

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

14 May, 3:15:55 AM

### #77002 pnyland

**Email:** pnyland@midwestintegrated.com **Phone:** 18159338376

**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:** BRADLEY

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 35 Mins 44 Secs

14 May, 3:15:56 AM	pyland	Hello, I am your Acebuddy
3:15:57 AM	Acebuddy	Hello Paige Nyland, I'm your Ace Buddy. I'll be happy to assist you!
3:15:57 AM		Whom Would You Like to Connect With?
3:16:00 AM	pyland	Technical Support (QB & App Hosting)
3:16:01 AM	Acebuddy	Welcome to Ace Support.
3:16:01 AM		Please chose an option :
3:16:06 AM	pyland	I'd like to raise a Request
3:16:06 AM	Acebuddy	Please select your request type.
3:16:13 AM	pyland	Application Update
3:16:13 AM	Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.
		Typically, the application update is performed overnight.
3:16:13 AM		Do you need any further assistance on the topic?
3:51:41 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.
3:51:41 AM		<i>Ended due to chat idle timeout</i>



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

29 May, 8:13:54 PM

### #77586 Fareed Emadi

**Email:** femadi@bingham-construction.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:** SAN DIEGO

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 45 Mins 4 Secs

Fareed Emadi	Hello, I am your Acebuddy	29 May, 8:13:55 PM
Acebuddy	Hello Fareed Emadi, I'm your Ace Buddy. I'll be happy to assist you!	8:13:56 PM
	Whom Would You Like to Connect With?	8:13:56 PM
Fareed Emadi	Technical Support (QB & App Hosting)	8:14:01 PM
Acebuddy	Welcome to Ace Support.	8:14:01 PM
	Please chose an option :	8:14:01 PM
Fareed Emadi	I'd like to raise a Request	8:14:12 PM
Acebuddy	Please select your request type.	8:14:12 PM
Fareed Emadi	Other Request	8:14:27 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:14:27 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:14:27 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:59:00 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

22 May, 5:59:57 PM

### #77337 William Mays

Email: it@grafbro.com 17404643070

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 1 Min 8 Secs

City: SOUTH SHORE

State: Kentucky

Country: UNITED STATES

## Chat Transcript

Chat Duration : 14 Mins 58 Secs

William Mays	Hello, I am your Acebuddy	22 May, 5:59:57 PM
Acebuddy	Hello It, I'm your Ace Buddy. I'll be happy to assist you!	5:59:59 PM
	Whom Would You Like to Connect With?	5:59:59 PM
William Mays	Technical Support (QB & App Hosting)	6:00:04 PM
Acebuddy	Welcome to Ace Support.	6:00:04 PM
	Please chose an option :	6:00:04 PM
William Mays	I'd like to report an Issue	6:00:09 PM
Acebuddy	Please select an option!	6:00:10 PM
William Mays	Other Issue	6:00:13 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:00:13 PM
William Mays	Receiving an error stating our quickbooks subscription is expiring tomorrow.	6:00:40 PM

Acebuddy	Please wait while we connect you to a Support Representative	6:00:41 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:00:41 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	6:00:51 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	6:01:05 PM
William Mays	hello	6:01:39 PM
Anjainay Singh	Hello IT , I am here to assist you with all your issues.	6:03:23 PM
	Could you please since when you are facing your issue ?	6:04:15 PM
William Mays	It was just brought to my attention this morning.	6:04:28 PM
Anjainay Singh	Thankyou for your confirmation.	6:04:41 PM
	Please allow me two minutes so that I can look into it and provide you exact resolution.	6:05:53 PM
William Mays	Thanks	6:06:03 PM
Anjainay Singh	Could you please try to open it again and let me know if you are still getting the same popup.	6:09:55 PM
William Mays	yeah one moment	6:10:30 PM
Anjainay Singh	Sure.	6:10:45 PM
William Mays	It doesn't look like I'm getting the popup anymore. Let me check with the user that reported it.	6:11:02 PM
Anjainay Singh	Thankyou for your confirmation .	6:11:33 PM
	I was experiencing the same pop-up on my end; however, after applying the necessary backend settings, it no longer appears.	6:12:56 PM
William Mays	Great, thank you!	6:13:35 PM
	the user isn't messaging back so if they are still having the error I'll reach back out to	6:13:50 PM
Anjainay Singh	Sure , please also share your valuable positive feedback by clicking on smiling emoji after this chat gets end .	6:14:45 PM
William Mays	Will do	6:14:53 PM
	<i>it has ended this chat session</i>	6:14:56 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#76779 suzanne r rodriguez**

**Email:** suzanne@vintage-elevator.com 16507404315

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 6 Secs

**City:** BELMONT

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 19 Mins 9 Secs

suzanne r rodriguez	Hello, I am your Acebuddy	8 May, 10:39:34 PM
Acebuddy	Hello Suzanne R Rodriguez, I'm your Ace Buddy. I'll be happy to assist you!	10:39:35 PM
	Whom Would You Like to Connect With?	10:39:35 PM
suzanne r rodriguez	Technical Support (QB & App Hosting)	10:39:41 PM
Acebuddy	Welcome to Ace Support.	10:39:41 PM
	Please chose an option :	10:39:41 PM
suzanne r rodriguez	I'd like to report an Issue	10:39:47 PM
Acebuddy	Please select an option!	10:39:48 PM
suzanne r rodriguez	Other Issue	10:39:52 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:39:52 PM
suzanne r rodriguez	Outlook "Loading Profile" - can not open outlook	10:40:17 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:40:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:40:18 PM
	<i>Rohan Prajapati declined the transfer request.</i>	10:40:22 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	10:40:43 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	10:40:53 PM
suzanne r rodriguez	I'm trying to open outlook on the server and it	10:41:09 PM
	is just stuck in "Loading Profile"	10:41:19 PM
	Looks like a SQL Anywhere Network Server is running in the background	10:41:52 PM
	is there a way to kill it and reboot?	10:42:05 PM

Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:42:49 PM
suzanne r rodriguez	Username: Suzanne_VES@myrealdata.net	10:43:26 PM
	vintagees.myrealdata.net	10:43:56 PM
Ashutosh Mishra	Thanks for the confirmation !	10:44:54 PM
	Kindly allow me two minutes to check the same.	10:44:59 PM
suzanne r rodriguez	Can you just reboot the system	10:51:24 PM
Ashutosh Mishra	Sure	10:51:43 PM
suzanne r rodriguez	Did you find anything?	10:51:58 PM
Ashutosh Mishra	We have made some changes from backend.	10:52:58 PM
	Please try logging again after few minutes.	10:53:20 PM
	Are we still connected here?	10:56:25 PM
suzanne r rodriguez	Yes I'm trying to login	10:56:36 PM
	Ok - it's working	10:58:31 PM
	Thank you	10:58:32 PM
Ashutosh Mishra	Thanks for the confirmation !	10:58:38 PM
	Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you	10:58:41 PM
	<i>Ashutosh Mishra has ended this chat session</i>	10:58:44 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

20 May, 8:28:33 PM

**#77244 TAMI ADAMS**

**Email:** tami@prothane.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:** LA PUENTE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Min 26 Secs

TAMI ADAMS	Hello, I am your Acebuddy	20 May, 8:28:34 PM
Acebuddy	Hello Tami Adams, I'm your Ace Buddy. I'll be happy to assist you!	8:28:35 PM
	Whom Would You Like to Connect With?	8:28:35 PM
TAMI ADAMS	Technical Support (QB & App Hosting)	8:28:56 PM
Acebuddy	Welcome to Ace Support.	8:28:56 PM
	Please chose an option :	8:28:56 PM
TAMI ADAMS	I'd like to raise a Request	8:29:08 PM
Acebuddy	Please select your request type.	8:29:09 PM
TAMI ADAMS	Printer/Scanner Addition	8:29:33 PM
Acebuddy	Please select your desired option :	8:29:33 PM
TAMI ADAMS	Printer Addition	8:29:52 PM
Acebuddy	Kindly install the client version of 'Uniprint' on your local Desktop by following the instructions mentioned in the knowledge-base article attached below.	8:29:52 PM
	Once the local client has been installed, Please try printing from the server and select 'Uniprint' option from the printers list and select your desired printer when prompted.	8:29:52 PM
	Do you need any further assistance on the topic?	8:29:52 PM
TAMI ADAMS	No	8:30:00 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	8:30:00 PM
	<i>Acebuddy has ended this chat session</i>	8:30:00 PM



## Chat Transcript

Hello, I am your Acebuddy

**Visitor Details****#77150 Julio Gomez****Email:** jgomez@princecpagroup.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:** ORLANDO**State:** Florida**Country:** UNITED STATES**Chat Transcript**

Chat Duration : 38 Mins 32 Secs

Julio Gomez	Hello, I am your Acebuddy	16 May, 11:21:54 PM
Acebuddy	Hello Julio Gomez, I'm your Ace Buddy. I'll be happy to assist you!	11:21:54 PM
	Whom Would You Like to Connect With?	11:21:54 PM
Julio Gomez	Technical Support (QB & App Hosting)	11:22:03 PM
Acebuddy	Welcome to Ace Support.	11:22:04 PM
	Please chose an option :	11:22:04 PM
Julio Gomez	I'd like to raise a Request	11:22:13 PM
Acebuddy	Please select your request type.	11:22:13 PM
Julio Gomez	Application Version Upgrade	11:22:38 PM
Acebuddy	Please select the application you would like to upgrade :	11:22:38 PM
Julio Gomez	QuickBooks	11:22:47 PM
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update via email.	11:22:47 PM
	<ul style="list-style-type: none"> <li>• QuickBooks Year</li> <li>• Variant : Pro / Premier / Enterprise / Accountant</li> <li>• License Number</li> <li>• Product Code</li> </ul>	11:22:47 PM
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.	11:22:47 PM
	Do you need any further assistance on the topic?	11:22:47 PM
Julio Gomez	Setback	11:23:11 PM
Acebuddy	Please select the application you would like to upgrade :	11:23:11 PM
Julio Gomez		

	Restart	11:23:17 PM
Acebuddy	Hello Julio Gomez, I'm your Ace Buddy. I'll be happy to assist you!	11:23:17 PM
	Whom Would You Like to Connect With?	11:23:17 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.	17 May, 12:00:26 AM
	<i>Ended due to chat idle timeout</i>	12:00:26 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 1 May, 6:56:32 PM

**#76438 cecilia**

**Email:** orders@vicenziusa.com

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 31 Secs

**City:** MIAMI

**State:** Florida

**Country:** UNITED STATES

Chat Transcript Chat Duration : 21 Mins 52 Secs

cecilia	Hello, I am your Acebuddy	1 May, 6:56:33 PM
Acebuddy	Hello Cecilia, I'm your Ace Buddy. I'll be happy to assist you!	6:56:34 PM
	Whom Would You Like to Connect With?	6:56:34 PM
cecilia	Technical Support (QB & App Hosting)	6:56:40 PM
Acebuddy	Welcome to Ace Support.	6:56:40 PM
	Please chose an option :	6:56:40 PM

cecilia	I'd like to report an Issue	6:56:52 PM
Acebuddy	Please select an option!	6:56:52 PM
cecilia	QuickBooks Issue	6:56:56 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:56:56 PM
cecilia	Other QB related issue	6:57:17 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:57:17 PM
cecilia	I don t know which file i need to choose for QB for my company	6:59:37 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:59:37 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:59:37 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	6:59:44 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	7:00:00 PM
cecilia	Thank you	7:00:19 PM
	I open a QB now company open	7:01:32 PM
	Please can I share my computer?	7:01:50 PM
Anjainay Singh	May I take the remote access of your server?	7:01:53 PM
cecilia	yes	7:02:01 PM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	7:02:07 PM
	<a href="https://assist.acecloudhosting.com/join/7112105485">https://assist.acecloudhosting.com/join/7112105485</a>	7:02:25 PM
cecilia	yes	7:02:26 PM
Anjainay Singh	Please copy this URL at your server browser so that I can access your server.	7:02:46 PM
	Could you please show me the issue .	7:05:02 PM
cecilia	Yes	7:05:21 PM
	Which QB i need t to use	7:06:07 PM
Anjainay Singh	The popup is saying to update the QuickBooks .	7:06:11 PM
	You may open QB 2024 .	7:06:44 PM
cecilia	AND NOW	7:06:48 PM
Anjainay Singh	Now you can open your company file inside it .	7:07:22 PM
	Could you please help me with your company file name .	7:08:02 PM
cecilia	I never did before I just start work with them	7:08:44 PM
Anjainay Singh	Thankyou for letting me in.	7:09:03 PM
	Could you please confirm from other users that which company file do you use .	7:09:48 PM
	*they	7:09:57 PM

cecilia	Vicenziusa	7:10:19 PM
	<i>7:10:46 PM Anjainay Singh is sharing a file with you <a href="#">image.png</a> - ( Size:5.35 KB )</i>	7:10:46 PM
Anjainay Singh	As there are two company files shown in screenshot in green icon , could you please confirm which one to choose between two .	7:11:27 PM
cecilia	Vicenziusa, inc	7:11:29 PM
Anjainay Singh	Thankyou for letting me know .	7:11:45 PM
	Could you please login into company file .	7:12:34 PM
	Please enter only username not email address.	7:14:11 PM
	Are you able to open company file	7:14:37 PM
cecilia	ok now	7:15:10 PM
Anjainay Singh	Is there anything else I may help you with ?	7:15:31 PM
cecilia	Thank you I think I am good	7:16:17 PM
	I will call you	7:16:30 PM
	if I have any questions	7:16:50 PM
Anjainay Singh	After this chat gets disconnected you will receive a survey in which you may provide your positive feedback by clicking on smiling emoji.	7:17:04 PM
	Thankyou for letting me know . we will be happy to assist you,.	7:17:37 PM
	You may end this chat .	7:17:47 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:17:55 PM
	<i>Anjainay Singh has ended this chat session</i>	7:18:26 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 May, 5:11:03 AM

