM

*Manish Singh has ended this chat session*

8:31:49 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Sep, 2:18:09 AM

#81295 Daniel Neiman

Email: dneiman@healthcarestrategy.com ☎ 1000000

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:** 30 Secs

**City:** HIGHLAND PARK

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 11 Mins 58 Secs

Daniel Neiman	Hello, I am your Acebuddy	9 Sep, 2:18:10 AM
Acebuddy	Hello Daniel Neiman, I'm your Ace Buddy. I'll be happy to assist you!	2:18:10 AM
	Whom Would You Like to Connect With?	2:18:10 AM
Daniel Neiman	Technical Support (QB & App Hosting)	2:18:15 AM
Acebuddy	Welcome to Ace Support.	2:18:15 AM
	Please chose an option :	2:18:15 AM
Daniel Neiman	I'd like to report an Issue	2:18:23 AM
Acebuddy	Please select an option!	2:18:23 AM
Daniel Neiman	QuickBooks Issue	2:18:29 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:18:29 AM
Daniel Neiman	QuickBooks Login Issue	2:18:36 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	2:18:36 AM
	Was that helpful?	2:18:36 AM
Daniel Neiman	No	2:18:45 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	2:18:45 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:18:45 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	2:18:56 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	2:19:00 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:19:03 AM
Daniel Neiman	I am having trouble logging into quickbooks thru the desktop app	2:19:07 AM
	user name is Daniel Neiman	2:19:20 AM
Yash Kalra	Daniel, kindly help me with your server's name as well.	2:19:54 AM
Daniel Neiman	HSIQB.PRO @myrealdatal.net	2:20:17 AM
Yash Kalra	Kindly allow me two minutes to check the same.	2:20:39 AM

Daniel Neiman	User name is CID67250	2:22:47 AM
Yash Kalra	<b>To help me assist you better, please answer the following questions:</b>	
	1. Are you receiving any error message while attempting to connect to the Ace server? If yes, kindly share the exact message.	2:23:24 AM
	2. When was the last time you were able to access successfully?	
	(Edited)	
	Are we still connected here?	2:26:52 AM
Daniel Neiman	It says login attempt failed	2:26:54 AM
	It has been some time since I accessed last and have been trying now for several days	2:27:17 AM
Yash Kalra	Okay Daniel, We have made some changes from the backend.	2:28:04 AM
	Please try to login now	2:28:12 AM
Daniel Neiman	Ok I think that worked!!!	2:28:49 AM
Yash Kalra	Is there anything else I may help you with ?	2:28:54 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	2:29:15 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:29:39 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	2:30:06 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Yash Kalra has ended this chat session</i>	2:30:08 AM



# Chat Transcript

Hello, I am your Acebuddy

**#81313 krisika****Email:** krisika@hkidata.com 7383092838**Department:** Support(QB & App Hosting)**Operator:** Rohan**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Android**Browser:** Google Chrome**Device:** Mobile**Average Response Time:** 31 Secs**City:** BORSAD**State:** Gujarat**Country:** INDIA**Chat Transcript**

Chat Duration : 18 Mins 31 Secs

krisika	Hello, I am your Acebuddy	9 Sep, 1:19:29 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	1:19:31 PM
	Whom Would You Like to Connect With?	1:19:31 PM
krisika	Technical Support (QB & App Hosting)	1:19:35 PM
Acebuddy	Welcome to Ace Support.	1:19:35 PM
	Please chose an option :	1:19:35 PM
krisika	I'd like to report an Issue	1:19:41 PM
Acebuddy	Please select an option!	1:19:41 PM
krisika	Other Issue	1:19:56 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:19:56 PM
krisika	Hi	1:20:49 PM
Acebuddy	Please wait while we connect you to a Support Representative	1:20:50 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:20:50 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	1:21:11 PM
	<i>Shubham Kataria is transferring the chat to Rohan.</i>	1:21:22 PM
	<i>Rohan accepted the chat transfer request.</i>	1:21:24 PM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	1:21:29 PM
	Hello Krisika, How are you doing today ?	1:21:44 PM
krisika	Quickbook not open in all users	1:22:16 PM
Rohan	I will surely help you with this issue.	1:22:28 PM
	Kindly allow me 3-4 minutes to check the same.	1:23:26 PM

