

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Oct, 3:48:37 PM

#82863 office

Email: office@mermanusa.com  12035701995

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 31 Secs

City: NORWALK

State: Connecticut

Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 45 Secs

office	Hello, I am your Acebuddy	23 Oct, 3:48:37 PM
Acebuddy	Hello Office, I'm your Ace Buddy. I'll be happy to assist you!	3:48:39 PM
	Whom Would You Like to Connect With?	3:48:39 PM
office	Technical Support (QB & App Hosting)	3:49:05 PM
Acebuddy	Welcome to Ace Support.	3:49:05 PM
	Please chose an option :	3:49:05 PM
office	I'd like to report an Issue	3:49:10 PM
Acebuddy	Please select an option!	3:49:10 PM
office	Other Issue	3:49:18 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:49:18 PM
office	i can't access excel in the hosted environment or locally on one of our computers.	3:51:22 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:51:23 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:51:23 PM
	<i>Manish Singh accepted the chat transfer request.</i>	3:52:24 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	3:53:00 PM

	I will surely help you with this issue.	3:53:20 PM
	Kindly allow me two minutes to check the same.	3:53:43 PM
office	and we cant access Google drive for some reason	3:54:51 PM
Manish Singh	Are all users not able to access Google drive?	3:55:16 PM
office	sorry just lost the chat for a sec. i'll check	3:57:28 PM
Manish Singh	May I know the username who is not able to access Excel?	3:58:06 PM
office	jon mears	3:58:57 PM
Manish Singh	As I can check Jon, do not have access to Excel If you want us to provide Excel to the user Kindly email us on support@acecloudhosting.com (Edited)	4:00:08 PM
	And it will cost \$5.99/per user/per month	4:00:56 PM
office	Thank you!	4:02:36 PM
Manish Singh	Kindly let me know if the issue is resolved for Google drive	4:07:21 PM
	Are we still connected here?	4:09:40 PM
	Are we still connected here?	4:10:50 PM
	Are we still connected here?	4:11:28 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.	4:12:22 PM
	<i>Manish Singh has ended this chat session</i>	4:12:23 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Oct, 9:40:38 PM

#82133 Sydney Clark

Email: sydney@oceestateair.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: PORTSMOUTH

State: Rhode Island

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 28 Secs

Sydney Clark	Hello, I am your Acebuddy	1 Oct, 9:40:38 PM
Acebuddy	Hello Sydney Clark, I'm your Ace Buddy. I'll be happy to assist you!	9:40:39 PM
	Whom Would You Like to Connect With?	9:40:39 PM
Sydney Clark	Technical Support (QB & App Hosting)	9:40:45 PM
Acebuddy	Welcome to Ace Support.	9:40:45 PM
	Please chose an option :	9:40:45 PM
Sydney Clark	I'd like to report an Issue	9:40:51 PM
Acebuddy	Please select an option!	9:40:51 PM
Sydney Clark	QuickBooks Issue	9:40:55 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:40:55 PM
Sydney Clark	QuickBooks is Frozen	9:40:59 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	9:40:59 PM
	Was that helpful?	9:40:59 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.	10:13:07 PM
	<i>Ended due to chat idle timeout</i>	10:13:07 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Oct, 7:55:27 PM

#82869 Yessica Ramirez

Email: hyessica54@yahoo.com

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 36 Secs

City: VALLEY VILLAGE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 36 Secs

Yessica Ramirez	Hello, I am your Acebuddy	23 Oct, 7:55:28 PM
Acebuddy	Hello Yessica Ramirez, I'm your Ace Buddy. I'll be happy to assist you!	7:55:29 PM
	Whom Would You Like to Connect With?	7:55:29 PM
Yessica Ramirez	Managed IT	7:55:35 PM
Acebuddy	Please wait while we connect you to an available Representative.	7:55:35 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:55:35 PM
	<i>Shubham accepted the chat transfer request.</i>	7:56:02 PM
	<i>Shubham is transferring the chat to Support(QB & App Hosting).</i>	7:56:27 PM
Yessica Ramirez	Hello my quickbooks keep reconnecting every 10 to 15 mins I have logged out and restarted but keep having same issues	7:57:18 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	7:57:26 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	7:57:53 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:58:27 PM
Yessica Ramirez	Yessica.Margaret	7:58:45 PM
	User name Yessica	7:58:50 PM
Shubham Maurya	Thank you for the information, could you please share your business name or CID?	8:00:27 PM
Yessica Ramirez	Business name Wavenet	8:01:57 PM
Shubham Maurya	Business name: Wavenet Inc CID75020 Username: Yessica.Margaret.WN@myrealdatal.net	8:03:09 PM
	Please check above details are correct?	
Yessica Ramirez	correct	8:03:22 PM
Shubham Maurya	Thanks for the confirmation !	8:03:35 PM