#76809 ted

Email: ted@goquickbase.com ☎ 15132386775

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 16 Secs

**City:** TUCSON

**State:** Arizona

**Country:** UNITED STATES

Chat Duration : 28 Mins 13 Secs

### Chat Transcript

ted	Hello, I am your Acebuddy	9 May, 5:11:03 AM
Acebuddy	Hello Ted, I'm your Ace Buddy. I'll be happy to assist you!	5:11:04 AM
	Whom Would You Like to Connect With?	5:11:04 AM
ted	Technical Support (QB & App Hosting)	5:11:11 AM
Acebuddy	Welcome to Ace Support.	5:11:11 AM
	Please chose an option :	5:11:11 AM
ted	I'd like to raise a Request	5:11:30 AM
Acebuddy	Please select your request type.	5:11:30 AM
ted	Change in Applications	5:11:39 AM
Acebuddy	Please select your desired option!	5:11:39 AM
ted	Application Addition	5:11:46 AM
Acebuddy	Please select your Application	5:11:46 AM
ted	Sage	5:11:49 AM
Acebuddy	Kindly download the latest setup file from the application web portal and save it on your server Desktop.	5:11:49 AM
	Once done, Please send an email to support@acecloudhosting.com along with the Serial Number of the application so we can proceed with the installation.	5:11:49 AM
	You will be notified via email once the request has been fulfilled.	5:11:49 AM
	Do you need any further assistance on the topic?	5:11:49 AM
ted	Yes	5:12:02 AM
Acebuddy	Please wait while we connect you to our Support Representative	5:12:02 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:12:02 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	5:13:18 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	5:13:28 AM

ted	Ticket 689702 status.	5:13:51 AM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	5:14:11 AM
	I see that the work is ongoing for your concern, it is with the escalation team. (Edited)	5:15:47 AM
	Within 12-24 hours you will receive the update once the task is completed.	5:16:40 AM
	Are we still connected here?	5:18:14 AM
ted	I am	5:18:18 AM
Ashutosh Mishra	The escalation team will respond to you in 12-24 hours once the task is completed.	5:19:09 AM
ted	It's been over 12 hours already. I was trying to see if there was any progress or if there were stuck on some point.	5:20:12 AM
Ashutosh Mishra	We regret the inconvenience, and I am expediting this.	5:23:13 AM
	By tomorrow morning you will definitely receive further updates.	5:23:34 AM
	I have informed the team to expedite this in the night hours.	5:23:57 AM
ted	I can't keep having an attempt per day to make one step further per day.	5:24:40 AM
	I will call in later tonight with a Sage expert, if I can.	5:25:13 AM
Ashutosh Mishra	It would be very helpful if you can schedule a conference call with Sage Support Team, we can complete the installation/configuration on the call itself.	5:27:41 AM
ted	Sage Support won't help. I have an expert I have to bring in.	5:28:18 AM
Ashutosh Mishra	Please schedule a call with the expert and we will make sure it is done on the call itself.	5:28:50 AM
ted	ok	5:29:28 AM
Ashutosh Mishra	I will update the primary ticket with this information please connect a call once expert is available. Our senior support engineer will complete the task.	5:30:28 AM
	Is there anything else I may help you with ?	5:31:38 AM
	Are we still connected here?	5:33:13 AM
	Are we still connected here?	5:35:12 AM
	Are we still connected here?	5:37:34 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.	5:39:15 AM
<i>Ashutosh Mishra has ended this chat session</i>		5:39:17 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

14 May, 12:07:14 AM

### #76992 Gcs

**Email:** gcs@eastlink.ca

**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:** 37 Secs

**City:** SYDNEY

**State:** Nova Scotia

**Country:** CANADA

## Chat Transcript

Chat Duration : 12 Mins 44 Secs

Gcs	Hello, I am your Acebuddy	14 May, 12:07:15 AM
Acebuddy	Hello Chris Fraser, I'm your Ace Buddy. I'll be happy to assist you!	12:07:16 AM
	Whom Would You Like to Connect With?	12:07:16 AM
Gcs	Technical Support (QB & App Hosting)	12:07:22 AM
Acebuddy	Welcome to Ace Support.	12:07:22 AM
	Please chose an option :	12:07:22 AM
Gcs	I'd like to raise a Request	12:07:28 AM
Acebuddy	Please select your request type.	12:07:28 AM
Gcs	Setup Ace Server	12:07:34 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	12:07:34 AM
Gcs	Microsoft Windows	12:07:39 AM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	12:07:39 AM
	Do you need any further assistance on the topic?	12:07:39 AM
Gcs	Yes	12:07:47 AM

Acebuddy	Please wait while we connect you to our Support Representative	12:07:47 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:07:47 AM
	<i>Shivam Singh accepted the chat transfer request.</i>	12:08:10 AM
	<i>Shivam Singh is transferring the chat to Yash Kalra.</i>	12:08:17 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	12:08:23 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	12:08:38 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:08:50 AM
	<i>Yash Kalra is transferring the chat to Ashutosh Mishra.</i>	12:09:22 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	12:09:24 AM
Gcs	Hi Yash, the server name is Genesis.myrealdata	12:09:28 AM
	My user name is ChrisFR	12:09:36 AM
Ashutosh Mishra	My name is Ashutosh Mishra. I will be assisting you now.	12:10:03 AM
	Thanks for the details !	12:10:15 AM
	Kindly allow me two minutes to check the same.	12:10:22 AM
Gcs	It may be under Genesis Communication Services Ltd	12:12:01 AM
Ashutosh Mishra	Yes, i have checked the account.	12:12:29 AM
	I understand you want the application that helps you connect with Ace server, is that correct? (Edited)	12:13:09 AM
Gcs	Yes. I recently had to wipe my computer & now can't get access to the server no matter how many times I try	12:13:40 AM
Ashutosh Mishra	The application is called RDP it can be downloaded by the My Portal admin after logging into My Portal account. In this case the Admin is Hannah. I will also share the RDP here you can try if it is working.	12:15:57 AM
Gcs	I have redownloaded the original email attachment for set up, as well as the RDP on the computer & neither have allowed a connection to the server	12:17:21 AM
	<i>12:17:21 AMAshutosh Mishra is sharing a file with you <a href="mailto:ChrisFr@myrealdata.net.zip">ChrisFr@myrealdata.net.zip</a> - ( Size:847 Bytes )</i>	12:17:21 AM
	<i>Please unzip this file and find the RDP, you can use your existing password to connect.</i>	
Ashutosh Mishra	I see, try with the one i have provided if issue persists i will assist further.	12:17:48 AM
Gcs	That worked! Thank you very much	12:19:04 AM
Ashutosh Mishra	Thanks for the confirmation !	12:19:30 AM
	Is there anything else I may help you with ?	12:19:34 AM
Gcs	No, that was everything, thank you	12:19:43 AM
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:19:50 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:19:55 AM

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

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

12:19:57 AM

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

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

*Ashutosh Mishra has ended this chat session*

12:20:00 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

6 May, 10:18:32 PM

#### #76651 Jean Scarborough

**Email:** jeans@burkhardcorp.com ☎ 6177234121

**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:** NEWTON

**State:** Massachusetts

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 1 Min 38 Secs

Jean Scarborough	Hello, I am your Acebuddy	6 May, 10:18:33 PM
Acebuddy	Hello Jean Scarborough, I'm your Ace Buddy. I'll be happy to assist you!	10:18:34 PM
	Whom Would You Like to Connect With?	10:18:34 PM
	<i>Jean Scarborough has ended this chat session</i>	10:20:12 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

13 May, 6:31:13 PM

### #76966 Ashley Johnson

**Email:** ajohnson@ipsiscan.com

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 33 Secs

**City:** LANSDALE

**State:** Pennsylvania

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 51 Mins 26 Secs

Ashley Johnson	Hello, I am your Acebuddy	13 May, 6:31:14 PM
Acebuddy	Hello Ashley Johnson, I'm your Ace Buddy. I'll be happy to assist you!	6:31:15 PM
	Whom Would You Like to Connect With?	6:31:15 PM
Ashley Johnson	Technical Support (QB & App Hosting)	6:31:25 PM
Acebuddy	Welcome to Ace Support.	6:31:25 PM
	Please chose an option :	6:31:25 PM
Ashley Johnson	I'd like to report an Issue	6:31:31 PM
Acebuddy	Please select an option!	6:31:32 PM
Ashley Johnson	Other Issue	6:31:35 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:31:35 PM
Ashley Johnson	Ticket ID: 693280	6:31:46 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:31:51 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	6:31:51 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	6:31:54 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	6:32:25 PM
	Please allow me two minutes so that I can look into the tickets and find out the issue .	6:32:51 PM
Ashley Johnson	Thank you!	6:32:57 PM
Anjainay Singh	As one of our call agent has requested for call back details so that he may connect with you over call .	6:33:57 PM
Ashley Johnson	I understand - some of my colleagues in the office are on calls, so I was hoping this could be handled through chat	6:34:25 PM
Anjainay Singh	Just allow me two minutes so that I can provide you best alternative .	6:34:56 PM
	Are you able to login into server?	6:39:13 PM
	May I take the remote access of your local computer?	6:39:48 PM
Ashley Johnson	No, I cannot, and another colleague just let me know she cannot either	6:39:48 PM
	yes	6:39:51 PM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	6:40:02 PM
Ashley Johnson	Already done, thank you!	6:40:12 PM
Anjainay Singh	<a href="https://assist.acecloudhosting.com/join/8362703410">https://assist.acecloudhosting.com/join/8362703410</a>	6:40:46 PM
	Please copy this URL at your local machine browser.	6:41:01 PM
	As we have assisted you remotely and after your confirmation I am ending this chat .	7:22:33 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:22:37 PM
	<i>Anjainay Singh has ended this chat session</i>	7:22:40 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 May, 2:27:20 AM

#77327 harshad.b

Email: harshad.b@matchpointsolutions.com ☎ +917972189948

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 33 Secs

**City:** MUMBAI

**State:** Maharashtra

**Country:** INDIA

Chat Duration : 33 Mins 4 Secs

### Chat Transcript

harshad.b	Hello, I am your Acebuddy	22 May, 2:27:21 AM
Acebuddy	Hello Harshad.b, I'm your Ace Buddy. I'll be happy to assist you!	2:27:22 AM
	Whom Would You Like to Connect With?	2:27:22 AM
harshad.b	Technical Support (QB & App Hosting)	2:27:26 AM
Acebuddy	Welcome to Ace Support.	2:27:26 AM
	Please chose an option :	2:27:26 AM
harshad.b	I'd like to raise a Request	2:27:59 AM
Acebuddy	Please select your request type.	2:27:59 AM
harshad.b	Application Update	2:28:12 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	2:28:12 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	2:28:12 AM
harshad.b	Yes	2:28:19 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:28:19 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:28:19 AM
	<i>Shivam Singh accepted the chat transfer request.</i>	2:28:25 AM
harshad.b	Hi Shivam	2:28:29 AM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	2:28:39 AM
harshad.b	We can't access Quicbooks, its requesting for a download - File Doctor	2:29:03 AM
	MPuser8	2:29:29 AM
Shivam Singh	Thank you for the information and allow 2 minutes to check the same.	2:30:22 AM
harshad.b	ok	2:31:06 AM
Shivam Singh	Thanks for your patience.	2:31:25 AM

	Are you the only one facing the issue?	2:37:03 AM
harshad.b	nope everyone	2:37:11 AM
Shivam Singh	Okay, Allow me to check the servers end.	2:37:33 AM
	Allow me 5 minutes to check from the backend.	2:42:40 AM
	Could you please check now?	2:48:17 AM
harshad.b	ok	2:48:26 AM
Shivam Singh	Could you please check if it is working fine now at your end?	2:49:15 AM
harshad.b	cant login	2:49:21 AM
	same error	2:49:31 AM
Shivam Singh	could you please share the screenshot	2:49:40 AM
	May I take the remote access of your local computer?	2:53:56 AM
	Are we connected here?	2:55:37 AM
	Are we still connected here?	2:57:19 AM
	Are we still connected here?	2:59:37 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.	3:00:14 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:00:18 AM
	<i>Shivam Singh has ended this chat session</i>	3:00:25 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

27 May, 8:56:46 PM

**#77478 Lee Taylor**

**Email:** ltaylor@theratogs.com 9702390104

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**City:** MONTROSE

**State:** Colorado

**Country:** UNITED STATES

Chat Duration : 32 Mins 22 Secs

### Chat Transcript

Lee Taylor	Hello, I am your Acebuddy	27 May, 8:56:47 PM
Acebuddy	Hello Lee Taylor, I'm your Ace Buddy. I'll be happy to assist you!	8:56:48 PM
	Whom Would You Like to Connect With?	8:56:48 PM
Lee Taylor	Technical Support (QB & App Hosting)	8:56:55 PM
Acebuddy	Welcome to Ace Support.	8:56:55 PM
	Please chose an option :	8:56:55 PM
Lee Taylor	I'd like to raise a Request	8:57:02 PM
Acebuddy	Please select your request type.	8:57:02 PM
Lee Taylor	Other Request	8:57:13 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.	8:57:13 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:57:13 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:29:10 PM
	<i>Ended due to chat idle timeout</i>	9:29:10 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