krisika	Ok	1:23:44 PM
	<i>1:23:52 PM krisika is sharing a file with you</i> <a href="#"><u>17574043377263961910935377122810.jpg</u></a> - ( Size:5.31 MB )	1:23:52 PM
	<i>This error</i>	
Rohan	Thank you for Providing all the details.	1:24:16 PM
krisika	Welcome	1:24:33 PM
	<i>1:24:48 PM krisika is sharing a file with you</i> <a href="#"><u>17574044018065153555668216870338.jpg</u></a> - ( Size:4.79 MB )	1:24:48 PM
	<i>This error</i>	
Rohan	Thank you for your patience.	1:26:28 PM
	Is it possible for you to inform all the users to log off from the server for 2-3 minutes ?	1:26:49 PM
krisika	Yes	1:27:35 PM
Rohan	Thank you Krisika	1:27:57 PM
	Please check now and let me know the status of the issue	1:30:33 PM
	Please ask all the users to log in and check this issue	1:32:20 PM
krisika	Ok	1:33:14 PM
	Waite	1:33:32 PM
Rohan	Sure take your time	1:33:40 PM
krisika	Quickbook open now in all users	1:35:12 PM
	Thank you	1:35:17 PM
Rohan	Thanks for the confirmation !	1:35:27 PM
	However, we can see that you have faced this issue multiple times, and the same case has already been escalated. Therefore, we will inform the escalation team to check this on priority.	1:37:24 PM
	Is there anything else I may help you with ?	1:37:26 PM
krisika	No	1:37:44 PM
	Thank you	1:37:49 PM
Rohan	Thanks for the confirmation !	1:37:56 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:37:57 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	1:37:59 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal	

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

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

*Rohan has ended this chat session*

1:38:01 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

11 Sep, 1:07:39 AM

### #81401 Lahka Peacock

**Email:** lahka@ruralfinancialservices.com 19073046021

**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:** 18 Secs

**City:** SEATTLE

**State:** Washington

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 29 Mins 57 Secs

Lahka Peacock	Hello, I am your Acebuddy	11 Sep, 1:07:40 AM
Acebuddy	Hello Lahka, I'm your Ace Buddy. I'll be happy to assist you!	1:07:41 AM
	Whom Would You Like to Connect With?	1:07:41 AM
Lahka Peacock	Technical Support (QB & App Hosting)	1:07:48 AM
Acebuddy	Welcome to Ace Support.	1:07:48 AM
	Please chose an option :	1:07:48 AM
Lahka Peacock	I'd like to report an Issue	1:07:54 AM
Acebuddy	Please select an option!	1:07:54 AM
Lahka Peacock	QuickBooks Issue	1:07:59 AM

Acebuddy	What type of QuickBooks Issue are you facing?	1:07:59 AM
Lahka Peacock	QuickBooks Login Issue	1:08:07 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	1:08:07 AM
	Was that helpful?	1:08:07 AM
Lahka Peacock	No	1:08:14 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	1:08:14 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:08:14 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	1:08:27 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	1:08:32 AM
	I deeply apologize for the inconvenience caused to you.	1:08:59 AM
Lahka Peacock	Hello Abhay. I am able to login to the server, but QB will not open.	1:09:07 AM
Abhay Kumar Saraswat	I will be surely assisting you with this.	1:09:39 AM
	Is this for account: <b>Rural Financial Services.</b> ?	1:09:50 AM
Lahka Peacock	Yes	1:09:55 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	1:10:05 AM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	1:10:12 AM
Lahka Peacock	I am unable to find out if the other user is experience the same	1:10:38 AM
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.	1:10:49 AM
	Thank you for your patience.	1:11:41 AM
	Could you please confirm me your <b>username</b> ?	1:11:43 AM
Lahka Peacock	One moment please.	1:12:04 AM
Abhay Kumar Saraswat	Sure.	1:12:08 AM
Lahka Peacock	RFS_QBPro2	1:12:13 AM
Abhay Kumar Saraswat	Thank you for the information.	1:12:58 AM
	Are you logged in on server now?	1:13:06 AM
Lahka Peacock	No. But I can right now	1:13:24 AM
Abhay Kumar Saraswat	Yes, please login to the server.	1:13:45 AM
	This message has been deleted	1:13:54 AM
Lahka Peacock	Now I am having issues connecting to the server	1:14:38 AM