	Is there any kind of error message while it's reconnecting and do other users are also facing this issue?	8:04:28 PM
Yessica Ramirez	I received reconnecting 1 of 5 and ace goes dark and reloaded then kicks me out	8:05:18 PM
Shubham Maurya	Thanks for the details.	8:07:59 PM
	<i>8:09:14 PM Shubham Maurya is sharing a file with you image.png - (Size:15.41 KB)</i>	8:09:14 PM
	<i>We can see multiple users are already active and using the server right now. We might need to check your connection or try a different server.</i>	
	Do you have any alternative Internet connection?	8:09:28 PM
Yessica Ramirez	No I do not	8:09:58 PM
Shubham Maurya	May I take the remote access of your local computer?	8:10:12 PM
Yessica Ramirez	Yes please	8:10:47 PM
Shubham Maurya	https://assist.acecloudhosting.com/join/8442045066	8:11:16 PM
	Kindly paste this link in the browser of local computer and join the session.	8:11:21 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:11:25 PM
Yessica Ramirez	got it	8:12:29 PM
Shubham Maurya	Please wait let me check the nearest server for your location.	8:15:35 PM
Yessica Ramirez	ok	8:16:29 PM
Shubham Maurya	Please locate your RDP file.	8:21:07 PM
Yessica Ramirez	I cannot log in	8:22:39 PM
	password is only for our IT office	8:22:54 PM
Shubham Maurya	The remote connection file using which you connect with server, we need that file.	8:24:00 PM
Yessica Ramirez	Got it then I will have to reconnect later due to requesting password from IT	8:24:51 PM
Shubham Maurya	If you want we can download it again for you?	8:25:15 PM
Yessica Ramirez	No its fine	8:25:24 PM
	thank you	8:25:25 PM
Shubham Maurya	Alright, we have checked that RDGNV is the server which is giving best speed for your location.	8:26:51 PM
	We just need to update this on your RDP file once we have that.	8:27:10 PM
	Are we still connected here?	8:32:02 PM
	Are we still connected here?	8:33:28 PM
	Are we still connected here?	8:34:08 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	8:35:04 PM
	<i>Shubham Maurya has ended this chat session</i>	8:35:05 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Oct, 9:52:58 PM

#82464 Bowie Fung

Email: cfung@watsonrice.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: 29 Secs

City: OKINAWA

State: Okinawa

Country: JAPAN

Chat Transcript

Chat Duration : 52 Mins 3 Secs

Bowie Fung	Hello, I am your Acebuddy	10 Oct, 9:52:58 PM
Acebuddy	Hello Bowie Fung, I'm your Ace Buddy. I'll be happy to assist you!	9:52:59 PM
	Whom Would You Like to Connect With?	9:52:59 PM
Bowie Fung	Technical Support (QB & App Hosting)	9:53:10 PM
Acebuddy	Welcome to Ace Support.	9:53:10 PM
	Please chose an option :	9:53:10 PM
Bowie Fung	I'd like to report an Issue	9:53:20 PM
Acebuddy	Please select an option!	9:53:20 PM
Bowie Fung	Other Issue	9:53:25 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:53:25 PM
Bowie Fung	assistance on a ticket	9:54:07 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:54:08 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:54:08 PM

	<i>Manish Singh accepted the chat transfer request.</i>	9:56:00 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:56:06 PM
Bowie Fung	Hey Manish, I received your email for the update on my drake installation	9:57:05 PM
Manish Singh	Yes, Bowie we have reinstalled Drake for you.	9:58:06 PM
Bowie Fung	When I opened up Drake 2024, I cannot locate any client data. I asked the owner of the application and he wasn't able to locate it either so he is asking me to contact Ace to see where files are stored	9:58:13 PM
Manish Singh	May I know the name of the file?	9:58:24 PM
Bowie Fung	It's a whole list of clients, I'm not really sure	9:58:49 PM
Manish Singh	Do not worry we have the backup of whole server of last 45 days.	9:59:08 PM
	May I know the location of the folder where it was placed?	9:59:39 PM
	<i>10:00:48 PM Manish Singh is sharing a file with you image.png - (Size:30.29 KB)</i>	10:00:48 PM
	<i>Are these the folder you are looking for?</i>	
Bowie Fung	They don't look like client's files	10:01:45 PM
	<i>10:02:42 PM Manish Singh is sharing a file with you image.png - (Size:60.92 KB)</i>	10:02:42 PM
	<i>Client data that you have in D:/ drive is this</i>	
	No, the owner said those are print outs of the clients. Not the files for the application	10:03:51 PM
Manish Singh	May I know the location so that I can assist you accordingly or would you like to arrange a quick call to resolve this issue.	10:04:46 PM
	With the owner you and ACE?	10:05:00 PM
Bowie Fung	I'm not really sure, the reason I asked ACE is that we cannot locate the location	10:05:13 PM
Manish Singh	May I take the remote access of your server?	10:05:43 PM
Bowie Fung	Yes	10:05:47 PM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	10:05:52 PM
Bowie Fung	I'm trying to message the owner as well but he wasn't actively responding	10:06:10 PM
Manish Singh	No problem we will do our best to resolve this issue.	10:06:30 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:06:36 PM
Bowie Fung	ok	10:07:10 PM
Manish Singh	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.	10:45:02 PM
	<i>Ended due to chat idle timeout</i>	10:45:02 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Oct, 5:41:23 AM

#82560 Allen

Email: allen@infiniteaccountants.com 2125440001

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 4 Mins 23 Secs

City: DITA

State: Laguna

Country: PHILIPPINES

Chat Transcript

Chat Duration : 1 Hour 11 Mins

Allen	Hello, I am your Acebuddy	14 Oct, 5:41:23 AM
Acebuddy	Hello Allen, I'm your Ace Buddy. I'll be happy to assist you!	5:41:24 AM
	Whom Would You Like to Connect With?	5:41:24 AM
Allen	Technical Support (QB & App Hosting)	5:41:27 AM
Acebuddy	Welcome to Ace Support.	5:41:27 AM
	Please chose an option :	5:41:27 AM
Allen	I'd like to report an Issue	5:41:33 AM
Acebuddy	Please select an option!	5:41:33 AM
Allen	QuickBooks Issue	5:41:38 AM
Acebuddy	What type of QuickBooks Issue are you facing?	5:41:39 AM
Allen	Other QB related issue	5:41:44 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:41:44 AM