9 May, 2:02:41 AM

**#76799 Michael Reinglass**

**Email:** mglass@weoutsourceit.com ☎ 13124370093

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** NORTHBROOK

**State:** Illinois

**Country:** UNITED STATES

Chat Duration : 16 Mins 5 Secs

### Chat Transcript

Michael Reinglass	Hello, I am your Acebuddy	9 May, 2:02:42 AM
Acebuddy	Hello Michael Reinglass, I'm your Ace Buddy. I'll be happy to assist you!	2:02:43 AM
	Whom Would You Like to Connect With?	2:02:43 AM
Michael Reinglass	Technical Support (QB & App Hosting)	2:02:47 AM
Acebuddy	Welcome to Ace Support.	2:02:47 AM
	Please chose an option :	2:02:47 AM
Michael Reinglass	I'd like to raise a Request	2:02:58 AM
Acebuddy	Please select your request type.	2:02:58 AM
Michael Reinglass	Other Request	2:03:06 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	2:03:06 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:03:06 AM
Michael Reinglass	Yes, I'm facing issues with my server	2:03:14 AM
Acebuddy	Please select an option!	2:03:14 AM
Michael Reinglass	Other Issue	2:03:18 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:03:18 AM
Michael Reinglass	Request to add user placed over 3 hours ago.	2:03:34 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:03:35 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:03:35 AM
Michael Reinglass	Is Rohit Kumar available to call me?	2:03:50 AM
	<i>Rohan Prajapati declined the transfer request.</i>	2:04:10 AM
	Ticket	2:04:24 AM
	# is 691382	2:04:30 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	2:05:01 AM

Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	2:05:10 AM
	Kindly allow me two minutes to check the same.	2:05:18 AM
	Is your request related to user creation and folder permissions?	2:06:22 AM
Michael Reinglass	Yes. Rohit said over 2 hours ago that this would be handled with 30-45 minutes, but I still don't have an update.	2:06:57 AM
Ashutosh Mishra	Yes, the backend team is actively working on this and within 10 minutes you will receive the email with all the details. It's almost completed and final verification is undergoing.	2:07:48 AM
Michael Reinglass	It's been almost 3 hours, so I'd appreciate it being done right away. I don't understand the reason for this delay.	2:08:59 AM
Ashutosh Mishra	I understand this has been inconvenient and i have informed the team to expedite the final stages of verification.	2:11:05 AM
	Please check you would have now received the email.	2:11:48 AM
	Are we still connected here?	2:13:16 AM
	Are we still connected here?	2:15:26 AM
	Are we still connected here?	2:17:06 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	2:18:42 AM
	<i>Ashutosh Mishra has ended this chat session</i>	2:18:48 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

21 May, 5:26:13 PM

#77284 kimberly

Email: kimberly@stokescm.com ☎ 3524456069

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 43 Secs

City: ATLANTA

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 39 Mins 31 Secs

kimberly	Hello, I am your Acebuddy	21 May, 5:26:14 PM
Acebuddy	Hello Kimberly, I'm your Ace Buddy. I'll be happy to assist you!	5:26:15 PM
	Whom Would You Like to Connect With?	5:26:15 PM
kimberly	Technical Support (QB & App Hosting)	5:27:53 PM
Acebuddy	Welcome to Ace Support.	5:27:53 PM
	Please chose an option :	5:27:53 PM
kimberly	I'd like to report an Issue	5:28:14 PM
Acebuddy	Please select an option!	5:28:14 PM
kimberly	QuickBooks Issue	5:28:41 PM
Acebuddy	What type of QuickBooks Issue are you facing?	5:28:41 PM
kimberly	Other QB related issue	5:29:10 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:29:10 PM
kimberly	Need to back up quickbooks and get the other users access to it	5:34:38 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:34:39 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:34:39 PM
	<i>Deepak Taneja declined the transfer request.</i>	5:34:42 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	5:35:02 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	5:35:04 PM
	Hello Kimberly	5:35:09 PM
kimberly	hello	5:36:26 PM
Anurag Sharma	Could you please elaborate your concern?	5:36:44 PM
kimberly	i changed the companys name lsat week with quickbooks support-- so we had to back up the file and rename it. but now, the other users are logging into the wrong file, so i need to get them into the same file as me but want to make sure im doing it right	5:37:45 PM
Anurag Sharma	As per my understanding, you are saying that you changed a company file name with the help of Quickbooks support to some other name. And now the other users of your server are accessing a wrong file due to this. Correct me if I am wrong.	5:39:37 PM
kimberly	yes	5:39:49 PM
Anurag Sharma	So now you want me to share the backup of that file so that you can restore it in the same location.	5:40:25 PM

	And the other users can then access that file again. Right?	
kimberly	yes. the file i am using now, i need to ensure the other users are working into the correct file	5:41:06 PM
Anurag Sharma	Okay, so could you please share the company file name and location?	5:41:35 PM
kimberly	Southern Site & Power Construction	5:41:55 PM
	on the server	5:42:04 PM
Anurag Sharma	Is this the name you renamed the file to?	5:42:26 PM
kimberly	yes	5:42:33 PM
Anurag Sharma	Can you share the location of this file?	5:42:45 PM
kimberly	what do you mean	5:43:01 PM
	i need to do an updated back up	5:43:17 PM
Anurag Sharma	As I can check there are 3 files with the similar name on the server	5:44:11 PM
	Okay so can I provide you the backup of the folder Quickbooks QBW?	5:44:41 PM
kimberly	i dont understand.. i have done work in quickbooks today so there isnt an updated back up for it	5:45:37 PM
	<i>5:45:54 PMAAnurag Sharma is sharing a file with you <a href="#">image.png</a> - ( Size:14.38 KB )</i>	5:45:54 PM
	<i>These are the folders I can see in your D drive</i>	
	yeah those are all old backups	5:46:04 PM
Anurag Sharma	Is there any particular file you want us to provide the backup for?	5:46:51 PM
kimberly	can i create a new backup	5:47:02 PM
Anurag Sharma	As we can help you with that.	5:47:16 PM
kimberly	ok	5:47:21 PM
Anurag Sharma	Do you want to restore the backup of the whole Client Data folder?	5:47:37 PM
kimberly	no?	5:47:56 PM
	that is old files	5:48:01 PM
	im so confused	5:48:06 PM
	I need a NEW back up	5:48:11 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	5:48:32 PM
	Let me clear myself.	5:48:41 PM
	I believe you are trying to say that you want to back up the work you just completed in QuickBooks to the server.	5:49:32 PM
kimberly	yeah i have done work into quickbooks today so i need to create a new back up to ensure all recent data is correct	5:50:22 PM
Anurag Sharma	Okay, Kimberly, I would like to inform you that we perform regular daily backups of the data.	5:51:05 PM

	Please rest assured, as your data will automatically get backup with us.	5:51:27 PM
kimberly	ok how recent? i just did stuff like 30 min ago	5:51:38 PM
Anurag Sharma	Kimberly actually we do take regular backup of the server to ensure no data loss of our valuable clients.	5:52:27 PM
	This Data backup takes place every night during the low users activity to ensure no data loss.	5:53:37 PM
kimberly	ok thats at night tho -- i have been working in this file all morning	5:54:01 PM
Anurag Sharma	No problem Kimberly, the updated work will get backed up in our database by tomorrow morning.	5:54:52 PM
kimberly	so i need to wait for tomorrow to get this fixed? why cant i just run a back up now?	5:55:19 PM
	we have work to do . this needs to be done now	5:55:29 PM
Anurag Sharma	I will surely assist you with this. (Edited)	5:57:56 PM
	May I take the remote access of your server?	5:58:04 PM
	Are we still connected here?	6:03:23 PM
	Are we still connected here?	6:04:10 PM
	Are we still connected here?	6:05:40 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	6:05:42 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:05:44 PM
	<i>Anurag Sharma has ended this chat session</i>	6:05:47 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

30 May, 6:48:11 PM

**#77639 jmerante**

**Email:** jmerante@booksmartstax.com 14128810892

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

**Operator:** Ankit Kumar

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 42 Secs

**City:** CARNEGIE

**State:** Pennsylvania

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 15 Mins 15 Secs

jmerante	Hello, I am your Acebuddy	30 May, 6:48:12 PM
Acebuddy	Hello Jmerante, I'm your Ace Buddy. I'll be happy to assist you!	6:48:13 PM
	Whom Would You Like to Connect With?	6:48:13 PM
jmerante	Technical Support (QB & App Hosting)	6:48:20 PM
Acebuddy	Welcome to Ace Support.	6:48:20 PM
	Please chose an option :	6:48:20 PM
jmerante	I'd like to report an Issue	6:48:30 PM
Acebuddy	Please select an option!	6:48:30 PM
jmerante	Other Issue	6:48:36 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:48:36 PM
jmerante	Checking in on ticket ID 703289	6:49:00 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:49:01 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:49:01 PM
	<i>Ankit accepted the chat transfer request.</i>	6:49:16 PM
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.	6:49:21 PM
jmerante	Hi Ankit, thanks for your help. I'm just looking for an update on ticket 703289	6:49:43 PM
Ankit	I will surely help you with this issue.	6:49:52 PM
	Kindly allow me 3-4 minutes to check the ticket once.	6:50:12 PM
	Thank you for your patience.	6:52:41 PM
	Kindly confirm if this is your username : BS_Jmerante@myrealdata.net ?	
jmerante	Yes	6:53:34 PM
Ankit	May I know if any user is currently able to access the application at this time?	6:53:47 PM
jmerante	yes, I'll log in now if that will help	6:54:15 PM
Ankit	Yes, please. Also, please confirm if you are encountering any errors while connecting to or configuring the application.	6:54:56 PM
jmerante	Did the support team close the ticket? I still need to know what the credentials you guys assigned to the application when you did the re-install.	6:57:03 PM

It's kind of a complicated issue....I sent a 9 minute video in with the issue.

6:57:26 PM

I don't expect you to watch it or solve this issue while we're on the chat

6:57:41 PM

Ankit Please confirm if I can remotely access your server screen so that I can check the error and troubleshoot the issue in real time.

6:57:43 PM

jmerante I'm just checking to see if you guys have fixed the issue.

6:57:57 PM

If you want, you can watch the video, and I think you'll understand why remotely accessing the sever with my might not solve the issue.

6:58:41 PM

Ankit Okay, this might take some time. If you allow us 3-4 hours, we will review the video and share an update with you via email.

7:00:36 PM

In case anything is required from your end, we will let you know. Additionally, please share your callback number, time zone, and your available time frame for today.

7:01:34 PM

jmerante Thank you , thank you, thank you. This is mission critical software (It was part of the initial conversations when I started up with Ace.) YOu guys are great and I am sure that this issue has nothing to do with you, I just need your expertise.

7:01:43 PM

I will be at my desk all day.

7:01:54 PM

I am in eastern time zone us

7:02:05 PM

Please call my cell 412-657-3065

7:02:15 PM

Ankit Thank you for the details. We will do our best to get this issue resolved as soon as possible.

7:02:50 PM

Is there anything else I may help you with ?

7:02:55 PM

jmerante Nope, thanks for escalating this.

7:03:08 PM

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

7:03:15 PM

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

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

Thanks!

7:03:20 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/>)

Ankit has ended this chat session

7:03:27 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

12 May, 8:51:29 PM

### #76912 Kim Lopez

**Email:** kim.lopez@solonamerica.com

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

**Operator:** Varun Bisht

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 44 Secs

**City:** TUCSON

**State:** Arizona

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 54 Mins 27 Secs

Kim Lopez	Hello, I am your Acebuddy	12 May, 8:51:30 PM
Acebuddy	Hello Kim Lopez, I'm your Ace Buddy. I'll be happy to assist you!	8:51:31 PM
	Whom Would You Like to Connect With?	8:51:31 PM
Kim Lopez	Technical Support (QB & App Hosting)	8:51:37 PM
Acebuddy	Welcome to Ace Support.	8:51:37 PM
	Please chose an option :	8:51:37 PM
Kim Lopez	I'd like to report an Issue	8:51:49 PM
Acebuddy	Please select an option!	8:51:49 PM
Kim Lopez	Other Issue	8:51:55 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:51:55 PM
Kim Lopez	follow up on ticket 691386 trouble accessing my remote desktop	8:52:24 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:52:24 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:52:24 PM
	<i>Deepak Taneja declined the transfer request.</i>	8:52:28 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	8:53:39 PM

*Shivam Singh is transferring the chat to Varun Bisht.*

8:55:48 PM

*Varun Bisht accepted the chat transfer request.*

8:55:51 PM

Varun Bisht Thank you for contacting Ace Cloud Hosting. My name is Varun Bisht. I will be assisting you today.

8:56:01 PM

Let me check the ticket number for you quickly, give me 1 min please

8:56:24 PM

Kim Lopez thank you

8:56:34 PM

Varun Bisht Thank you for your patience.

8:57:13 PM

This is regarding the Remote Desktop login issue. Could you please confirm if you are still unable to access the server?

8:57:58 PM

Kim Lopez yes

8:58:30 PM

Varun Bisht May I Send you a Remote session request at -

8:59:04 PM

**kim.lopez@solonamerica.com**

Kim Lopez yes

8:59:08 PM

Varun Bisht for further assistance on this

8:59:11 PM

Thank you

8:59:18 PM

sending you the request now

8:59:24 PM

Kim Lopez looks like it connected

9:01:22 PM

Varun Bisht Also, I kindly request that you save and close all of your confidential data or open files to avoid any potential breach.

9:01:27 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.