Abhay Kumar Saraswat	May I know since when you have been experiencing this issue?	1:15:18 AM
Lahka Peacock	The server connection issue has been ongoing for months (see account notes). Here is the screenshot (same one we have been getting for months). However, I will eventually be able to connect to the server. I am continue to try. However, connecting to QB, once in the server, has never been an issue.	1:16:57 AM
	<i>1:17:08 AM Lahka Peacock is sharing a file with you</i> <a href="#"><u>Screenshot 2025-09-10 114533.png</u></a> - ( Size:90.82 KB )	1:17:08 AM
Abhay Kumar Saraswat	I apologize for the trouble you've experienced.	1:17:34 AM
Lahka Peacock	I am connected to the server now	1:17:34 AM
Abhay Kumar Saraswat	Great.	1:17:52 AM
	May I take the remote access of your local computer?	1:17:59 AM
Lahka Peacock	QB still won't open. Yes you can take control	1:18:12 AM
Abhay Kumar Saraswat	Let me check.	1:18:25 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	1:18:30 AM
	<a href="https://assist.aceclouddhosting.com/join/5332564482">https://assist.aceclouddhosting.com/join/5332564482</a>	1:18:40 AM
	Kindly paste this link in the browser of local computer and join the session.	1:18:46 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.	1:20:27 AM
Lahka Peacock	Good to go. Let me try my other one.	1:35:32 AM
Abhay Kumar Saraswat	Yes, you can try and confirm.	1:35:51 AM
Lahka Peacock	All good. Thank you for your help	1:36:25 AM
Abhay Kumar Saraswat	My pleasure to assist you.	1:36:37 AM
	Is there anything else I may help you with ?	1:36:42 AM
Lahka Peacock	No thank you.	1:37:17 AM
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:37:23 AM
Lahka Peacock	Absolutely	1:37:29 AM
Abhay Kumar Saraswat	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@aceclouddhosting.com. Thanks!	1:37:31 AM
Note: You may change/reset your server password on your own by registering on our Selfcare Portal		

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

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

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

1:37:35 AM

*Abhay Kumar Saraswat has ended this chat session*

1:37:37 AM



## Chat Transcript

Hello, I am your Acebuddy

26 Sep, 11:48:26 PM

### Visitor Details

#### #81993 Bill Severance

**Email:** bseverance@agpglass.us ☎ 8653104357

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 45 Secs

**City:** KNOXVILLE

**State:** Tennessee

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 36 Mins 58 Secs

Bill Severance	Hello, I am your Acebuddy	26 Sep, 11:48:27 PM
Acebuddy	Hello Bill Severance, I'm your Ace Buddy. I'll be happy to assist you!	11:48:28 PM
	Whom Would You Like to Connect With?	11:48:28 PM
Bill Severance	Technical Support (QB & App Hosting)	11:48:35 PM
Acebuddy	Welcome to Ace Support.	11:48:35 PM
	Please chose an option :	11:48:35 PM
Bill Severance	I'd like to raise a Request	11:48:41 PM
Acebuddy	Please select your request type.	11:48:41 PM

Bill Severance	Password Reset	11:48:46 PM
Acebuddy	Please select an option below	11:48:47 PM
Bill Severance	Already Enrolled to Selfcare Portal	11:48:56 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	11:48:56 PM
	Do you need any further assistance on the topic?	11:48:56 PM
Bill Severance	Yes	11:58:29 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:58:29 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:58:29 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	11:58:44 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	11:58:49 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:58:53 PM
Bill Severance	Yash-good afternoon	11:59:11 PM
	Yes, stand by	11:59:19 PM
Yash Kalra	Good After noon Bill. How are you doing?	11:59:48 PM
Bill Severance	AGPC.myrealdatal.net	11:59:50 PM
	RDG.myrealdatal.net	27 Sep, 12:00:04 AM
Yash Kalra	Kindly allow me two minutes to check the same.	12:00:10 AM
Bill Severance	I have downloaded remotre desktop on new computer and cannot log in\ and user is now locked.	12:00:29 AM
		12:00:47 AM
JMatz		12:00:57 AM
	JMatz.myreadlldata.net	12:01:45 AM
	I tries the self care portal	12:01:55 AM
	there was no option to reset password	12:02:04 AM
	company id is CID65574	12:02:48 AM
	we have three users	12:03:07 AM
Yash Kalra	Please stay connected while I am unlocking the account from the backend.	12:03:20 AM
Bill Severance	thank you	12:03:37 AM
Yash Kalra	May I take the remote access of your local computer so that assist you with the password reset and educate you regarding the same? (Edited)	12:05:45 AM
Bill Severance	perfect	12:06:00 AM
Yash Kalra	Prior providing the access, I would suggest you close any important documents at your end.	12:06:01 AM

Bill Severance	ok	12:06:09 AM
Yash Kalra	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/3882962845">https://assist.acecloudhosting.com/join/3882962845</a>	12:06:15 AM
Bill Severance	Downloading now	12:07:10 AM
	ok	12:07:38 AM
Yash Kalra	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.	12:07:50 AM
	Is there anything else I may help you with ? (Edited)	12:24:28 AM
Bill Severance	No. Thank you again. This resolves the issue!	12:25:11 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	12:25:13 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:25:18 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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!	12:25:22 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Yash Kalra has ended this chat session</i>	12:25:25 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