Allen	Hi, My QuickBooks company file is not opening — it just keeps loading indefinitely. I already tried closing all processes, but the issue persists. Could you help me with this?	5:42:30 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:42:31 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:42:31 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	5:43:32 AM
	<i>Abhay Kumar Saraswat is transferring the chat to Yash Kalra.</i>	5:43:42 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	5:43:44 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	5:43:49 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:43:52 AM
Allen	Allen Cruz	5:44:16 AM
Yash Kalra	Kindly allow me two minutes to check the same.	5:44:55 AM
	Please provide me the name of the company file we are having issue while opening.	5:45:56 AM
Allen	The company file of Francesco Perna	5:46:14 AM
Yash Kalra	Allen, please help me with the path of this company file.	5:48:07 AM
	Are we still connected here?	5:49:45 AM
Allen	Yes, sorry	5:49:57 AM
Yash Kalra	May I take the remote access of your server to check the path of this file?	5:50:03 AM
Allen	yes	5:50:09 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	5:50:35 AM
Allen	Okay	5:50:49 AM
Yash Kalra	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/8972241840	5:52:15 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	5:53:13 AM
Allen	Okay, thank you!	5:53:32 AM
Yash Kalra	Allen, please stay connected while we are making some changes from the backend.	6:01:34 AM
Allen	Okay	6:01:43 AM
	Should I log in to the remote session again?	6:03:43 AM
Yash Kalra	Yes please log in to the server now.	6:04:03 AM
Allen	Is it okay to log in the company file now?	6:04:38 AM
Yash Kalra	Please wait	6:05:41 AM
Allen	Okay, thank you!	6:06:44 AM
		6:30:05 AM

	Hi, any updates on this?	
Yash Kalra	Allen, please log back into the server.	6:30:36 AM
Allen	Okay, thank you!	6:30:44 AM
	I've already logged in.	6:31:59 AM
	<i>6:32:04 AM Yash Kalra is sharing a file with you image.png - (Size:20.86 KB)</i>	6:32:04 AM
	<i>Please help me with the admin password so that the file repair can be completed. (Edited)</i>	
	please try this Ac840811	6:32:29 AM
	Sorry, I think I haven't set up a password for this company file yet.	6:33:43 AM
	<i>6:35:08 AM Yash Kalra is sharing a file with you image.png - (Size:12.71 KB)</i>	6:35:08 AM
	<i>File repair is in process if it shows up any error then I guess we need to set up the password for the file</i>	
	Okay, noted on this\	6:35:30 AM
Yash Kalra	Please allow me the access to your server.	6:37:53 AM
Allen	Okay	6:38:05 AM
Yash Kalra	Allen, we tried our best to resolve the issue. But this seems to be some company file related issue, we please request you to reach out to the Intuit support to get this issue resolved.	6:53:03 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:53:10 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!	6:53:13 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Yash Kalra has ended this chat session</i>	6:53:17 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Oct, 10:06:29 PM

#82878 office

Email: office@pricecontracting.com 14062743064

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 48 Secs

City: STEVENSVILLE

State: Montana

Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 50 Secs

office	Hello, I am your Acebuddy	23 Oct, 10:06:29 PM
Acebuddy	Hello Office, I'm your Ace Buddy. I'll be happy to assist you!	10:06:30 PM
	Whom Would You Like to Connect With?	10:06:30 PM
office	Technical Support (QB & App Hosting)	10:08:15 PM
Acebuddy	Welcome to Ace Support.	10:08:15 PM
	Please chose an option :	10:08:15 PM
office	I'd like to raise a Request	10:08:25 PM
Acebuddy	Please select your request type.	10:08:25 PM
office	Change in Users	10:08:40 PM
Acebuddy	Please select your desired option!	10:08:40 PM
office	User Replacement	10:09:07 PM
Acebuddy	We do not recommend modifying an existing user due to technical challenges. Hence we request you to disable the existing user (that you'd like to replace) and instead add a new user from MyPortal.	10:09:07 PM
	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	10:09:07 PM
	Do you need any further assistance on the topic?	10:09:07 PM

office	Yes	10:09:27 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:09:27 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:09:27 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	10:09:39 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	10:09:43 PM
office	I'd like to add a new user	10:09:44 PM
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:09:45 PM
office	QBNXTENT.myrealdatal.net CarolK.NENT@myrealdatal.net	10:11:56 PM
Yash Kalra	Kindly allow me two minutes to check the same.	10:12:27 PM
office	New user's name is Nicole Rainwater. She will become the Admin. Myself, Carol will then be removed as I will no longer be working with this company	10:13:58 PM
Yash Kalra	Sir, we please request you to reach out to your account owner having mail id angie@3econtracting.com to create user using my portal MyPortal - Ace Cloud Hosting - Customer Overview	10:16:15 PM
	Else please provide us the authorization mail using the mail angie@3econtracting.com and we will create immediately	
office	I think you have the wrong server. We don't have someone here by that name	10:17:11 PM
Yash Kalra	We apologies for this mistake please allow me 2 minutes to get correct the account details.	10:18:22 PM
office	Price Contracting, Inc is our business name	10:19:00 PM
	I may have put that in wrong in the beginning, I apologize	10:19:21 PM
Yash Kalra	This pertains to your recent request regarding the addition of a new user, we kindly ask you to provide the following details to proceed:	
	First and Last name:	10:19:23 PM
	Email Address:	
	Contact number:	
office	Carol Kuginskie, office@pricecontracting.com 4062743064	10:20:08 PM
Yash Kalra	No issue sir, as part of the procedure we will mail for the user addition on your mail id office@pricecontracting.com once this chat ends. please provide your approval on that mail	10:22:47 PM
office	Thank you and I am a woman	10:23:15 PM
Yash Kalra	My apologies.	10:23:33 PM
	Ma'am, Is there anything else I may help you with ?	10:23:49 PM
office	Once you add new user, will you be able to remove me?	10:24:07 PM
Yash Kalra	Is your request is to remove the user CarolK.NENT?	10:24:53 PM
office	Yes. My request is to add a new user, Nicole Rainwater, same contact info as she will be taking over in my position here with the company. Then to remove me Carol	10:25:48 PM