9:01:51 PM

As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

9:45:57 PM

*Ended due to chat idle timeout*

9:45:57 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 May, 1:18:52 AM

#77155 Mary

**Email:** mhangartner@wynca-usa.com  952-658-6289

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

Chat Duration : 44 Mins 55 Secs

### Chat Transcript

Mary	Hello, I am your Acebuddy	17 May, 1:18:53 AM
Acebuddy	Hello Mary, I'm your Ace Buddy. I'll be happy to assist you!	1:18:54 AM
	Whom Would You Like to Connect With?	1:18:54 AM
Mary	Technical Support (QB & App Hosting)	1:18:59 AM
Acebuddy	Welcome to Ace Support.	1:18:59 AM
	Please chose an option :	1:18:59 AM
Mary	I'd like to raise a Request	1:19:08 AM
Acebuddy	Please select your request type.	1:19:08 AM
Mary	Application Version Upgrade	1:19:16 AM
Acebuddy	Please select the application you would like to upgrade :	1:19:16 AM
Mary	QuickBooks	1:19:19 AM
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update via email.	1:19:19 AM
	<ul style="list-style-type: none"><li>• QuickBooks Year</li><li>• Variant : Pro / Premier / Enterprise / Accountant</li><li>• License Number</li><li>• Product Code</li></ul>	1:19:19 AM
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.	1:19:19 AM
	Do you need any further assistance on the topic?	1:19:19 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.	2:03:48 AM
	<i>Ended due to chat idle timeout</i>	2:03:48 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

30 May, 12:56:52 AM

### #77609 Bonnie Gentry

Email: qbhelp4u@aol.com ☎ 19168026802

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: SACRAMENTO

State: California

Country: UNITED STATES

## Chat Transcript

Chat Duration : 39 Mins 26 Secs

30 May, 12:56:53 AM	Bonnie Gentry	Hello, I am your Acebuddy
12:56:54 AM	Acebuddy	Hello Bonnie Gentry, I'm your Ace Buddy. I'll be happy to assist you!
12:56:54 AM		Whom Would You Like to Connect With?
12:57:10 AM	Bonnie Gentry	Technical Support (QB & App Hosting)
12:57:10 AM	Acebuddy	Welcome to Ace Support.
12:57:10 AM		Please chose an option :
12:57:17 AM	Bonnie Gentry	I'd like to raise a Request
12:57:17 AM	Acebuddy	Please select your request type.
12:57:27 AM	Bonnie Gentry	Other Request
12:57:28 AM	Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.
12:57:28 AM		If you are facing any issue/problem with your server, Please select the appropriate option below :
1:36:20 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.
1:36:20 AM		Ended due to chat idle timeout



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

29 May, 2:11:14 AM

### #77555 DIANA LEMOS

**Email:** diana@jlemosservices.com ☎ 16617998140

**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:** VALENCIA

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 41 Mins 16 Secs

DIANA LEMOS	Hello, I am your Acebuddy	29 May, 2:11:16 AM
Acebuddy	Hello Diana Lemos, I'm your Ace Buddy. I'll be happy to assist you!	2:11:17 AM
	Whom Would You Like to Connect With?	2:11:17 AM
DIANA LEMOS	Technical Support (QB & App Hosting)	2:11:29 AM
Acebuddy	Welcome to Ace Support.	2:11:29 AM
	Please chose an option :	2:11:29 AM
DIANA LEMOS	I'd like to raise a Request	2:11:36 AM
Acebuddy	Please select your request type.	2:11:36 AM
DIANA LEMOS	Application Version Upgrade	2:11:47 AM
Acebuddy	Please select the application you would like to upgrade :	2:11:47 AM
DIANA LEMOS	QuickBooks	2:12:21 AM
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update via email.	2:12:21 AM

- QuickBooks Year
- Variant : Pro / Premier / Enterprise / Accountant
- License Number
- Product Code

2:12:21 AM

Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.

2:12:21 AM

Do you need any further assistance on the topic?

2:12:21 AM

As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

2:52:32 AM

*Ended due to chat idle timeout*

2:52:33 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

29 May, 6:40:52 AM

#### #77571 Brenda Rosales

Email: brenda.rosales@eneos.com.ph ☎ 636325071840

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 51 Secs

City: MAYBUNGA

State: National Capital Region

Country: PHILIPPINES

### Chat Transcript

Chat Duration : 20 Mins 17 Secs

Brenda Rosales	Hello, I am your Acebuddy	29 May, 6:40:52 AM
Acebuddy	Hello Brenda Rosales, I'm your Ace Buddy. I'll be happy to assist you!	6:40:53 AM
	Whom Would You Like to Connect With?	6:40:53 AM
Brenda Rosales	Technical Support (QB & App Hosting)	6:41:02 AM

Acebuddy	Welcome to Ace Support.	6:41:02 AM
	Please chose an option :	6:41:02 AM
Brenda Rosales	I'd like to report an Issue	6:41:08 AM
Acebuddy	Please select an option!	6:41:08 AM
Brenda Rosales	QuickBooks Issue	6:41:13 AM
Acebuddy	What type of QuickBooks Issue are you facing?	6:41:13 AM
Brenda Rosales	Other QB related issue	6:41:21 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:41:21 AM
Brenda Rosales	i need to upgrade my QB	6:41:58 AM
Acebuddy	Please wait while we connect you to a Support Representative	6:41:59 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:41:59 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	6:42:02 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	6:42:10 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:42:16 AM
Brenda Rosales	where can i get the server name?	6:42:36 AM
	username: myrealdata\MASUGIT	6:43:04 AM
Shubham Kataria	You may provide your business name as well which is registered with us	6:43:49 AM
Brenda Rosales	eneos philippines corporation	6:44:07 AM
	formerly JX Nippon	6:44:16 AM
Shubham Kataria	Thank you for the information. please allow me a minute to check the same.	6:44:45 AM
	Upon review, I found that your ticket is currently being handled by our billing team.	6:48:03 AM
Brenda Rosales	yes, but they close my ticket (sad)	6:48:25 AM
	because they said they are not the one handle this the last time (sad again)	6:48:56 AM
	but i already provided the invoice	6:49:01 AM
Shubham Kataria	No, I have checked the ticket is still opened with them	6:49:07 AM
Brenda Rosales	that Ace Cloud do the upgrading of my QB last time	6:49:21 AM
	im just worried	6:49:32 AM
	because we will not be able to access QB on the June 19th	6:49:47 AM
	and there's also warning from QB	6:49:54 AM
	that they will stop support on the May 31st	6:50:07 AM
	that's why i am hoping to pay this today	6:50:30 AM

	and get done before 31st hopefully	6:50:38 AM
Shubham Kataria	Don't worry about that. If you would like to purchase QB enterprise 2024 gold edition for 5 users from us.	6:51:57 AM
Brenda Rosales	i am just waiting from the invoice from the billing	6:52:00 AM
Shubham Kataria	We will surely assist you	6:52:06 AM
Brenda Rosales	yes	6:52:20 AM
Shubham Kataria	Kindly confirm which invoice is required from the billing. This information will help me to inform the billing team to proceed further.	6:52:45 AM
Brenda Rosales	i need the invoice for the gold edition  so i can ask my boss to approve it  based on the previous quotation of Anjainay Singh , give me \$3,854.90	6:53:08 AM 6:53:22 AM 6:54:42 AM
Shubham Kataria	Got it. so basically you require a quotation from billing team so that your boss can approve it and you can proceed for the payment.	6:55:19 AM
Brenda Rosales	i require the invoice  actually my boss require the invoice	6:55:31 AM 6:55:46 AM
Shubham Kataria	Kindly confirm if you require your current billing.	6:56:36 AM
Brenda Rosales	yes  the billing for the QB gold edition	6:56:46 AM 6:56:56 AM
Shubham Kataria	According to me, billing for the new QuickBooks edition will be generated once the payment has been received.	6:57:55 AM
Brenda Rosales	oh  should i pay based on the quotation?  so can i have the quotation instead?	6:58:12 AM 6:58:25 AM 6:58:38 AM
Shubham Kataria	Yes, I will inform the billing team to send a proper Quotation so that you can get the approval from your boss. (Edited)	6:59:17 AM
Brenda Rosales	thank u so much!!!	6:59:29 AM
Shubham Kataria	You're welcome and thank you for your understand.	6:59:48 AM
	I'm informing our billing team once they will available in the morning, they will share the proper Quotation.	7:00:29 AM
Brenda Rosales	noted on this  will wait  thank u again for the help	7:00:39 AM 7:00:41 AM 7:00:49 AM
Shubham Kataria	You're welcome	7:00:52 AM

	Is there anything else I may help you with ?	7:00:54 AM
Brenda Rosales	noen	7:00:59 AM
	none	7:01:02 AM
Shubham Kataria	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:01:05 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!	7:01:08 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> ). ]( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).)	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Shubham Kataria has ended this chat session</i>	7:01:10 AM
		

## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 27 May, 2:19:04 AM

**#77455 Michelle Gendron**

**Email:** gendron1972@hotmail.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:** CALGARY

**State:** Alberta

**Country:** CANADA

Chat Transcript Chat Duration : 33 Mins 41 Secs

Michelle Gendron

27 May, 2:19:05

AM

Acebuddy	Hello, I am your Acebuddy	
Acebuddy	Hello Michelle Gendron, I'm your Ace Buddy. I'll be happy to assist you!	2:19:06 AM
	Whom Would You Like to Connect With?	2:19:06 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	2:52:46 AM

*Ended due to chat idle timeout*

2:52:47 AM



## Chat Transcript

Hello, I am your Acebuddy

13 May, 3:59:14 AM

### Visitor Details

**#76943 patrickrigg**

**Email:** patrickrigg@pmrproperties.com 14029689366

**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:** ST JOSEPH

**State:** Missouri

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 39 Mins 13 Secs

patrickrigg	Hello, I am your Acebuddy	13 May, 3:59:16 AM
Acebuddy	Hello Patrickrigg, I'm your Ace Buddy. I'll be happy to assist you!	3:59:16 AM
	Whom Would You Like to Connect With?	3:59:16 AM
patrickrigg	Technical Support (QB & App Hosting)	3:59:34 AM
Acebuddy	Welcome to Ace Support.	3:59:34 AM
	Please chose an option :	3:59:34 AM
patrickrigg	I'd like to raise a Request	3:59:42 AM

Acebuddy	Please select your request type.	3:59:42 AM
patrickrigg	Other Request	3:59:53 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	3:59:53 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:59:53 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.	4:38:29 AM
	<i>Ended due to chat idle timeout</i>	4:38:29 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

21 May, 1:54:25 AM

**#77267 weymerp**

**Email:** weymerp@chilin.us ☎ 14405223342

**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:** NILES

**State:** Ohio

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 37 Mins 55 Secs

weymerp	Hello, I am your Acebuddy	21 May, 1:54:26 AM
Acebuddy	Hello Paul Weymer, I'm your Ace Buddy. I'll be happy to assist you!	1:54:27 AM
	Whom Would You Like to Connect With?	1:54:27 AM
weymerp	Technical Support (QB & App Hosting)	1:54:37 AM
Acebuddy	Welcome to Ace Support.	1:54:37 AM

	Please chose an option :	1:54:37 AM
weymerp	I'd like to raise a Request	1:54:45 AM
Acebuddy	Please select your request type.	1:54:45 AM
weymerp	Office 365 Addition	1:54:49 AM
Acebuddy	Please specify if you already have an Office365 subscription	1:54:49 AM
weymerp	I already have O365 license	1:54:58 AM
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windows Server Operating Systems :	1:54:58 AM
	<ul style="list-style-type: none"> <li>• O365 E3</li> <li>• O365 E5</li> <li>• O365 Apps for Enterprise</li> </ul>	1:54:58 AM
	If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.	1:54:58 AM
	If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one mentioned above or you may purchase a compatible license from Ace.	1:54:58 AM
	Do you need any further assistance on the topic?	1:54:58 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.	2:32:22 AM
	<i>Ended due to chat idle timeout</i>	2:32:22 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

29 May, 1:03:27 AM

**#77551 Belinda Gross**

**Email:** sales@mayerandoswald.com

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 48 Secs

**City:** LISLE

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 12 Mins 19 Secs

Belinda Gross	Hello, I am your Acebuddy	29 May, 1:03:28 AM
Acebuddy	Hello Belinda Gross, I'm your Ace Buddy. I'll be happy to assist you!	1:03:29 AM
	Whom Would You Like to Connect With?	1:03:29 AM
Belinda Gross	Sales & Solutions	1:03:43 AM
Acebuddy	Please wait while we connect you to one of our Sales Representative.	1:03:43 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:03:43 AM
	<i>Rahul accepted the chat transfer request.</i>	1:03:49 AM
Rahul	hi Belinda	1:04:04 AM
	Good Afternoon	1:04:08 AM
Belinda Gross	I have purchased a new upgraded license from intuit and need your to update your files	1:05:01 AM
Rahul	can you please we with your CID number	1:05:51 AM
Belinda Gross	what is cid #	1:06:12 AM
Rahul	Mayer & Oswald Inc.	1:06:41 AM
	Is this your Account, Belinda	
Belinda Gross	yes	1:06:49 AM
Rahul	perfect	1:07:04 AM
	your Customer ID is	1:07:19 AM
	CID69566	1:07:37 AM
Belinda Gross	I have my current license #	1:07:53 AM
Rahul	let me transfer you to our support team for betterment	1:08:17 AM
	have a great day	1:08:22 AM
	<i>Rahul is transferring the chat to Support(QB &amp; App Hosting).</i>	1:08:30 AM
	<i>Tushar accepted the chat transfer request.</i>	1:09:31 AM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	1:09:37 AM
Belinda Gross	ok	1:10:37 AM
Tushar	You want to upgrade your QuickBooks application to 24 version correct?	1:11:47 AM
Belinda Gross	yes,	1:11:59 AM

	I did with intuit and have the new license#	1:12:16 AM
Tushar	Kindly email us at support@acecloudhosting.com with your request to upgrade QuickBooks to version 2024. Please include your license number and product code in the email. Once we receive the details, one of our engineers will proceed with the installation and notify you once it's complete.	1:14:54 AM
	Is there anything else I may help you with ?	1:15:24 AM
Belinda Gross	thank you!	1:15:31 AM
Tushar	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:15:36 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:15:43 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	1:15:46 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> ). ]( <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>Tushar has ended this chat session</i>	1:15:47 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