10 Sep, 12:19:11 AM

#81341 Rebecca Fyke

Email: becky@checksandbalances.biz ☎ 6152026205

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:** NASHVILLE

**State:** Tennessee

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 39 Mins 14 Secs

Rebecca Fyke	Hello, I am your Acebuddy	10 Sep, 12:19:11 AM
Acebuddy	Hello Rebecca Fyke, I'm your Ace Buddy. I'll be happy to assist you!	12:19:12 AM
	Whom Would You Like to Connect With?	12:19:12 AM
Rebecca Fyke	Technical Support (QB & App Hosting)	12:19:20 AM
Acebuddy	Welcome to Ace Support.	12:19:20 AM
	Please chose an option :	12:19:20 AM
Rebecca Fyke	I'd like to report an Issue	12:19:29 AM
Acebuddy	Please select an option!	12:19:29 AM
Rebecca Fyke	Password Reset	12:19:34 AM
Acebuddy	Please select an option below	12:19:34 AM
Rebecca Fyke	Not Enrolled to Selfcare Portal	12:19:42 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	12:19:42 AM
	Do you need any further assistance on the topic?	12:19:42 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	12:58:26 AM
	<i>Ended due to chat idle timeout</i>	12:58:26 AM



# Chat Transcript

Hello, I am your Acebuddy

**#81674 Manoj Dabhi**

**Email:** manoj@accseed.us

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

**Operator:** Vikas Singh Chauhan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 55 Secs

**City:** SURAT

**State:** Gujarat

**Country:** INDIA

Chat Duration : 52 Mins 9 Secs

### Chat Transcript

Manoj Dabhi	Hello, I am your Acebuddy	18 Sep, 4:20:52 PM
Acebuddy	Hello Manoj Dabhi, I'm your Ace Buddy. I'll be happy to assist you!	4:20:54 PM
	Whom Would You Like to Connect With?	4:20:54 PM
Manoj Dabhi	Technical Support (QB & App Hosting)	4:21:18 PM
Acebuddy	Welcome to Ace Support.	4:21:19 PM
	Please chose an option :	4:21:19 PM
Manoj Dabhi	I'd like to report an Issue	4:21:40 PM
Acebuddy	Please select an option!	4:21:40 PM
Manoj Dabhi	Other Issue	4:21:46 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:21:46 PM
Manoj Dabhi	Restart	4:22:00 PM
Acebuddy	Hello Manoj Dabhi, I'm your Ace Buddy. I'll be happy to assist you!	4:22:01 PM
	Whom Would You Like to Connect With?	4:22:01 PM
Manoj Dabhi	Managed IT	4:22:09 PM
Acebuddy	Please wait while we connect you to an available Representative.	4:22:09 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:22:09 PM
	<i>Himanshu accepted the chat transfer request.</i>	4:22:39 PM
	<i>Himanshu is transferring the chat to Support(QB &amp; App Hosting).</i>	4:23:01 PM
Manoj Dabhi	Hello, My RDP is not login	4:23:18 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	4:23:27 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you	4:23:31 PM

	today.	
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:24:00 PM
Manoj Dabhi	RDP : HSProSeries.myrealdata.net	4:24:47 PM
	ID : ManojDabhi@myrealdata.net	4:25:02 PM
	ACE Cloud ID : manoj@accseed.us	4:25:57 PM
Shubham Maurya	Thank you for providing the details.	4:27:46 PM
	Let me transfer you to a specialist who can better address your concern.	4:27:51 PM
	<i>Shubham Maurya is transferring the chat to Vikas Singh Chauhan.</i>	4:28:00 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	4:28:04 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	4:28:10 PM
	This is for the account name Heroic Solutions ?	4:29:10 PM
Manoj Dabhi	Yes	4:29:14 PM
Vikas Singh Chauhan	Okay, allow me a minute, connecting to the server.	4:29:30 PM
Manoj Dabhi	yes	4:29:36 PM
Vikas Singh Chauhan	I am connected to the server now and all services are up and running.	4:30:53 PM
	Are you getting any error while connecting to the server ?	4:31:07 PM
Manoj Dabhi	yes, can you please connect my computer screen ?	4:31:29 PM
Vikas Singh Chauhan	Sure	4:31:36 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	4:31:41 PM
Manoj Dabhi	Ok please connect	4:31:53 PM
Vikas Singh Chauhan	<a href="https://assist.acecloudhosting.com/join/1022469188">https://assist.acecloudhosting.com/join/1022469188</a>	4:31:58 PM
	Kindly paste this link in the browser of local computer and join the session.	4:32:07 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.	4:38:48 PM
	<i>4:44:24 PM Vikas Singh Chauhan is sharing a file with you <a href="#">image.png</a> - ( Size:15.37 KB )</i>	4:44:24 PM
	This is what I am seeing on the remote session. I am not able to do anything on your system.	4:44:55 PM
	Is there anything else I may help you with ?	5:07:34 PM
	Are we still connected here?	5:08:28 PM
	Are we still connected here?	5:09:19 PM
	Are we still connected here?	5:12:18 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.