Yash Kalra	Sure, we will do that.	10:25:55 PM
office	Thank you! How long until i can expect to receive this email?	10:26:19 PM
Yash Kalra	We will mail you for the approval in next 5 minutes. Once we get the approval over mail, we will create a new user within 2-3 minutes but for adding the new users as a point of contact we have move the request to the concern department.	10:28:07 PM
office	ok	10:29:10 PM
Yash Kalra	shall we proceed to end this chat now? (Edited) Are we still connected here? I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	10:29:25 PM 10:29:55 PM 10:30:11 PM
office	sure	10:30:11 PM
Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day. <i>Yash Kalra has ended this chat session</i>	10:30:17 PM 10:30:20 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Oct, 12:37:12 AM

#82768 Kari Floyd

Email: kari@newcitycompanies.com 17272880444

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins 12 Secs

City: PALM HARBOR

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 5 Mins

Kari Floyd	Hello, I am your Acebuddy	21 Oct, 12:37:13 AM
Acebuddy	Hello Kari Floyd, I'm your Ace Buddy. I'll be happy to assist you!	12:37:14 AM
	Whom Would You Like to Connect With?	12:37:14 AM
Kari Floyd	Technical Support (QB & App Hosting)	12:38:23 AM
Acebuddy	Welcome to Ace Support.	12:38:24 AM
	Please chose an option :	12:38:24 AM
Kari Floyd	I'd like to report an Issue	12:38:29 AM
Acebuddy	Please select an option!	12:38:29 AM
Kari Floyd	QuickBooks Issue	12:38:35 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:38:35 AM
Kari Floyd	Other QB related issue	12:38:43 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:38:43 AM
Kari Floyd	I need to upload the latest backup for one of my files from Right Networks	12:39:12 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:39:12 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:39:12 AM
	<i>Shubham Maurya accepted the chat transfer request.</i>	12:39:21 AM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	12:39:38 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:39:52 AM
Kari Floyd	Ok It is Kari again I screwed up somehow LOL	12:40:01 AM
	I need to restore a file from Right Networks my old hosting account	12:40:18 AM
	I have Right Networks up and I have the file but it is on a different screen	12:40:53 AM
	How can I restore the 10/16 file	12:41:09 AM
Shubham Maurya	Alright Kari, please allow me sometime to go through your previous conversation so that I can assist you further on this ongoing task.	12:42:20 AM
Kari Floyd	OK this is not ongoing I just need to restore a current version of the QB's file on the I drive from my old hosting	12:43:00 AM
	If you login into my computer I can show you	12:44:39 AM
Shubham Maurya	Thanks for the patience Kari, let me check from backend if we can provide you previous version of your company file. Could you please help me with the exact location of your company file along with file name.	12:48:09 AM
Kari Floyd	It is in my Right Networks account you will not have it my boss was still using the old QB's through Right Networks when I transferred over to you he was still working in the old so I have my Right Networks account up and I need to move it from there over to ACE	12:49:23 AM
		12:51:52 AM

	IS Piyush Chopra available?	
Shubham Maurya	Okay, Please can you confirm your server name is :NewCityConst.myrealdta.net	12:52:10 AM
Kari Floyd	Yes	12:52:23 AM
Shubham Maurya	I'm sorry but looks like from different team. Did he informed you anything about it?	12:53:17 AM
Kari Floyd	He was the one that helped me for onboarding and getting my files	12:53:41 AM
Shubham Maurya	Alright, please stay connected while I'm connecting you with our dedicated onboarding team.	12:55:30 AM
Kari Floyd	Thnaks	12:55:45 AM
	<i>Shubham Maurya is transferring the chat to Onboarding.</i>	12:55:57 AM
	Can you just ask him to contact me please	1:05:26 AM
Shubham Maurya	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.	1:42:37 AM
	<i>Ended due to chat idle timeout</i>	1:42:37 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Oct, 11:24:40 PM

#82220 Robert Zeigen

Email: rzeigen@szcpa.tax 15613920620

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 13 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 53 Secs