31 May, 4:06:44 AM

**#77671 jmerante**

**Email:** jmerante@booksmartstax.com 14128810892

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

**Operator:** Shashwat Verma

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 46 Secs

**City:** CARNEGIE

**State:** Pennsylvania

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 8 Mins 58 Secs

jmerante	Hello, I am your Acebuddy	31 May, 4:06:46 AM
Acebuddy	Hello James Merante, I'm your Ace Buddy. I'll be happy to assist you!	4:06:47 AM
	Whom Would You Like to Connect With?	4:06:47 AM
jmerante	Technical Support (QB & App Hosting)	4:06:55 AM
Acebuddy	Welcome to Ace Support.	4:06:55 AM
	Please chose an option :	4:06:55 AM
jmerante	I'd like to report an Issue	4:07:01 AM
Acebuddy	Please select an option!	4:07:01 AM
jmerante	Other Issue	4:07:07 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:07:07 AM
jmerante	Checking in on the status of ticket 703289	4:07:29 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:07:30 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:07:30 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	4:08:36 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	4:08:40 AM
jmerante	Hi Shashwat	4:08:44 AM
Shashwat Verma	Hello	4:08:45 AM
jmerante	Can you tell me if there has been any progress made on ticker 703289?	4:08:58 AM
Shashwat Verma	Kindly allow me two minutes to check the same.	4:09:27 AM
jmerante	Thanks	4:09:31 AM
Shashwat Verma	Jamesh, thank you for sharing the video link for troubleshooting. The delay was due to our security team reviewing all external links as part of our standard protocol. We have now proceeded with the troubleshooting process and assure you that it will be completed shortly. We will notify you via email once the process is complete.	4:13:22 AM
jmerante	Ok, thanks for staying on this. I'll standby for your email.	4:13:47 AM
Shashwat Verma	Thank you for your understanding. I'm working on your request now.	4:13:58 AM
	Is there anything else I may help you with ?	4:14:00 AM
jmerante	Nope, I'll standby. And if I don't hear from you tonight I'll reach back out tomorrow.	4:14:25 AM
Shashwat Verma	Thank you for your patience.	4:14:30 AM

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

4:14:34 AM

*Shashwat Verma has ended this chat session*

4:15:44 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 May, 2:48:55 AM

**#76802 acelis**

**Email:** acelis@clearwaterlandscaping.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:** 25 Secs

**City:** BINAKAYAN-KANLURAN

**State:** Laguna

**Country:** PHILIPPINES

Chat Transcript

Chat Duration : 15 Mins 26 Secs

acelis	Hello, I am your Acebuddy	9 May, 2:48:56 AM
Acebuddy	Hello Acelis, I'm your Ace Buddy. I'll be happy to assist you!	2:48:57 AM
	Whom Would You Like to Connect With?	2:48:57 AM
acelis	Technical Support (QB & App Hosting)	2:49:05 AM
Acebuddy	Welcome to Ace Support.	2:49:05 AM
	Please chose an option :	2:49:05 AM
acelis	I'd like to report an Issue	2:49:17 AM
Acebuddy	Please select an option!	2:49:17 AM
acelis	QuickBooks Issue	2:49:21 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:49:21 AM

acelis	QuickBooks Login Issue	2:49:27 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	2:49:27 AM
	Was that helpful?	2:49:27 AM
acelis	No	2:49:34 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	2:49:34 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:49:34 AM
	<i>Rohan Prajapati declined the transfer request.</i>	2:49:51 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	2:50:21 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	2:50:24 AM
	Hello	2:50:31 AM
acelis	Hello	2:50:32 AM
	I am not able to access quickbook desktop for clearwater landscaping despite setting up my username and password	2:50:59 AM
Shashwat Verma	Are you able to access the server?	2:51:08 AM
acelis	yes	2:52:59 AM
Shashwat Verma	I will surely help you with this issue.	2:53:22 AM
	May I take the remote access of your server?	2:53:34 AM
acelis	yes	2:53:49 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	2:53:54 AM
	May I know the username you are using to access the server?	2:54:11 AM
acelis	vhan.c@myrealdata.net.rdp	2:55:13 AM
Shashwat Verma	Thanks for the confirmation !	2:55:31 AM
	Kindly accept the invitation.	2:55:54 AM
	Kindly mock me the Qb issue	2:56:28 AM
acelis	sorry? What do I need to do?	2:56:42 AM
Shashwat Verma	Please show me the issue you are facing in Qb	2:57:03 AM
acelis	I dont know how to log in to clearwater	2:57:21 AM
Shashwat Verma	Got it	2:57:52 AM
acelis	it says I dont have access	2:57:53 AM
Shashwat Verma	May I know the File name please?	2:58:22 AM
	Is its full name is clearwater landscaping	2:58:48 AM

acelis	yes	2:58:53 AM
Shashwat Verma	Kindly open the file. then will check its location path (Edited)	2:59:43 AM
acelis	I cannot open the file path as I dont have permission to open it	3:01:01 AM
Shashwat Verma	We just got the <a href="#">Nathan</a> on chat	3:02:10 AM
	He has already raised the request for the permission	3:02:35 AM
	Will do the needful	3:02:44 AM
acelis	thanks	3:03:00 AM
Shashwat Verma	Is there anything else I may help you with ?	3:03:10 AM
acelis	non so far	3:04:07 AM
	thanks	3:04:08 AM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	3:04:15 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.'	3:04:17 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	3:04:20 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> ). ]( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> .)	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Shashwat Verma has ended this chat session</i>	3:04:22 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

2 May, 1:52:33 PM

#76491 abbastanveer8912

Email: abbastanveer8912@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**City:** HAYATABAD (PHASE-I)

**State:** Khyber Pakhtunkhwa

**Country:** PAKISTAN

## Chat Transcript

Chat Duration : 34 Mins 30 Secs

abbastanveer8912	Hello, I am your Acebuddy	2 May, 1:52:33 PM
Acebuddy	Hello Abbastanveer8912, I'm your Ace Buddy. I'll be happy to assist you!	1:52:35 PM
	Whom Would You Like to Connect With?	1:52:35 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.	2:27:04 PM
	<i>Ended due to chat idle timeout</i>	2:27:04 PM



## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

14 May, 12:08:38 AM

**#76993 Jennie Smith**

**Email:** jsmith@geslawfirm.com 17136689999

**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:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 38 Mins 55 Secs

Jennie Smith	Hello, I am your Acebuddy	14 May, 12:08:39 AM
Acebuddy	Hello Jsmith, I'm your Ace Buddy. I'll be happy to assist you!	12:08:40 AM
	Whom Would You Like to Connect With?	12:08:40 AM
Jennie Smith	Technical Support (QB & App Hosting)	12:08:49 AM
Acebuddy	Welcome to Ace Support.	12:08:50 AM
	Please chose an option :	12:08:50 AM
Jennie Smith	I'd like to report an Issue	12:08:55 AM
Acebuddy	Please select an option!	12:08:55 AM
Jennie Smith	QuickBooks Issue	12:09:02 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:09:02 AM
Jennie Smith	QuickBooks is Frozen	12:09:07 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	12:09:07 AM
	Was that helpful?	12:09:07 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.	12:47:35 AM
	<i>Ended due to chat idle timeout</i>	12:47:35 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

2 May, 10:04:29 PM

#76517 Cole

Email: cole@sambarllc.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: HUNTINGTON BEACH

State: California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 34 Mins 1 Sec

Cole	Hello, I am your Acebuddy	2 May, 10:04:30 PM
Acebuddy	Hello Cole, I'm your Ace Buddy. I'll be happy to assist you!	10:04:31 PM
	Whom Would You Like to Connect With?	10:04:31 PM
Cole	Technical Support (QB & App Hosting)	10:04:39 PM
Acebuddy	Welcome to Ace Support.	10:04:39 PM
	Please chose an option :	10:04:39 PM
Cole	I'd like to report an Issue	10:04:47 PM
Acebuddy	Please select an option!	10:04:47 PM
Cole	QuickBooks Issue	10:04:51 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:04:51 PM
Cole	QuickBooks Update	10:04:58 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	10:04:58 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	10:04:58 PM
	Do you need any further assistance on the topic?	10:04:58 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.	10:38:31 PM
	<i>Ended due to chat idle timeout</i>	10:38:31 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 May, 2:11:42 AM

**#76938 ELANTISHEALTHCARE****Email:** elantishealthcare@gmail.com 314-721-3731**Department:** Support(QB & App Hosting)**Operator:** Ashutosh Mishra**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Mac OS**Browser:** Mozilla Firefox**Device:** Desktop**Average Response Time:** 1 Min 13 Secs**City:** ST LOUIS**State:** Missouri**Country:** UNITED STATES

Chat Duration : 29 Mins 55 Secs

**Chat Transcript**

ELANTISHEALTHCARE	Hello, I am your Acebuddy	13 May, 2:11:43 AM
Acebuddy	Hello Lanecia King, I'm your Ace Buddy. I'll be happy to assist you!	2:11:44 AM
	Whom Would You Like to Connect With?	2:11:44 AM
ELANTISHEALTHCARE	Technical Support (QB & App Hosting)	2:12:04 AM
Acebuddy	Welcome to Ace Support.	2:12:04 AM
	Please chose an option :	2:12:04 AM
ELANTISHEALTHCARE	I'd like to report an Issue	2:12:15 AM
Acebuddy	Please select an option!	2:12:15 AM
ELANTISHEALTHCARE	Other Issue	2:12:19 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:12:19 AM
ELANTISHEALTHCARE	installing rdg	2:12:41 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:12:41 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:12:41 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	2:13:06 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	2:13:18 AM
ELANTISHEALTHCARE	hello	2:13:32 AM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:13:35 AM
ELANTISHEALTHCARE	Laneciak@myrealdata.net.rdp	2:14:14 AM
Ashutosh Mishra	Are you unable to connect to server?	2:14:48 AM
ELANTISHEALTHCARE	i just bought new computer and trying to install but cannot having issues	2:15:52 AM
Ashutosh Mishra	Thanks for the confirmation !	2:16:03 AM

	Is your business name Elantis, LLC?	2:16:26 AM
ELANTISHEALTHCARE	yes	2:16:30 AM
Ashutosh Mishra	I will share new RDP for your account.	2:17:40 AM
	Try logging with that with existing password.	2:17:55 AM
ELANTISHEALTHCARE	ok	2:18:35 AM
	I keep getting error messages stating my credentials did not work.	2:19:20 AM
	I tried to follow the instructions from email but I got lost somewhere	2:19:47 AM
Ashutosh Mishra	I am sharing it, just allow me two minutes.	2:20:31 AM
ELANTISHEALTHCARE	ok	2:20:41 AM
	<i>2:24:04 AMAshutosh Mishra is sharing a file with you <a href="mailto:LaneciaK@myrealdatal.net.rdp.zip">LaneciaK@myrealdatal.net.rdp.zip</a> - ( Size:813 Bytes )</i>	2:24:04 AM
	<i>Please unzip this file and you will find the RDP application to connect with server.</i>	
	ok	2:25:36 AM
	still getting error message	2:28:20 AM
	it say rdp file is not valid, notify your network administrator	2:28:37 AM
Ashutosh Mishra	May I take the remote access of your local computer?	2:30:02 AM
ELANTISHEALTHCARE	yes	2:31:04 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	2:31:32 AM
ELANTISHEALTHCARE	ok	2:32:13 AM
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.	2:33:13 AM
	<a href="https://assist.acecloudhosting.com/join/1962058633">https://assist.acecloudhosting.com/join/1962058633</a>	2:33:14 AM
	As per discussion over the remote session, The issue is resolved by setting up new RDP compatible with Mac computer.	2:41:23 AM
ELANTISHEALTHCARE	yes everything is working	2:41:29 AM
	thank you	2:41:31 AM
Ashutosh Mishra	Thanks for the confirmation !	2:41:34 AM
	Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you	2:41:36 AM
	<i>Ashutosh Mishra has ended this chat session</i>	2:41:39 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

28 May, 3:46:47 AM

### #77505 Grey Lundberg

**Email:** grey@sheltercore.com 12067306575

**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:** SANDPOINT

**State:** Idaho

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 37 Mins 50 Secs

Grey Lundberg	Hello, I am your Acebuddy	28 May, 3:46:48 AM
Acebuddy	Hello Grey, I'm your Ace Buddy. I'll be happy to assist you!	3:46:48 AM
	Whom Would You Like to Connect With?	3:46:48 AM
Grey Lundberg	Technical Support (QB & App Hosting)	3:46:53 AM
Acebuddy	Welcome to Ace Support.	3:46:53 AM
	Please chose an option :	3:46:53 AM
Grey Lundberg	I'd like to raise a Request	3:47:06 AM
Acebuddy	Please select your request type.	3:47:06 AM
Grey Lundberg	Change in Users	3:47:44 AM
Acebuddy	Please select your desired option!	3:47:44 AM
Grey Lundberg	Setback	3:48:06 AM
Acebuddy	Please select your request type.	3:48:08 AM
Grey Lundberg	Password Reset	3:49:10 AM
Acebuddy	Please select an option below	3:49:10 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	4:24:39 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

2 May, 2:55:59 PM

### #76492 Vijay Anand

**Email:** vravikumar@accountingresourcesinc.com

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 56 Secs

**City:** SMITHSBURG

**State:** Massachusetts

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 26 Mins 53 Secs

Vijay Anand	Hello, I am your Acebuddy	2 May, 2:56:01 PM
Acebuddy	Hello Vijay Anand, I'm your Ace Buddy. I'll be happy to assist you!	2:56:02 PM
	Whom Would You Like to Connect With?	2:56:02 PM
Vijay Anand	Technical Support (QB & App Hosting)	2:56:08 PM
Acebuddy	Welcome to Ace Support.	2:56:08 PM
	Please chose an option :	2:56:08 PM
Vijay Anand	I'd like to raise a Request	2:56:19 PM
Acebuddy	Please select your request type.	2:56:19 PM
Vijay Anand	Other Request	2:57:04 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.	2:57:04 PM