5:13:00 PM

Vikas Singh Chauhan has ended this chat session

5:13:02 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

26 Sep, 11:59:21 PM

#### #81996 Sammy Saleh

Email: ssaleh@samincometaxllc.com ☎ 17325727000

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 20 Secs

City: TRENTON

State: New Jersey

Country: UNITED STATES

### Chat Transcript

Chat Duration : 17 Mins 35 Secs

Sammy Saleh	Hello, I am your Acebuddy	26 Sep, 11:59:21 PM
Acebuddy	Hello Sammy Saleh, I'm your Ace Buddy. I'll be happy to assist you!	11:59:22 PM
	Whom Would You Like to Connect With?	11:59:22 PM
Sammy Saleh	Managed IT	11:59:39 PM
Acebuddy	Please wait while we connect you to an available Representative.	11:59:39 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:59:39 PM
	<i>Ayush Kishor accepted the chat transfer request.</i>	11:59:48 PM
Ayush Kishor	Thank you for choosing ACE cloud Hosting, my name is Ayush. How may I assist you?	27 Sep, 12:00:17 AM
Sammy Saleh	Any update on Ticket ID: 773576	12:00:22 AM

Ayush Kishor	Allow me a moment, let me check	12:00:44 AM
	Kindly stay connected, I'm transferring your chat to the concerned department.	12:02:15 AM
	<i>Ayush Kishor is transferring the chat to Support(QB &amp; App Hosting).</i>	12:02:36 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	12:03:00 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	12:03:07 AM
	Hello Sammy	12:03:15 AM
Sammy Saleh	Hi,	12:06:09 AM
	Any update on Ticket ID: 773576	12:06:18 AM
Sujeet Kumar Suman	How are you doing?	12:06:19 AM
	Let me check that for you.	12:06:38 AM
	Apologies for the delay. Our team is working on the folder and app restrictions and will keep you updated shortly.	12:08:05 AM
	As we have multiple requests in the queue, we are working to fulfill all of them.	12:08:15 AM
	Is there anything else I may help you with ?	12:10:06 AM
	Are we still connected here?	12:12:41 AM
	Are we still connected here?	12:14:17 AM
	Are we still connected here?	12:16:49 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.	12:16:53 AM
	<i>Sujeet Kumar Suman has ended this chat session</i>	12:16:57 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Sep, 6:43:40 PM

#81721 Neal Nelson

Email: nnelson@harborfuels.com

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 59 Secs

**City:** BOSTON

**State:** Massachusetts

**Country:** UNITED STATES

Chat Duration : 34 Mins 24 Secs

### Chat Transcript

Neal Nelson	Hello, I am your Acebuddy	19 Sep, 6:43:41 PM
Acebuddy	Hello Neal Nelson, I'm your Ace Buddy. I'll be happy to assist you!	6:43:43 PM
	Whom Would You Like to Connect With?	6:43:43 PM
Neal Nelson	Technical Support (QB & App Hosting)	6:43:49 PM
Acebuddy	Welcome to Ace Support.	6:43:49 PM
	Please chose an option :	6:43:49 PM
Neal Nelson	I'd like to report an Issue	6:43:57 PM
Acebuddy	Please select an option!	6:43:57 PM
Neal Nelson	Other Issue	6:44:05 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:44:05 PM
Neal Nelson	I had this issue before and i thought it was fixed. I keep getting a login failed message even though i am logging in with correct password and username	6:44:52 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:44:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:44:52 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	6:45:12 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	6:45:20 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:45:44 PM
Neal Nelson	OceanHHLLC.myrealdatal.net	6:46:30 PM
	Neal.nelson	6:46:34 PM
Vikas Singh Chauhan	Thanks for the confirmation !	6:47:13 PM
	Are you getting any error message while logging in, if yes please share the screenshot.	6:47:57 PM
	<i>6:49:36 PM Neal Nelson is sharing a file with you</i>	6:49:36 PM
	<i><u>1_image.png</u> - ( Size:17.54 KB )</i>	
Neal Nelson	did you receive?	6:55:06 PM