Robert Zeigen	Hello, I am your Acebuddy	3 Oct, 11:24:41 PM
Acebuddy	Hello Robert Zeigen, I'm your Ace Buddy. I'll be happy to assist you!	11:24:42 PM
	Whom Would You Like to Connect With?	11:24:42 PM
Robert Zeigen	Technical Support (QB & App Hosting)	11:24:47 PM
Acebuddy	Welcome to Ace Support.	11:24:47 PM
	Please chose an option :	11:24:47 PM
Robert Zeigen	I'd like to report an Issue	11:25:28 PM
Acebuddy	Please select an option!	11:25:28 PM
Robert Zeigen	Other Issue	11:25:32 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:25:32 PM
Robert Zeigen	My virtual drive is not updating. I need you to do the following:	11:26:18 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:26:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:26:18 PM
Robert Zeigen	Try these quick fixes for sync issues: First, restart the Canopy Service: Press Windows + R, type services.msc Find "Canopy Service" → Right-click → Restart Wait 1-2 minutes for reconnection	11:26:22 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:27:35 PM
	<i>Shashwat Verma is transferring the chat to Abhay Kumar Saraswat.</i>	11:27:42 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	11:27:47 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	11:27:52 PM
Robert Zeigen	If still not syncing: Open Virtual Drive → Click "Retry All" for any errors Click your profile → Select "Reauthorize" Check for updates: Virtual Drive menu → "Check for Updates"	11:28:42 PM
Abhay Kumar Saraswat	Thank you for the information.	11:29:24 PM
	Is this for account: Schaffer Zeigen CPA PLLC ?	11:29:27 PM
Robert Zeigen	yes	11:29:35 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	11:29:44 PM
	Kindly allow me two minutes to check the same.	11:30:12 PM
	Thank you for your patience.	11:33:09 PM
	As requested, we have restarted the services of this.	11:33:26 PM
Robert Zeigen	Let me check	11:34:04 PM
Abhay Kumar Saraswat	Could you please elaborate on the issue you are experiencing with this software?	11:34:04 PM
	Or may I take the remote access of your local computer?	11:34:23 PM

	So I could check the same.	11:34:35 PM
Robert Zeigen	It fixed it. Thanks	11:34:42 PM
Abhay Kumar Saraswat	Great.	11:34:48 PM
Robert Zeigen	Folders were not updating	11:34:52 PM
	Tjhat's all I need, thanks	11:35:01 PM
Abhay Kumar Saraswat	Okay.	11:35:01 PM
	No worries.	11:35:06 PM
	Is there anything else I may help you with ?	11:35:09 PM
	Are we still connected here?	11:36:56 PM
	Are we still connected here?	11:37:16 PM
	Are we still connected here?	11:44:25 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	11:44:32 PM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	11:44:34 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Oct, 2:39:16 AM

#82295 Jason Williams

Email: jwilliams@fitnetworks.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 8 Secs

City: CHARLOTTE

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 2 Secs

Jason Williams	Hello, I am your Acebuddy	7 Oct, 2:39:16 AM
Acebuddy	Hello Jason Williams, I'm your Ace Buddy. I'll be happy to assist you!	2:39:17 AM
	Whom Would You Like to Connect With?	2:39:17 AM
Jason Williams	Technical Support (QB & App Hosting)	2:39:21 AM
Acebuddy	Welcome to Ace Support.	2:39:21 AM
	Please chose an option :	2:39:21 AM
Jason Williams	I'd like to raise a Request	2:39:28 AM
Acebuddy	Please select your request type.	2:39:28 AM
Jason Williams	Reboot your Server	2:39:41 AM
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion.	2:39:41 AM
	Do you need any further assistance on the topic?	2:39:41 AM
Jason Williams	Yes	2:39:50 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:39:51 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:39:51 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	2:40:06 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	2:40:14 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:40:21 AM
	Are we still connected here?	2:42:09 AM
	Are we still connected here?	2:43:44 AM
	Are we still connected here?	2:46:11 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.	2:46:16 AM
	<i>Yash Kalra has ended this chat session</i>	2:46:19 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Oct, 3:32:56 AM

#82156 ELAINE BRAGA REGO

Email: tax@timeprotax.com  +15613444422

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 35 Secs

City: FT LAUDERDALE

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 57 Secs

ELAINE BRAGA REGO	Hello, I am your Acebuddy	2 Oct, 3:32:57 AM
Acebuddy	Hello Elaine Braga, I'm your Ace Buddy. I'll be happy to assist you!	3:32:58 AM
	Whom Would You Like to Connect With?	3:32:58 AM
ELAINE BRAGA REGO	Technical Support (QB & App Hosting)	3:33:04 AM
Acebuddy	Welcome to Ace Support.	3:33:04 AM
	Please chose an option :	3:33:04 AM
ELAINE BRAGA REGO	I'd like to report an Issue	3:33:11 AM
Acebuddy	Please select an option!	3:33:11 AM
ELAINE BRAGA REGO	Other Issue	3:33:14 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:33:15 AM
	<i>3:33:39 AM ELAINE BRAGA REGO is sharing a file with you</i> <u>WhatsApp Image 2025-10-01 at 14.49.04_2b90dd1e.jpg</u> - (Size:231.1 KB)	3:33:39 AM
	Please wait while we connect you to a Support Representative	3:33:40 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:33:40 AM
	<i>Dushyant declined the transfer request.</i>	3:34:38 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	3:35:10 AM

Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	3:35:14 AM
ELAINE BRAGA REGO	thnaks	3:35:22 AM
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:35:23 AM
ELAINE BRAGA REGO	thanks. I am still need a soloution the whole day and still not working and we are close to the tax deadline 15th	3:35:32 AM 3:35:43 AM 3:35:54 AM
Yash Kalra	Elaine, I really understand your concern, and I know what you must be going trough. I will be surely assisting you with this. Kindly help me with your server name and user name so that I can check the details from the backend? (Edited)	3:36:37 AM 3:36:48 AM
ELAINE BRAGA REGO	Ace cloud told me that in two hours they will give a solution Time Pro Sabrina TPT	3:37:13 AM 3:37:23 AM 3:37:27 AM
Yash Kalra	Elaine, I really apologize on the behalf of my team. Kindly allow me two minutes to check the previous tickets.	3:38:55 AM 3:39:24 AM
ELAINE BRAGA REGO	ok	3:39:32 AM
Yash Kalra	Elaine, thank you for staying connected. I would like to inform you that your ticket is currently with our callback team, and they will be reaching out to you shortly. Since this issue is application-related, the best way to get it resolved is through a three-way call with the application support team. We suggest that you please connect with the application support team and add us to the call. You can reach us anytime on our 24/7 helpline at 888-415-5240 (toll-free) . (Edited)	3:48:47 AM
ELAINE BRAGA REGO	you mean Prosries?	3:49:20 AM
Yash Kalra	Yes, Pro series support team	3:49:53 AM
ELAINE BRAGA REGO	but you did not told me earlier? now it is too late to call them today I am losing a whole day	3:50:15 AM 3:50:22 AM
Yash Kalra	Elaine, I just checked this case with our Specialist, and they are already working on it. The issue appears to have originated from the application end. (Edited)	3:52:06 AM
ELAINE BRAGA REGO	ok. i am trying to call them	3:53:14 AM 3:53:22 AM
	but I need you help to access sabrinas computer	3:53:35 AM
Yash Kalra	Believe us our team has spend the day working for this case even we want to help you with the solution and your satisfaction	3:53:38 AM
ELAINE BRAGA REGO	because she is an employee and it is not working now	3:53:50 AM
Yash Kalra	Elaine, with the access to Sabrina computer are you referring to access the server using her profile?	3:56:06 AM

ELAINE BRAGA REGO	yes please	3:56:16 AM
Yash Kalra	Are you receiving any error message while attempting to connect to the Ace server using her credentials ? If yes, kindly share the exact message.	3:58:11 AM
ELAINE BRAGA REGO	no	3:58:20 AM
	i can go in, but i need to use her credentials while talking with prosewries	3:58:36 AM
Yash Kalra	May I take the remote access of your local computer?	3:58:48 AM
ELAINE BRAGA REGO	yes,sure	3:58:59 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	3:59:04 AM
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/5902101140	3:59:08 AM
ELAINE BRAGA REGO	ok	3:59:09 AM
Yash Kalra	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	4:00:17 AM
	Elaine, we assisted you with the login issue and will be waiting for 3-way call with pro series so that we can assist you with the application issue.	4:12:08 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.]	4:12:46 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	4:12:50 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Yash Kalra has ended this chat session</i>	4:12:54 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82618 Shipleyelectric87

Email: shipleyelectric87@gmail.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 33 Secs

City: WEST VALLEY CITY

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 16 Secs

Shipleyelectric87	Hello, I am your Acebuddy	15 Oct, 7:42:52 AM
Acebuddy	Hello Bill Shipley, I'm your Ace Buddy. I'll be happy to assist you!	7:42:53 AM
	Whom Would You Like to Connect With?	7:42:53 AM
Shipleyelectric87	Technical Support (QB & App Hosting)	7:43:13 AM
Acebuddy	Welcome to Ace Support.	7:43:13 AM
	Please chose an option :	7:43:13 AM
Shipleyelectric87	I'd like to report an Issue	7:43:26 AM
Acebuddy	Please select an option!	7:43:26 AM
Shipleyelectric87	QuickBooks Issue	7:43:33 AM
Acebuddy	What type of QuickBooks Issue are you facing?	7:43:33 AM
Shipleyelectric87	Other QB related issue	7:43:40 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:43:40 AM
Shipleyelectric87	cant right right click and i lost my change order options. I tried to call but no one will answer even your site says 24/7	7:45:37 AM
Acebuddy	Please wait while we connect you to a Support Representative	7:45:38 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:45:38 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	7:45:59 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	7:46:11 AM
Shipleyelectric87	ok	7:46:19 AM
Shubham Kataria		

	I really apologize for this. As currently engineers are busy on another calls but I will be surely assisting you with this. Kindly help me with your server name and user name? (Edited)	7:47:01 AM
Shipleyelectric87	where can that information?	7:49:08 AM
Shubham Kataria	You can check in your monthly billing or in your contract	7:50:18 AM
	Or you may also provide your business name which is registered with ACE	7:50:36 AM
Shipleyelectric87	shipley electric inc	7:51:02 AM
Shubham Kataria	Thank you for the information	7:51:07 AM
	May I take the remote access of your server?	7:51:54 AM
Shipleyelectric87	yes	7:52:06 AM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	7:52:17 AM
	Kindly accept the remote request on the server	7:52:41 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:52:49 AM
	Thank you for your patience.	8:08:18 AM
	As checked over the remote session, We are initiating QB update for you as there are multiple updates pending on it and will inform you via email once updates completed.	8:09:11 AM
	Are we still connected here?	8:10:21 AM
	Are we still connected here?	8:11:28 AM
Shipleyelectric87	Yes	8:11:39 AM
Shubham Kataria	Thank you, I will inform you via email once the update completed.	8:12:09 AM
	Is there anything else I may help you with ?	8:12:13 AM
Shipleyelectric87	Nothing else other than the change orders	8:13:27 AM
Shubham Kataria	Alright, We are working on this issue and will inform once the update completed.	8:14:31 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:14:45 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	8:14:50 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shubham Kataria has ended this chat session</i>	8:15:09 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Oct, 11:22:40 PM