	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:57:04 PM
Vijay Anand	Yes, I'm facing issues with my server	3:03:52 PM
Acebuddy	Please select an option!	3:03:52 PM
Vijay Anand	Other Issue	3:03:56 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:03:56 PM
Vijay Anand	I want to create a restored version copy of QB file -Safe Futures, while also keeping the current version of the QB file.	3:04:14 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:04:15 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:04:15 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	3:04:26 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	3:04:33 PM
Vijay Anand	okay	3:04:43 PM
Sharath Kumar	Hello Vijay, could you confirm the location of this file on the server	3:04:59 PM
Vijay Anand	ARINC.myrealdatal.net	3:05:11 PM
	D:\Client data\Safe Futures Inc	3:05:38 PM
Sharath Kumar	And when would you like to restore the file from?	3:06:09 PM
Vijay Anand	last week. Please note I also want to keep the current file.	3:06:52 PM
Sharath Kumar	noted!	3:07:10 PM
	and with what username are you signed into the server with? (Edited)	3:08:22 PM
Vijay Anand	Vijay	3:08:44 PM
Sharath Kumar	Please allow me 2-3 minutes while I fetch the backup file from last week	3:10:21 PM
Vijay Anand	VijaRavikumar	3:10:35 PM
Sharath Kumar	Is there a particular company file that you want us to restore or the entire folder itself?	3:12:07 PM
	because the entire folder is somewhere around 5 GB and it will take some time	3:12:37 PM
Vijay Anand	D:\Client data\Safe Futures Inc - file in this folder( women's center of southeastern connecticut, inc)	3:13:19 PM
	please create a folder in desktop and save	3:14:12 PM
Sharath Kumar	the earliest backup that I have on the server is from 4/25 (Monday)	3:15:27 PM
Vijay Anand	okay	3:15:47 PM
Sharath Kumar	to provide you the backup from last week I will have to access our backup server and that will take time	3:16:04 PM
	so, is this one okay?	3:16:13 PM
Vijay Anand	yes	3:16:30 PM
	if you have something from early this week is also fine like from 28th apr	3:17:22 PM

Sharath Kumar	Yes, I have provided you the file by placing it in a folder named Backup on your desktop  could you please check this and let me know if you require any further assistance	3:18:31 PM  3:18:47 PM
Vijay Anand	It is working fine  Thank you	3:20:39 PM  3:20:48 PM
Sharath Kumar	alright sir!  Anything else that I may assist you with?	3:21:02 PM  3:21:25 PM
Vijay Anand	All good buddy	3:21:43 PM
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	3:22:25 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> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:22:28 PM
	<i>Vijay Anand has ended this chat session</i>	3:22:54 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

28 May, 1:31:32 PM

**#77512 Stephen Derrickson**

**Email:** ibex401k@gmail.com 15616339880

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

**Operator:** Anurag Sharma

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 25 Secs

**City:** FT LAUDERDALE

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 25 Mins 18 Secs

Stephen Derrickson	Hello, I am your Acebuddy	28 May, 1:31:34 PM
Acebuddy	Hello Stephen Derrickson, I'm your Ace Buddy. I'll be happy to assist you!	1:31:35 PM
	Whom Would You Like to Connect With?	1:31:35 PM
Stephen Derrickson	Technical Support (QB & App Hosting)	1:31:42 PM
Acebuddy	Welcome to Ace Support.	1:31:42 PM
	Please chose an option :	1:31:42 PM
Stephen Derrickson	I'd like to report an Issue	1:31:50 PM
Acebuddy	Please select an option!	1:31:50 PM
Stephen Derrickson	Password Reset	1:31:56 PM
Acebuddy	Please select an option below	1:31:56 PM
Stephen Derrickson	Already Enrolled to Selfcare Portal	1:32:00 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	1:32:00 PM
	Do you need any further assistance on the topic?	1:32:00 PM
Stephen Derrickson	Yes	1:32:07 PM
Acebuddy	Please wait while we connect you to our Support Representative	1:32:07 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:32:07 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	1:32:32 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	1:32:36 PM
Stephen Derrickson	Hi	1:32:44 PM
	My account has been locked. I have not used it in a year or so, so I am going to need help with not only the password but the settings for MS RD as well. Thanks.	1:33:40 PM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:34:28 PM
Stephen Derrickson	That may be another issue. I don't know if the server is still the same. The last that I have saved is STEPHEN.NENT	1:35:57 PM
Anurag Sharma	Thanks for the confirmation !	1:36:23 PM
	May I take the remote access of your local computer?	1:36:27 PM
Stephen Derrickson	Sure	1:37:04 PM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	1:37:12 PM

	<a href="https://assist.acecloudhosting.com/join/9752085121">https://assist.acecloudhosting.com/join/9752085121</a>	1:37:24 PM
Stephen Derrickson	Please give me a minute	1:37:25 PM
Anurag Sharma	Kindly paste this link in the browser of local computer and join the session.	1:37:29 PM
	Sure, please take your time	1:37:33 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.	1:40:51 PM
	The issue seems to be resolved	1:55:48 PM
	Is there anything else I may help you with ?	1:56:00 PM
Stephen Derrickson	No, I think that is everything. If you can email me the RDP for both Windows and Mac, that would be much appreciated.	1:56:35 PM
Anurag Sharma	Thanks for the confirmation !	1:56:40 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:56:44 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:56:47 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!	1:56:50 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> ). ]( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).)	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Anurag Sharma has ended this chat session</i>	1:56:52 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 May, 4:47:32 PM

#77433 zahid

**Email:** zahid@columbiatax.onmicrosoft.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:** DHAKA

**State:** Dhaka

**Country:** BANGLADESH

Chat Duration : 1 Hour 23 Mins

### Chat Transcript

zahid	Hello, I am your Acebuddy	25 May, 4:47:33 PM
Acebuddy	Hello Zahid, I'm your Ace Buddy. I'll be happy to assist you!	4:47:35 PM
	Whom Would You Like to Connect With?	4:47:35 PM
zahid	Technical Support (QB & App Hosting)	4:47:44 PM
Acebuddy	Welcome to Ace Support.	4:47:44 PM
	Please chose an option :	4:47:44 PM
zahid	I'd like to report an Issue	4:47:59 PM
Acebuddy	Please select an option!	4:47:59 PM
zahid	QuickBooks Issue	4:48:10 PM
Acebuddy	What type of QuickBooks Issue are you facing?	4:48:10 PM
zahid	Other QB related issue	4:48:19 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:48:19 PM
zahid	Can't do printing job using Print Boss 50	4:48:59 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:49:00 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:49:00 PM
zahid	Hello	4:59:22 PM
	Hello	5:27:01 PM
Acebuddy	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.	6:11:07 PM
	<i>Ended due to chat idle timeout</i>	6:11:08 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

27 May, 9:48:59 PM

### #77482 David Weinstein

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

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 2 Mins

**City:** FT LAUDERDALE

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 44 Mins 51 Secs

David Weinstein	Hello, I am your Acebuddy	27 May, 9:49:01 PM
Acebuddy	Hello David Weinstein, I'm your Ace Buddy. I'll be happy to assist you!	9:49:01 PM
	Whom Would You Like to Connect With?	9:49:01 PM
David Weinstein	Sales & Solutions	9:49:05 PM
Acebuddy	Please wait while we connect you to one of our Sales Representative.	9:49:05 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:49:05 PM
	<i>Rishabh Gogia declined the transfer request.</i>	9:49:09 PM
	<i>Mohit accepted the chat transfer request.</i>	9:49:10 PM
David Weinstein	Mohit, A new potential user has a MAC. The MAC machine is 1 year old. She say's she's familiar with PC. How well will the MAC connect to the VPS	9:50:16 PM
Mohit	Hi Daniel, let me transfer this chat to our support team for further assistance	9:51:56 PM
	<i>Mohit is transferring the chat to Support(QB &amp; App Hosting).</i>	9:52:06 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	9:52:23 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	9:52:42 PM
David Weinstein	368 mbs is the download and the upload speed is 39 mbps	9:53:45 PM

	I have an extender to give	9:55:05 PM
	Will a 1 year old mac work good	9:55:23 PM
	?	9:55:24 PM
Anjainay Singh	Do you want to connect to ACE server on MAC?	9:55:33 PM
David Weinstein	yes	9:55:37 PM
	and the person's speed test is 368 mbps download and the upload speed is 39 mbps	9:56:29 PM
	can we get another routher	9:56:36 PM
Anjainay Singh	We can take remote access of your MAC and setup RDP.	9:57:50 PM
David Weinstein	understood, will a 1 year mac work well?	9:59:04 PM
Anjainay Singh	Yes it will work on any MAC.	9:59:31 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:59:55 PM
	<a href="https://assist.acecloudhosting.com/join/6902096492">https://assist.acecloudhosting.com/join/6902096492</a>	10:03:51 PM
	Please copy this URL at your local machine browser.	10:04:11 PM
David Weinstein	how about the speed, why is a 1733 router only producing 39 mbps upload.	10:04:26 PM
	can you address the upload spped	10:04:58 PM
	if i use a router and connect the ethernet cable to a docking station, will i get speed	10:05:24 PM
Anjainay Singh	Please provide me two minutes so that I can look into it.	10:07:17 PM
	<i>The visitor's phone number was changed to 19149071180.</i>	10:11:31 PM
	We will send up the RDP setup instruction for MAC .	10:15:58 PM
	. (Edited)	10:16:20 PM
David Weinstein	if i give them a docking station, an ethernet cable and an extender how much faster will the connection be?	10:24:09 PM
Anjainay Singh	Yes surely the connection would be fast when accessing the internet through Ethernet cable .	10:26:05 PM
David Weinstein	the differential is a great deal, how close would it have to be. The router is a good one but 5 years old	10:26:43 PM
Anjainay Singh	We only provide cloud support for QuickBooks Application , we do not deal with local IT infrastructure , we request you to contact your local internet service provider for better assistance .	10:30:29 PM
David Weinstein	thank you	10:32:24 PM
Anjainay Singh	Is there anything else I may help you with ?	10:32:38 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:33:50 PM
	<i>Anjainay Singh has ended this chat session</i>	10:33:52 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

9 May, 6:30:41 PM

### #76822 Diane Brooks

**Email:** admin@dottconstruction.com ☎ 7178269097

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

**Operator:** Ankit Kumar

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 29 Secs

**City:** BATH

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Hour 6 Mins

Diane Brooks	Hello, I am your Acebuddy	9 May, 6:30:42 PM
Acebuddy	Hello Diane Brooks, I'm your Ace Buddy. I'll be happy to assist you!	6:30:43 PM
	Whom Would You Like to Connect With?	6:30:43 PM
Diane Brooks	Technical Support (QB & App Hosting)	6:30:47 PM
Acebuddy	Welcome to Ace Support.	6:30:47 PM
	Please chose an option :	6:30:47 PM
Diane Brooks	I'd like to report an Issue	6:30:51 PM
Acebuddy	Please select an option!	6:30:51 PM
Diane Brooks	Other Issue	6:30:58 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:30:58 PM
Diane Brooks	still cannot connect to server, ticket 691446	6:31:24 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:31:33 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:31:33 PM

	<i>Rohan Prajapati declined the transfer request.</i>	6:31:36 PM
	<i>Ankit accepted the chat transfer request.</i>	6:32:09 PM
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.	6:32:15 PM
	Hello Diane, How are you doing today?	6:32:42 PM
Diane Brooks	ok, end of day yesterday they were working on getting me back on the server and recovering folder QB 2023	6:33:14 PM
Ankit	I will surely help you with this issue.	6:33:44 PM
	Kindly allow me two minutes to check the same.	6:33:52 PM
Diane Brooks	ok	6:33:59 PM
Ankit	Thank you for your time and patience. May I know your username once? (Edited)	6:35:43 PM
Diane Brooks	Dan	6:36:15 PM
Ankit	Please confirm if this is your username : DanOtt.Pre1?	6:36:46 PM
Diane Brooks	yes	6:36:53 PM
Ankit	Thanks for the confirmation !	6:37:04 PM
	As per our check, you currently have <b>QuickBooks 2022</b> installed on your server. Could you please confirm if you would like to upgrade to <b>QuickBooks 2023</b> ?	6:39:00 PM
	Please be informed that to upgrade the QuickBooks application, we will need the license number and product code for installation.	6:40:24 PM
Diane Brooks	Courtney already upgraded to Contactors version 2024 with QB (another server) because Ace does not have Contractors version, she was to give Ace the license number, she did that yesterday	6:40:47 PM
	Yash was the one working on it	6:41:48 PM
Ankit	Okay. Diane, I can see that you are currently logged into the server.	6:43:37 PM
Diane Brooks	my screen shows an error that remote desktop cant find the computer Oblivepre1.myrealdatal.net	6:44:27 PM
Ankit	May I take the remote access of your local computer?	6:45:15 PM
Diane Brooks	yes	6:45:21 PM
Ankit	Prior providing the access, I would suggest you to close any important documents at your end.	6:45:28 PM
Diane Brooks	all is closed	6:45:52 PM
Ankit	<a href="https://assist.aceclouddhosting.com/join/9982626512">https://assist.aceclouddhosting.com/join/9982626512</a>	6:45:59 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.	6:47:16 PM
Diane Brooks	do you know if QB was upgraded and if the shortcut folder QB 2023 now has the scans in it?	6:49:46 PM
	that is why we were giving you the license number to get it all on ace cloud, the new QB, the	6:57:18 PM