Vikas Singh Chauhan	Yes, there was glitch in my system, it was not responding, apologise for the delay	6:56:30 PM
	May I take the remote access of your local computer?	6:56:36 PM
Neal Nelson	yes	6:56:42 PM
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.	6:56:57 PM
	<a href="https://assist.acecloudhosting.com/join/1372363183">https://assist.acecloudhosting.com/join/1372363183</a>	6:57:15 PM
	Kindly paste this link in the browser of local computer and join the session.	6:57:23 PM
	Is there anything else I may help you with ?	7:14:52 PM
	Are we still connected here?	7:15:53 PM
	Are we still connected here?	7:16:45 PM
	Are we still connected here?	7:17:14 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	7:18:04 PM
	<i>Vikas Singh Chauhan has ended this chat session</i>	7:18:06 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

9 Sep, 2:54:34 AM

#### #81298 Melanie Jenkins

**Email:** office@wchomeinteriors.com 15034423792

**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:** PORTLAND

**State:** Oregon

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 38 Mins 46 Secs

Melanie Jenkins	Hello, I am your Acebuddy	9 Sep, 2:54:35 AM
Acebuddy	Hello Melanie Jenkins, I'm your Ace Buddy. I'll be happy to assist you!	2:54:36 AM
	Whom Would You Like to Connect With?	2:54:36 AM
Melanie Jenkins	Technical Support (QB & App Hosting)	2:54:42 AM
Acebuddy	Welcome to Ace Support.	2:54:42 AM
	Please chose an option :	2:54:42 AM
Melanie Jenkins	I'd like to report an Issue	2:54:48 AM
Acebuddy	Please select an option!	2:54:48 AM
Melanie Jenkins	QuickBooks Issue	2:54:53 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:54:53 AM
Melanie Jenkins	QuickBooks is Frozen	2:54:58 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	2:54:58 AM
	Was that helpful?	2:54:58 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	3:33:21 AM
	<i>Ended due to chat idle timeout</i>	3:33:21 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

2 Sep, 2:10:44 AM

**#81044 Peter Gittens**

**Email:** peterjgittens@gmail.com 7215204233

**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:** PHILIPSBURG

**State:** Sint Maarten

**Country:** SINT MAARTEN

## Chat Transcript

Chat Duration : 44 Mins 44 Secs

Peter Gittens	Hello, I am your Acebuddy	2 Sep, 2:10:44 AM
Acebuddy	Hello Peter Gittens, I'm your Ace Buddy. I'll be happy to assist you!	2:10:45 AM
	Whom Would You Like to Connect With?	2:10:45 AM
Peter Gittens	Technical Support (QB & App Hosting)	2:11:03 AM
Acebuddy	Welcome to Ace Support.	2:11:03 AM
	Please chose an option :	2:11:03 AM
Peter Gittens	I'd like to report an Issue	2:11:15 AM
Acebuddy	Please select an option!	2:11:15 AM
Peter Gittens	Password Reset	2:11:18 AM
Acebuddy	Please select an option below	2:11:18 AM
Peter Gittens	Already Enrolled to Selfcare Portal	2:11:28 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	2:11:28 AM
	Do you need any further assistance on the topic?	2:11:28 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	2:55:29 AM
	<i>Ended due to chat idle timeout</i>	2:55:29 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

29 Sep, 8:48:55 PM

**#82036 Hannah Brown**

**Email:** smellycat20@gmail.com

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

**Operator:** Vikas Singh Chauhan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 8 Secs

**City:** NAPOLEON

**State:** Ohio

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 17 Mins 8 Secs

Hannah Brown	Hello, I am your Acebuddy	29 Sep, 8:48:56 PM
Acebuddy	Hello Hannah Brown, I'm your Ace Buddy. I'll be happy to assist you!	8:48:57 PM
	Whom Would You Like to Connect With?	8:48:57 PM
Hannah Brown	Technical Support (QB & App Hosting)	8:49:06 PM
Acebuddy	Welcome to Ace Support.	8:49:06 PM
	Please chose an option :	8:49:06 PM
Hannah Brown	I'd like to report an Issue	8:49:13 PM
Acebuddy	Please select an option!	8:49:13 PM
Hannah Brown	QuickBooks Issue	8:49:18 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:49:18 PM
Hannah Brown	QuickBooks Login Issue	8:49:23 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	8:49:23 PM
	Was that helpful?	8:49:23 PM
Hannah Brown	No	8:49:53 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:49:53 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:49:53 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	8:50:03 PM
Hannah Brown	Ticket #775286	8:50:04 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	8:50:20 PM
	Kindly allow me 3-4 minutes to check the same.	8:50:37 PM
	May I take the remote access of your local computer to troubleshoot it?	8:54:05 PM
Hannah Brown	I would rather have you tell me what instruction to do please. I am trying to get logged into quickbooks and it says I cannot log into my company file.	8:56:22 PM
Vikas Singh Chauhan		