#82883 Alicen Truax

Email: alicen@cimodular.com 3608869933

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 10 Secs

City: AUBURN

State: Washington

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 34 Secs

Alicen Truax	Hello, I am your Acebuddy	23 Oct, 11:22:41 PM
Acebuddy	Hello Alicen Truax, I'm your Ace Buddy. I'll be happy to assist you!	11:22:42 PM
	Whom Would You Like to Connect With?	11:22:42 PM
Alicen Truax	Technical Support (QB & App Hosting)	11:22:45 PM
Acebuddy	Welcome to Ace Support.	11:22:45 PM
	Please chose an option :	11:22:45 PM
Alicen Truax	I'd like to report an Issue	11:22:54 PM
Acebuddy	Please select an option!	11:22:54 PM
Alicen Truax	QuickBooks Issue	11:23:02 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:23:02 PM
Alicen Truax	QuickBooks is Frozen	11:23:09 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	11:23:09 PM

	Was that helpful?	11:23:09 PM
Alicen Truax	No	11:23:15 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	11:23:15 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:23:15 PM
	<i>Gaurav kumar declined the transfer request.</i>	11:23:21 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	11:23:27 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	11:23:33 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:23:45 PM
Alicen Truax	Continental Industries, Inc./Alicen Truax	11:24:08 PM
Shubham Maurya	Thank you for the information, please allow few minutes to check the same.	11:24:51 PM
Alicen Truax	I am unable to open QuickBooks. If it tries opening, it just idles without opening the software.	11:25:10 PM
	And I cannot restart my computer because I have files being downloaded.	11:25:40 PM
Shubham Maurya	Business name: Diamond Square CID75136	11:25:41 PM
	Please confirm above details are correct?	
Alicen Truax	Yes	11:25:46 PM
Shubham Maurya	No worries, please wait let me check it from server end. Would that be fine if I disconnect your session from server for a while so that you can reconnect it back?	11:27:10 PM
Alicen Truax	Yes	11:27:18 PM
Shubham Maurya	Thanks for the confirmation !	11:27:34 PM
	Kindly allow me few minutes to work on it Alicen.	11:27:58 PM
Alicen Truax	Thank you	11:28:04 PM
Shubham Maurya	I can see you are already disconnect from server, right?	11:29:32 PM
Alicen Truax	Yes, I am disconnected.	11:29:43 PM
Shubham Maurya	Okay, please logon back to server and pin " QBReset " to task bar from desktop, run it QBReset for once then relaunch Quickbooks and check if it's working fine.	11:32:51 PM
Alicen Truax	Ok, one moment please.	11:34:10 PM
	Same error. Nothing is happening.	11:35:03 PM
Shubham Maurya	Please confirm username is AlicenTr.NPRE	11:36:02 PM
	May I take the remote access of your local computer?	11:37:04 PM
	As we are connected on another chat with you, so disconnecting this chat session.	11:59:10 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:59:13 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Oct, 12:53:29 AM

#83090 caleb.morton

Email: caleb.morton@coretechs.it 13182458122

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 43 Secs

City: RUSTON

State: Louisiana

Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 4 Secs

caleb.morton	Hello, I am your Acebuddy	30 Oct, 12:53:29 AM
Acebuddy	Hello Caleb.morton, I'm your Ace Buddy. I'll be happy to assist you!	12:53:30 AM
	Whom Would You Like to Connect With?	12:53:30 AM
caleb.morton	Technical Support (QB & App Hosting)	12:53:35 AM
Acebuddy	Welcome to Ace Support.	12:53:35 AM
	Please chose an option :	12:53:35 AM
caleb.morton	I'd like to report an Issue	12:53:39 AM
Acebuddy	Please select an option!	12:53:39 AM
caleb.morton	Other Issue	12:53:45 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:53:45 AM
caleb.morton	Receiving error when connecting to the remote resource. "There was a problem connecting to the	12:54:18 AM

	remote resource"	
Acebuddy	Please wait while we connect you to a Support Representative	12:54:18 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:54:18 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	12:54:31 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	12:54:34 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:54:37 AM
caleb.morton	Hello, CDServicesgroup.myrealdata.net and username is robertbooth@myrealdata.net	12:55:03 AM
Yash Kalra	Caleb, as I can check you were earlier connected with another agent who was helping you to resolve this issue. Please allow me to transfer this chat to the dedicated agent. (Edited)	12:56:44 AM
caleb.morton	Ok, thanks	12:57:35 AM
	<i>Yash Kalra is transferring the chat to Shubham Maurya.</i>	12:57:41 AM
	<i>Shubham Maurya accepted the chat transfer request.</i>	12:57:44 AM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	12:57:50 AM
	Hi Caleb, let me know the issue you are facing please.	12:58:19 AM
	<i>12:58:51 AM caleb.morton is sharing a file with you Screenshot 2025-10-29 141859.png - (Size:34.62 KB)</i>	12:58:51 AM
caleb.morton	Hello again - apologies as I spoke too soon. When trying to connect, I am facing this prompt	12:58:58 AM
Shubham Maurya	https://we.tl/t-qpBn83Ma1v	12:59:57 AM
	Please download RDP file using above link for this user.	
	Please wait I can see now the user profile is locked.	1:01:05 AM
	Okay, I have unlocked it. You might have tried multiple attempt using incorrect password.	1:01:57 AM
	Please first reset your password then try to login again.	1:02:10 AM
	Thanks for your patience and understanding with us. If you want to reset password for the user you can do it using https://selfcare.acecloudhosting.com/	1:02:39 AM
	Go to Forgot your password?>>enter username *robertbooth*	
caleb.morton	Sure, I just need to access the portal. The user Id is CID71974, correct?	1:03:53 AM
	Thank you for unlocking it. The password that is on file will need to be reset for the user	1:04:18 AM
Shubham Maurya	You can reset password without using myportal also, this is self care portal using which each user can reset their own password without admin help, Only if the user is enrolled on self care portal.	1:05:29 AM
	Yes, for M*yportal* user ID will be your CID CID71974	1:06:03 AM
caleb.morton	Good to know, thank you, please standby as I reset the password to ensure access	1:07:11 AM
Shubham Maurya	No worries, please take your time.	1:07:26 AM

caleb.morton	Good to go	1:15:35 AM
Shubham Maurya	Thanks for confirmation !	1:16:03 AM
	Is there anything else I may help you with ?	1:16:05 AM
caleb.morton	Thanks again - confirmed all is working as needed	1:16:05 AM
	That's it for sure thank you!	1:16:22 AM
Shubham Maurya	You are most welcome, happy to help anytime.	1:16:27 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!	1:16:29 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:16:32 AM
	<i>Shubham Maurya has ended this chat session</i>	1:16:34 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Oct, 7:30:01 AM