	ScanSmart scan and the folder	
	Courtney has a login perhaps hers has been taken care of	6:57:47 PM
	503817123896469 Product 324-174	7:00:16 PM
Ankit	Thanks for the details !	7:00:58 PM
	Kindly allow me 4-5 min to check the same.	7:01:12 PM
	As discussed during the remote session, to install QuickBooks 2024, we will need to migrate you to a new shared QuickBooks-only server, as your current server does not support this version. On the new shared server, you will be able to use QuickBooks with your own license details and will have access to features like creating Accountant Copy, Backup Files, and Portable Files. We plan to schedule the migration over the weekend or during night hours to minimize disruption. The process will take approximately 2 to 4 hours. Once completed, our team will email you the new RDP credentials.	7:32:08 PM
	We will inform you via email once the migration starts. Both your current and new servers will remain active until we confirm everything is working fine on the new one, after which we will move your files from the other hosting server to ACE.	
Diane Brooks	yes	7:32:25 PM
Ankit	I am ending the remote session here.	7:33:19 PM
	Is there anything else I may help you with ?	7:34:28 PM
	Diane, I will also request you to share your direct call back number.	7:35:20 PM
	So, in case we need to reach you today before 3:30 PM, you will be available, correct?	7:36:09 PM
Diane Brooks	Office is 717-826-9097 but no one will answer after 3:30 or 4:00	7:36:17 PM
	yes,	7:36:29 PM
Ankit	Thank you for details.	7:36:34 PM
	Is there anything else I may help you with ?	7:36:41 PM
Diane Brooks	no thats great for now	7:37:01 PM
Ankit	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:37:08 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!	7:37:10 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.acecloudhosting.com). ](https://selfcare.acecloudhosting.com).)	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Ankit has ended this chat session</i>	7:37:14 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

28 May, 8:57:24 PM

**#77533 Jennifer Gilbert**

**Email:** jgilbert@bdo.com ☎ 15612454291

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 34 Secs

**City:** CHICAGO

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 20 Mins 52 Secs

Jennifer Gilbert	Hello, I am your Acebuddy	28 May, 8:57:25 PM
Acebuddy	Hello Jennifer Gilbert, I'm your Ace Buddy. I'll be happy to assist you!	8:57:26 PM
	Whom Would You Like to Connect With?	8:57:26 PM
Jennifer Gilbert	Technical Support (QB & App Hosting)	8:57:31 PM
Acebuddy	Welcome to Ace Support.	8:57:31 PM
	Please chose an option :	8:57:31 PM
Jennifer Gilbert	I'd like to report an Issue	8:57:42 PM
Acebuddy	Please select an option!	8:57:42 PM
Jennifer Gilbert	QuickBooks Issue	8:57:46 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:57:46 PM
Jennifer Gilbert	QuickBooks Login Issue	8:57:51 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	8:57:51 PM

	Was that helpful?	8:57:51 PM
Jennifer Gilbert	No	8:57:57 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:57:57 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:57:57 PM
Jennifer Gilbert	Ticket ID #700006.	8:58:09 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	8:59:15 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	8:59:45 PM
	Hello Jennifer	9:00:04 PM
Jennifer Gilbert	i have an open ticket listed above. I am unable to open the QB file	9:00:21 PM
	MYREALDATA\ShannonF.Pro	9:00:41 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	9:01:53 PM
	Kindly allow me two minutes to check the same.	9:01:59 PM
	May I take the remote access of your server?	9:04:12 PM
Jennifer Gilbert	yes	9:04:35 PM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	9:04:44 PM
Jennifer Gilbert	ok	9:05:11 PM
Anurag Sharma	Please login into the server and accept the remote session request	9:05:25 PM
Jennifer Gilbert	[Window Title] Remote Desktop Connection [Content] There was a problem connecting to the remote resource. Ask your network administrator for help. [^] Hide details [OK] [Expanded Information] Error code: 0x3000008 Extended error code: 0x0 Timestamp (UTC): 05/28/25 03:36:21 PM Press Ctrl+C to copy.	9:06:38 PM
	this is the error message i get when i try to open the server	9:06:48 PM
Anurag Sharma	Okay	9:07:03 PM
	May I take the remote access of your local computer?	9:07:10 PM
Jennifer Gilbert	yes	9:07:31 PM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	9:07:43 PM
Jennifer Gilbert	ok	9:07:52 PM
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/1182635096">https://assist.acecloudhosting.com/join/1182635096</a>	9:07:58 PM
	Kindly paste this link in the browser of local computer and join the session.	9:08:02 PM
Jennifer Gilbert	not letting me connect may be something on my firm's end	9:08:41 PM
Anurag Sharma	No problem, please connect with us via remote session	9:09:20 PM
	I will surely assist you with this issue.	9:09:31 PM
	Are you able to connect?	9:11:43 PM

Jennifer Gilbert	no i think my company is blokking access. You may need to work directly with MY IT department	9:12:20 PM
Anurag Sharma	Okay Jennifer, we can do one thing	9:15:40 PM
Jennifer Gilbert	ok	9:15:57 PM
Anurag Sharma	You can share your phone number and your availability time along with the timezone.	9:15:57 PM
	So that we can arrange a callback for you.	9:16:14 PM
Jennifer Gilbert	954-821-9919	9:16:15 PM
Anurag Sharma	So to resolve this issue more efficiently over the call.	9:16:26 PM
Jennifer Gilbert	available unti 3:30pm	9:16:33 PM
Anurag Sharma	Please confirm your timezone	9:16:49 PM
Jennifer Gilbert	Eastern	9:17:02 PM
Anurag Sharma	Thanks for the confirmation !	9:17:08 PM
	Is there anything else I may help you with ?	9:17:11 PM
Jennifer Gilbert	no thank you	9:17:49 PM
Anurag Sharma	Thanks for the confirmation !	9:18:12 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:18:15 PM

*Anurag Sharma has ended this chat session*



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 May, 2:12:37 AM

**#77367 Michael Szymanski**

**Email:** michael.szymanski@gagetech.com ☎ 12547593342

**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:** VENTRESS

**State:** Oklahoma

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 35 Mins 53 Secs

Michael Szymanski	Hello, I am your Acebuddy	23 May, 2:12:38 AM
Acebuddy	Hello Michael Szymanski, I'm your Ace Buddy. I'll be happy to assist you!	2:12:39 AM
	Whom Would You Like to Connect With?	2:12:39 AM
Michael Szymanski	Technical Support (QB & App Hosting)	2:12:46 AM
Acebuddy	Welcome to Ace Support.	2:12:46 AM
	Please chose an option :	2:12:46 AM
Michael Szymanski	I'd like to raise a Request	2:12:55 AM
Acebuddy	Please select your request type.	2:12:55 AM
Michael Szymanski	Other Request	2:13:06 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	2:13:06 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:13:06 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	2:48:31 AM
	<i>Ended due to chat idle timeout</i>	2:48:31 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

17 May, 4:18:26 AM

**#77159 Samara Stein**

**Email:** samara@opsociety.org ☎ 3035895799

**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:** 43 Secs

**City:** SAN RAFAEL

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 9 Mins 2 Secs

Samara Stein	Hello, I am your Acebuddy	17 May, 4:18:27 AM
Acebuddy	Hello Oceanic Preservation Society, I'm your Ace Buddy. I'll be happy to assist you!	4:18:28 AM
	Whom Would You Like to Connect With?	4:18:28 AM
Samara Stein	Technical Support (QB & App Hosting)	4:18:32 AM
Acebuddy	Welcome to Ace Support.	4:18:32 AM
	Please chose an option :	4:18:32 AM
Samara Stein	I'd like to raise a Request	4:18:38 AM
Acebuddy	Please select your request type.	4:18:38 AM
Samara Stein	Other Request	4:18:47 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	4:18:47 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	4:18:47 AM
Samara Stein	Yes, I'm facing issues with my server	4:20:51 AM
Acebuddy	Please select an option!	4:20:51 AM
Samara Stein	Other Issue	4:20:55 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:20:55 AM
Samara Stein	can't log in	4:21:02 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:21:02 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:21:02 AM
	<i>Arjun Sikarwar declined the transfer request.</i>	4:21:05 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	4:21:08 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	4:21:16 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:21:40 AM
Samara Stein	Neither server working	4:21:48 AM
	OPSociety.myrealdatal.net	4:22:06 AM
	myrealdatal\SamaraS	4:22:15 AM

	myrealdata\OPS_Accounting	4:22:23 AM
	can you do a reset or something? My other servers are working	4:22:42 AM
Ashutosh Mishra	Thanks for the confirmation !	4:23:39 AM
	Kindly allow me few minutes to check the same.	4:23:56 AM
	Please try now.	4:25:58 AM
Samara Stein	thanks you. fixed	4:26:34 AM
Ashutosh Mishra	Thanks for the confirmation !	4:26:44 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	4:26:49 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	4:26:53 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.acecloudhosting.com). ](https://selfcare.acecloudhosting.com).)	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Ashutosh Mishra has ended this chat session</i>	4:27:30 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

7 May, 3:31:09 AM

#76670 eugenia

Email: eugenia@natusinc.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 48 Secs

**City:** MONTEBELLO

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 31 Mins 30 Secs

eugenia	Hello, I am your Acebuddy	7 May, 3:31:10 AM
Acebuddy	Hello -eugenia Lee-, I'm your Ace Buddy. I'll be happy to assist you!	3:31:10 AM
	Whom Would You Like to Connect With?	3:31:10 AM
eugenia	Technical Support (QB & App Hosting)	3:31:20 AM
Acebuddy	Welcome to Ace Support.	3:31:20 AM
	Please chose an option :	3:31:20 AM
eugenia	I'd like to report an Issue	3:31:30 AM
Acebuddy	Please select an option!	3:31:30 AM
eugenia	QuickBooks Issue	3:31:36 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:31:36 AM
eugenia	Other QB related issue	3:31:45 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:31:45 AM
eugenia	I was told that our quickbook can export excel file, but when I'm trying to export it, it says the excel installed on this machine is not compatiable with quickbooks	3:32:45 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:32:46 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:32:46 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	3:32:54 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	3:33:06 AM
eugenia	hi	3:33:10 AM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:33:19 AM
eugenia	I think it's Carol,Q6	3:34:14 AM
	My user name is Admin	3:34:22 AM
	for quickbook	3:34:29 AM
Ashutosh Mishra	is the business name Natus Sports & Recreation?	3:36:02 AM
eugenia	yes	3:36:18 AM
Ashutosh Mishra	Thanks for the confirmation !	3:36:24 AM
	Kindly allow me two minutes to check the same.	3:38:38 AM

eugenia	ok	3:38:57 AM
Ashutosh Mishra	I have made required changes please check if MS Excel is available on your desktop please also check if you can directly open MS Excel. (Edited)	3:45:45 AM
	Are we still connected here?	3:48:18 AM
	Are we still connected here?	3:50:38 AM
	Are we still connected here?	3:53:38 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.	4:02:37 AM
	<i>Ashutosh Mishra has ended this chat session</i>	4:02:40 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

19 May, 10:32:01 AM

#### #77174 Carrie Krause

**Email:** carrie@warmpool.org ☎ 307-275-3037

**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:** FT COLLINS

**State:** Colorado

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 47 Secs

Carrie Krause	Hello, I am your Acebuddy	19 May, 10:32:03 AM
Acebuddy	Hello Carrie Krause, I'm your Ace Buddy. I'll be happy to assist you!	10:32:04 AM
	Whom Would You Like to Connect With?	10:32:04 AM
Carrie Krause	Technical Support (QB & App Hosting)	10:32:09 AM

Acebuddy	Welcome to Ace Support.	10:32:09 AM
	Please chose an option :	10:32:09 AM
Carrie Krause	I'd like to raise a Request	10:32:17 AM
Acebuddy	Please select your request type.	10:32:17 AM
Carrie Krause	Application Version Upgrade	10:32:26 AM
Acebuddy	Please select the application you would like to upgrade :	10:32:26 AM
Carrie Krause	QuickBooks	10:32:30 AM
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update via email.	10:32:30 AM
	<ul style="list-style-type: none"> <li>• QuickBooks Year</li> <li>• Variant : Pro / Premier / Enterprise / Accountant</li> <li>• License Number</li> <li>• Product Code</li> </ul>	10:32:30 AM
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.	10:32:30 AM
	Do you need any further assistance on the topic?	10:32:30 AM
Carrie Krause	No	10:32:51 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	10:32:51 AM
	<i>Acebuddy has ended this chat session</i>	10:32:51 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

16 May, 6:58:51 AM

**#77122 Jacob A Cope**

**Email:** scrm95@yahoo.com

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 56 Secs

**City:** EL PASO

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 14 Mins 34 Secs

Jacob A Cope	Hello, I am your Acebuddy	16 May, 6:58:52 AM
Acebuddy	Hello Jacob A Cope, I'm your Ace Buddy. I'll be happy to assist you!	6:58:52 AM
	Whom Would You Like to Connect With?	6:58:52 AM
Jacob A Cope	Technical Support (QB & App Hosting)	6:59:18 AM
Acebuddy	Welcome to Ace Support.	6:59:18 AM
	Please chose an option :	6:59:18 AM
Jacob A Cope	I'd like to raise a Request	6:59:26 AM
Acebuddy	Please select your request type.	6:59:26 AM
Jacob A Cope	Password Reset	6:59:44 AM
Acebuddy	Please select an option below	6:59:44 AM
Jacob A Cope	Not Enrolled to Selfcare Portal	6:59:51 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.	6:59:51 AM
	Do you need any further assistance on the topic?	6:59:51 AM
Jacob A Cope	Yes	7:00:08 AM
Acebuddy	Please wait while we connect you to our Support Representative	7:00:08 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:00:08 AM
	<i>Manish Singh accepted the chat transfer request.</i>	7:00:13 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:00:17 AM
Jacob A Cope	695316 ticket number. need a new pword link so I can install Ace on my laptop, to access Quickbooks	7:01:37 AM
Manish Singh	Kindly allow me two minutes to check the same.	7:02:29 AM
Jacob A Cope	my server nameis : SunCity, myrealdata.net	7:02:54 AM
Manish Singh	May I know your username?	7:05:36 AM
Jacob A Cope	myrealdata\JacobCope	7:06:16 AM
Manish Singh	And we need authorization email from invoices@suncityboxes.com	7:06:32 AM
	Which is John to proceed with the request	7:06:45 AM