	Okay	8:56:36 PM
	Allow me 2 minutes to connect to server.	8:57:10 PM
Hannah Brown	ok thank you.	8:57:28 PM
Vikas Singh Chauhan	It is for server BTMIndustrial.myrealdatal.net ?	9:00:01 PM
Hannah Brown	yes	9:00:34 PM
Vikas Singh Chauhan	Are you connected to the server ?	9:00:52 PM
Hannah Brown	Yes I have it open now	9:01:26 PM
Vikas Singh Chauhan	Okay, allow me 5 minutes, I am unable to connect to the server from my end.	9:02:14 PM
Hannah Brown	OK. Should I call instead to make it easier?	9:02:34 PM
Vikas Singh Chauhan	Sure but on call as well, you may have to provide remote access.	9:05:18 PM
Hannah Brown	ok thank you	9:05:35 PM

*Hannah Brown has ended this chat session*

9:06:04 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Sep, 1:05:42 AM

**#81920 Megan Hoekwater**

**Email:** megan@hebertcustomhomes.com 512.913.0354

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

**Operator:** Yash Kalra

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 3 Mins 7 Secs

**City:** AUSTIN

**State:** Texas

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 58 Secs

Megan Hoekwater	Hello, I am your Acebuddy	25 Sep, 1:05:43 AM
Acebuddy	Hello Megan Hoekwater, I'm your Ace Buddy. I'll be happy to assist you!	1:05:43 AM
	Whom Would You Like to Connect With?	1:05:44 AM
Megan Hoekwater	Technical Support (QB & App Hosting)	1:05:51 AM
Acebuddy	Welcome to Ace Support.	1:05:51 AM
	Please chose an option :	1:05:51 AM
Megan Hoekwater	I'd like to report an Issue	1:05:59 AM
Acebuddy	Please select an option!	1:05:59 AM
Megan Hoekwater	Other Issue	1:06:04 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:06:04 AM
Megan Hoekwater	Hi There, ticket ID 770421 was created yesterday for my qb issues. After support worked on my account i can no longer access my company file and i don't see it saved on the drive where I had it	1:06:44 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:06:44 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:06:44 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	1:07:57 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	1:08:04 AM
	Megan, please allow me two minutes to review this ticket	1:08:27 AM
Megan Hoekwater	Thank you!	1:08:43 AM
Yash Kalra	Megan, please provide me the name of the company file we are unable to find.	1:09:49 AM
Megan Hoekwater	I can't remember exactly what it was named but my company name is Hebert Custom Homes LLC. I did a backup yesterday afternoon and saved it to the client data folder that was named quickbooks backups.	1:10:30 AM
Yash Kalra	May I take the remote access of your server in order to resolve this issue?	1:11:51 AM
Megan Hoekwater	yes	1:12:00 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	1:12:19 AM
Megan Hoekwater	I am out of the server so you are good to go	1:12:34 AM
Yash Kalra	Megan please login to the server as to resolve this issue we will be requiring the access from your end.	1:13:42 AM
	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/9252408053">https://assist.acecloudhosting.com/join/9252408053</a>	1:13:57 AM
Megan Hoekwater	Will do	1:15:26 AM
Yash Kalra	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.	1:16:23 AM
Megan Hoekwater	The ace is pulled up on the right of my screen with the ocean photo	1:18:03 AM

Yash Kalra	Megan, we assisted you with QuickBooks file issue. Is there anything else I may help you with ?	1:37:18 AM
Megan Hoekwater	That's it! Can you help me get out of the screenshare	1:37:47 AM
Yash Kalra	Megan, it will end automatically once this chat ends	1:38:30 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	1:38:35 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:38:37 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	1:38:39 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	

*Yash Kalra has ended this chat session*

1:38:42 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

23 Sep, 5:41:03 AM

**#81817 dsachs**

**Email:** dsachs@acsi-az.com 14805590218

**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:** QUEEN CREEK

**State:** Arizona

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 32 Mins 45 Secs

dsachs	Hello, I am your Acebuddy	23 Sep, 5:41:04 AM
Acebuddy	Hello Dsachs, I'm your Ace Buddy. I'll be happy to assist you!	5:41:05 AM
	Whom Would You Like to Connect With?	5:41:05 AM
dsachs	Technical Support (QB & App Hosting)	5:41:22 AM
Acebuddy	Welcome to Ace Support.	5:41:22 AM
	Please chose an option :	5:41:22 AM
dsachs	I'd like to raise a Request	5:41:35 AM
Acebuddy	Please select your request type.	5:41:35 AM
dsachs	Other Request	5:41:46 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	5:41:46 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	5:41:46 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.	6:13:50 AM
	<i>Ended due to chat idle timeout</i>	6:13:50 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