Jacob A Cope	Thats my son. one moment	7:07:48 AM
Manish Singh	Yes, kindly provide us approval over the email so that we can proceed with the request.	7:08:37 AM
	Are we still connected here?	7:11:55 AM
	Are we still connected here?	7:12:13 AM
	Are we still connected here?	7:13:16 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.	7:13:23 AM
	<i>Manish Singh has ended this chat session</i>	7:13:26 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

13 May, 5:07:03 AM

### #76946 Angelo Godbey

**Email:** angelo@ban.org 12068494978

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

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**City:** SEATTLE

**State:** Washington

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 32 Mins 14 Secs

Angelo Godbey	Hello, I am your Acebuddy	13 May, 5:07:04 AM
Acebuddy	Hello Angelo, I'm your Ace Buddy. I'll be happy to assist you!	5:07:05 AM
	Whom Would You Like to Connect With?	5:07:05 AM
Angelo Godbey	Technical Support (QB & App Hosting)	5:07:28 AM
Acebuddy	Welcome to Ace Support.	5:07:28 AM

	Please chose an option :	5:07:28 AM
Angelo Godbey	I'd like to raise a Request	5:07:33 AM
Acebuddy	Please select your request type.	5:07:33 AM
Angelo Godbey	Application Update	5:07:40 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	5:07:40 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	5:07:40 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	5:39:19 AM
	<i>Ended due to chat idle timeout</i>	5:39:19 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

29 May, 11:04:41 PM

**#77600 sbhardwaj**

**Email:** sbhardwaj@hmgrouppllp.com

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 30 Secs

**City:** RAICHUR

**State:** Karnataka

**Country:** INDIA

### Chat Transcript

Chat Duration : 19 Mins 39 Secs

sbhardwaj

Hello, I am your Acebuddy

29 May, 11:04:41 PM

Acebuddy

	Hello Shivam Bhardwaj, I'm your Ace Buddy. I'll be happy to assist you!	11:04:42 PM
	Whom Would You Like to Connect With?	11:04:42 PM
sbhardwaj	VDI/DaaS Support	11:04:47 PM
Acebuddy	Please wait while we connect you to an available Representative.	11:04:47 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:04:47 PM
	<i>Shubham declined the transfer request.</i>	11:04:54 PM
	<i>Janardan Mishra accepted the chat transfer request.</i>	11:05:04 PM
Janardan Mishra	Thank you for choosing ACE cloud Hosting. My name is Janardan. How may I help you today?	11:05:27 PM
sbhardwaj	I am not able to login to my VDI	11:05:44 PM
Janardan Mishra	Kindly provide user name that you use to login.	11:06:10 PM
sbhardwaj	At beginning I was getting frequent disconnection then it crashed and now I am not able to connect	11:06:27 PM
Janardan Mishra	I understand the situation and I will surely get it resolved. Kindly help me with your user name or business name.	11:06:54 PM
sbhardwaj	Can I provide you account id?	11:07:27 PM
Janardan Mishra	Sure	11:07:35 PM
sbhardwaj	CID70703	11:07:49 PM
Janardan Mishra	You usually see a blue color line at top of the session once your login is successful. It has your sever name on it. Is that correct?	11:08:57 PM
sbhardwaj	Yes	11:09:16 PM
Janardan Mishra	It seems you selected VDI/DaaS Support however Application support was the correct option. At the moment, your chat is with a different team and here we do not have access to your server. Is it okay if I transfer your chat to concerned team?	11:10:07 PM
sbhardwaj	Sure	11:10:36 PM
Janardan Mishra	Thank you	11:10:42 PM
	<i>Janardan Mishra is transferring the chat to Support(QB &amp; App Hosting).</i>	11:11:13 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:11:49 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:11:51 PM
	Hello Shivam	11:11:56 PM
sbhardwaj	Hello	11:12:07 PM
Shashwat Verma	I will surely help you with this issue.	11:12:17 PM
sbhardwaj	Thanks	11:12:30 PM
Shashwat Verma	May I take the remote access of your local computer?	11:13:03 PM
sbhardwaj	sure	11:13:09 PM

Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	11:13:17 PM
	<a href="https://assist.acecloudhosting.com/join/9922933494">https://assist.acecloudhosting.com/join/9922933494</a>	11:13:23 PM
	Kindly Click on the link and open the downloaded file.	11:13:25 PM
sbhardwaj	Done	11:13:26 PM
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:14:44 PM
	as per the remote session, we have made some changes to the RDP file	11:24:08 PM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	11:24:16 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:24:18 PM
	<i>Shashwat Verma has ended this chat session</i>	11:24:21 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details 21 May, 9:35:20 PM

**#77306 michael Gardner**

**Email:** michael@rayswine.com +14142589821

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 40 Secs

**City:** MILWAUKEE

**State:** Wisconsin

**Country:** UNITED STATES

Chat Transcript Chat Duration : 9 Mins 18 Secs

michael Gardner	Hello, I am your Acebuddy	21 May, 9:35:21 PM
Acebuddy	Hello Michael Gardner, I'm your Ace Buddy. I'll be happy to assist you!	9:35:22 PM

	Whom Would You Like to Connect With?	9:35:22 PM
michael Gardner	Technical Support (QB & App Hosting)	9:35:31 PM
Acebuddy	Welcome to Ace Support.	9:35:31 PM
	Please chose an option :	9:35:31 PM
michael Gardner	I'd like to report an Issue	9:35:46 PM
Acebuddy	Please select an option!	9:35:46 PM
michael Gardner	Other Issue	9:35:51 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:35:51 PM
michael Gardner	How do I setup dual monitors?	9:36:36 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:36:37 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:36:37 PM
	<i>Deepak Taneja declined the transfer request.</i>	9:37:34 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	9:37:35 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	9:38:34 PM
	May I take the remote access of your local computer?	9:39:35 PM
michael Gardner	yes	9:39:45 PM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	9:40:07 PM
	<a href="https://assist.acecloudhosting.com/join/6302240566">https://assist.acecloudhosting.com/join/6302240566</a>	9:41:24 PM
	Please copy this URL at your local machine browser so that I can access your local machine.	9:41:51 PM
	Alternatively I will send you the new RDP file with duo screen option enable ? Please confirm whether this works for you .	9:43:57 PM
	<i>Anjainay Singh has ended this chat session</i>	9:44:39 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 May, 9:15:19 PM

#77302 Krisy Murray

**Email:** acctg@atavolaboise.com  2087610498

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 6 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 5 Mins 19 Secs

Krisy Murray	Hello, I am your Acebuddy	21 May, 9:15:20 PM
Acebuddy	Hello Krisy Murray, I'm your Ace Buddy. I'll be happy to assist you!	9:15:21 PM
	Whom Would You Like to Connect With?	9:15:21 PM
Krisy Murray	Technical Support (QB & App Hosting)	9:15:25 PM
Acebuddy	Welcome to Ace Support.	9:15:25 PM
	Please chose an option :	9:15:25 PM
Krisy Murray	I'd like to raise a Request	9:15:31 PM
Acebuddy	Please select your request type.	9:15:31 PM
Krisy Murray	Application Version Upgrade	9:15:39 PM
Acebuddy	Please select the application you would like to upgrade :	9:15:39 PM
Krisy Murray	QuickBooks	9:15:42 PM
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update via email.	9:15:43 PM
	<ul style="list-style-type: none"><li>• QuickBooks Year</li><li>• Variant : Pro / Premier / Enterprise / Accountant</li><li>• License Number</li><li>• Product Code</li></ul>	9:15:43 PM
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.	9:15:43 PM
	Do you need any further assistance on the topic?	9:15:43 PM
Krisy Murray	Yes	9:16:06 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:16:06 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:16:06 PM
	<i>Deepak Taneja declined the transfer request.</i>	9:16:17 PM

Anurag Sharma accepted the chat transfer request.

9:17:26 PM

Anurag Sharma

Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.

9:17:32 PM

Hello Krisy

9:17:39 PM

Since we are connected on the other chat. I am closing this chat.

9:20:34 PM

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

9:20:37 PM

*Anurag Sharma has ended this chat session*

9:20:39 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 May, 3:33:08 AM

**#76725 Lenora Ford**

**Email:** andredspeller@yahoo.com **Phone:** 12403122476

**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:** BOWIE

**State:** Maryland

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 1 Sec

Lenora Ford

Hello, I am your Acebuddy

8 May, 3:33:09 AM

Acebuddy

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

3:33:10 AM

Whom Would You Like to Connect With?

3:33:10 AM

Lenora Ford

Technical Support (QB & App Hosting)

3:34:11 AM

Acebuddy

Welcome to Ace Support.

3:34:11 AM

Please chose an option :

3:34:11 AM

Lenora Ford	I'd like to raise a Request	3:34:20 AM
Acebuddy	Please select your request type.	3:34:20 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.	4:08:10 AM
	<i>Ended due to chat idle timeout</i>	4:08:10 AM
		

## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 6 May, 12:19:59 AM

**#76596 Charles Cooper**

**Email:** accounting@qicebuilders.com  14072279069

**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:** 41 Secs

**City:** ORLANDO

**State:** Florida

**Country:** UNITED STATES

Chat Transcript Chat Duration : 18 Mins 57 Secs

Charles Cooper	Hello, I am your Acebuddy	6 May, 12:20:00 AM
Acebuddy	Hello Accounting, I'm your Ace Buddy. I'll be happy to assist you!	12:20:00 AM
	Whom Would You Like to Connect With?	12:20:00 AM
Charles Cooper	Technical Support (QB & App Hosting)	12:20:16 AM
Acebuddy	Welcome to Ace Support.	12:20:16 AM
	Please chose an option :	12:20:16 AM
Charles Cooper	I'd like to report an Issue	12:20:30 AM

Acebuddy	Please select an option!	12:20:30 AM
Charles Cooper	Other Issue	12:20:38 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:20:38 AM
Charles Cooper	It seems that our email may have a virus or something crazy is happening	12:21:33 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:21:33 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:21:33 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	12:22:26 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	12:22:34 AM
	I will surely help you with this issue.	12:22:58 AM
Charles Cooper	Rohan Prajapati talked to me earlier today about the problem, but I have not heard back from him.	12:23:47 AM
Ashutosh Mishra	Please share the ticket ID for the concern, you would have received an email from Rohan Prajapati.	12:24:47 AM
Charles Cooper	It seems that several of our customers received emails regarding matters that make no sense, I did not send invoices to these customers, yet they received them.	12:25:02 AM
	Ticket ID: 689088	12:25:24 AM
Ashutosh Mishra	It seems Rohan Was not able to connect with you.	12:26:47 AM
	Please share any screenshot of the email that was sent to customers.	12:27:08 AM
Charles Cooper	I don't have screenshots. Are we able to share screens?	12:29:22 AM
Ashutosh Mishra	Sure.	12:30:09 AM
	Kindly help me with your server name and user name?	12:30:26 AM
Charles Cooper	I am not sure what information you are requesting.	12:31:26 AM
Ashutosh Mishra	Are you connected to Ace server right now?	12:31:53 AM
Charles Cooper	yes	12:32:04 AM
Ashutosh Mishra	What is the username, Kevin or Charles?	12:32:40 AM
Charles Cooper	Charles	12:32:50 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	12:33:00 AM
Charles Cooper	He received the email but I did not send it	12:35:31 AM
	What should we do?	12:36:56 AM
Ashutosh Mishra	I would suggest contacting Gmail support to identify unauthorized access.	12:37:45 AM
Charles Cooper	OK	12:37:55 AM
Ashutosh Mishra	The Gmail service is unrelated to Ace servers.	12:38:00 AM
Charles Cooper	OK - thanks	12:38:13 AM
Ashutosh Mishra	Is there anything else I may help you with ?	12:38:16 AM

Charles Cooper	NO - have a great day	12:38:26 AM
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:38:50 AM
	Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you	12:38:53 AM
	<i>Ashutosh Mishra has ended this chat session</i>	12:38:57 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details ----- 13 May, 3:11:49 AM

**#76940 Tim Doyle**

**Email:** sales@dirtwx.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:** SEATTLE

**State:** Washington

**Country:** UNITED STATES

Chat Transcript ----- Chat Duration : 41 Mins 3 Secs

Tim Doyle	Hello, I am your Acebuddy	13 May, 3:11:51 AM
Acebuddy	Hello Tim Doyle, I'm your Ace Buddy. I'll be happy to assist you!	3:11:52 AM
	Whom Would You Like to Connect With?	3:11:52 AM
Tim Doyle	Technical Support (QB & App Hosting)	3:11:58 AM
Acebuddy	Welcome to Ace Support.	3:11:58 AM
	Please chose an option :	3:11:58 AM
Tim Doyle	Restart	3:12:07 AM
Acebuddy	Hello Tim Doyle, I'm your Ace Buddy. I'll be happy to assist you!	3:12:07 AM

	Whom Would You Like to Connect With?	3:12:07 AM
Tim Doyle	Technical Support (QB & App Hosting)	3:12:58 AM
Acebuddy	Welcome to Ace Support.	3:12:58 AM
	Please chose an option :	3:12:58 AM
Tim Doyle	I'd like to raise a Request	3:13:04 AM
Acebuddy	Please select your request type.	3:13:04 AM
Tim Doyle	Other Request	3:13:10 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	3:13:11 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:13:11 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	3:52:54 AM
	<i>Ended due to chat idle timeout</i>	3:52:54 AM