24 Sep, 8:39:12 PM

**#81894 Jennifer Snyder**

**Email:** jsnyder@saratogaconstruction.net **15185870100**

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 26 Secs

**City:** YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 24 Mins 36 Secs

Jennifer Snyder	Hello, I am your Acebuddy	24 Sep, 8:39:13 PM
Acebuddy	Hello Jennifer Snyder, I'm your Ace Buddy. I'll be happy to assist you!	8:39:14 PM
	Whom Would You Like to Connect With?	8:39:14 PM
Jennifer Snyder	Technical Support (QB & App Hosting)	8:39:17 PM
Acebuddy	Welcome to Ace Support.	8:39:17 PM
	Please chose an option :	8:39:17 PM
Jennifer Snyder	I'd like to report an Issue	8:39:21 PM
Acebuddy	Please select an option!	8:39:21 PM
Jennifer Snyder	QuickBooks Issue	8:39:24 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:39:24 PM
Jennifer Snyder	Other QB related issue	8:39:29 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:39:29 PM
Jennifer Snyder	can not get into QB and when I do get in I get kicked out	8:39:50 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:39:51 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:39:51 PM
	<i>Arun Sharma declined the transfer request.</i>	8:39:53 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	8:40:42 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	8:41:00 PM
Jennifer Snyder	Ticket Number: 772601	8:41:06 PM
	I keep getting kicked out of QB and have a hard time getting back in	8:41:33 PM
Shubham Maurya	Thanks for sharing details please allow me few minutes to check the same.	8:42:17 PM
Jennifer Snyder	myrealdata\JenniferSn.q14	8:42:20 PM
Shubham Maurya	Okay, We can see that you were able to login in last session, please let me know is there any error message this time when you are trying to login this time?	8:44:36 PM
	This time file specific issue only happening with this file right? and only for your user account?	8:45:08 PM
Jennifer Snyder	I keep getting the admin password error and then it kicks me out	8:46:00 PM
	now it says the company file is lost	8:46:12 PM

	and the server rebooted twice this morning	8:46:51 PM
	not getting much done today because of this issue	8:47:13 PM
	now its frozen	8:49:58 PM
Shubham Maurya	We do completely understand Jennifer, the trouble due to this issue, please hold on let me check if any backed work in going on for that server as you mentioned it's rebooted multiple times.	8:50:01 PM
	Please stay connected I'll update you with the status in few minutes.	8:50:40 PM
	Okay, so we have checked that some backend QB services were not working due to which services were fixed on this server. I just got a confirmation they have done it and logged out from server.	8:54:32 PM
Jennifer Snyder	okay so what does that mean for me?	8:54:59 PM
Shubham Maurya	Please reconnect to server and let me know if you still face any issue Jennifer.	8:55:03 PM
	This will affect your server QB working as these backend QB services plays critical role for the application working.	8:56:44 PM
Jennifer Snyder	ok	8:59:43 PM
	It seems to be working now.	8:59:54 PM
	I can reconnect with support if an issue arises again	9:00:08 PM
Shubham Maurya	Glad to hear it's working for you, Jennifer. We truly understand the impact this issue had on your work, and we are committed to ensuring it does not happen again in the future.	9:01:33 PM
	Please feel free to reach us back anytime, we are more than happy to help you.	9:01:49 PM
	Is there anything else I may help you with ?	9:01:52 PM
Jennifer Snyder	no, thank you	9:03:06 PM
Shubham Maurya	You are most welcome ! Have a good one.	9:03:30 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	9:03:36 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:03:40 PM
	<i>Shubham Maurya has ended this chat session</i>	9:03:50 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

24 Sep, 1:03:01 AM

### #81866 Lindsey Williams

**Email:** lindsey@lbwbusiness.com 17207740892

**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:** ENGLEWOOD

**State:** Colorado

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 38 Mins 52 Secs

Lindsey Williams	Hello, I am your Acebuddy	24 Sep, 1:03:01 AM
Acebuddy	Hello Lindsey Williams, I'm your Ace Buddy. I'll be happy to assist you!	1:03:02 AM
	Whom Would You Like to Connect With?	1:03:02 AM
Lindsey Williams	Technical Support (QB & App Hosting)	1:03:24 AM
Acebuddy	Welcome to Ace Support.	1:03:25 AM
	Please chose an option :	1:03:25 AM
Lindsey Williams	I'd like to raise a Request	1:03:31 AM
Acebuddy	Please select your request type.	1:03:31 AM
Lindsey Williams	Other Request	1:03:44 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	1:03:44 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:03:44 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.	1:41:53 AM
<i>Ended due to chat idle timeout</i>		1:41:53 AM