#82160 ELAINE BRAGA REGO

Email: tax@timeprotax.com ☎ +15613444422

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 9 Secs

City: FT LAUDERDALE

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 34 Secs

ELAINE BRAGA REGO	Hello, I am your Acebuddy	2 Oct, 7:30:02 AM
Acebuddy	Hello Elaine Braga, I'm your Ace Buddy. I'll be happy to assist you!	7:30:03 AM
	Whom Would You Like to Connect With?	7:30:03 AM
ELAINE BRAGA REGO	Technical Support (QB & App Hosting)	7:30:07 AM
Acebuddy	Welcome to Ace Support.	7:30:07 AM
	Please chose an option :	7:30:07 AM
ELAINE BRAGA REGO	I'd like to report an Issue	7:30:12 AM
Acebuddy	Please select an option!	7:30:12 AM
ELAINE BRAGA REGO	Other Issue	7:30:16 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:30:16 AM
ELAINE BRAGA REGO	I am not able to "print" PDF	7:30:28 AM
Acebuddy	Please wait while we connect you to a Support Representative	7:30:28 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:30:28 AM
	<i>Rohan accepted the chat transfer request.</i>	7:30:39 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	7:30:45 AM
	Hello Elaine, How are you doing today ? (Edited)	7:31:04 AM
ELAINE BRAGA REGO	Hi, I am trying to "print" to PDF but I have this error	7:31:11 AM
	<i>7:31:18 AM ELAINE BRAGA REGO is sharing a file with you Screenshot 2025-10-01 215409.png - (Size:17.11 KB)</i>	7:31:18 AM
Rohan	I will surely help you with this issue.	7:31:19 AM
	Is this the first time you are facing this issue?	7:31:33 AM
ELAINE BRAGA REGO	YES, First time trying to print in the server	7:31:54 AM
	I think I miss some installation maybe?	7:32:04 AM
	Chat GPT suggest The error means ProSeries is missing a required font file for PDF generation: java.lang.IllegalStateException: Expected Fonts Directory to contain 'OCR_A__.pfb' Why it happens ProSeries relies on Adobe Type 1 fonts (OCR-A) for forms. The .pfb file is normally in the "Fonts" subfolder of the ProSeries installation, e.g.: C:\ProWin24\Fonts If the file is missing or permissions block access, ProSeries throws this error when printing to PDF. Fix steps Check Fonts Folder Go to C:\ProWin24\Fonts (or equivalent version folder). Look for file: OCR_A__.pfb. If missing Copy fonts from another ProSeries installation (same year/version), or Re-run the ProSeries Repair/Update from Intuit's installer (it reinstalls fonts). If file exists but error persists Ensure all users have read access to the Fonts folder. Run ProSeries as Admin once to refresh font cache. Workaround Install the OCR-A font	7:32:33 AM

	manually in Windows: right-click OCR-A.ttf or .pfb and choose Install for all users.	
Rohan	I will surely look into this.	7:32:45 AM
	May I take the remote access of your local computer?	7:33:01 AM
ELAINE BRAGA REGO	sure	7:33:07 AM
Rohan	Prior providing the access, I would suggest you to close any important documents at your end.	7:33:17 AM
ELAINE BRAGA REGO	ok	7:33:23 AM
Rohan	Kindly Copy and Paste the below link in any browser of your Local PC and Join the session https://assist.acecloudhosting.com/join/4592418152	7:34:25 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:35:52 AM
ELAINE BRAGA REGO	ok	7:36:08 AM
	ok, please let me know when you done	7:54:22 AM
Rohan	Thanks for the confirmation !	7:54:33 AM
	Is there anything else I may help you with ?	7:54:35 AM
ELAINE BRAGA REGO	I am in the last days for tax season, the due date is 15th	7:54:40 AM
	no, thanks	7:54:49 AM
Rohan	Sure We will do it as soon as possible	7:54:56 AM
ELAINE BRAGA REGO	I just need the Previem and the the PDF	7:55:01 AM
Rohan	Thanks for the confirmation !	7:55:06 AM
ELAINE BRAGA REGO	I never print the tax	7:55:07 AM
Rohan	We will update you via email once the repair process is done	7:55:23 AM
ELAINE BRAGA REGO	can be saved in the server, just crate a folder dor this	7:55:36 AM
	ok. thanks	7:55:50 AM
Rohan	Yes you can save the PDF wherever you wish	7:55:53 AM
	Thanks for the confirmation !	7:56:24 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:56:25 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!	7:56:28 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	

Rohan has ended this chat session

7:56:36 AM



Chat Transcript

Hello, I am your Acebuddy

23 Oct, 11:56:33 PM

Visitor Details

#82886 Allen

Email: allen@infiniteaccountants.com ☎ 2125440001

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: 17 Secs

City: MACABLING

State: Laguna

Country: PHILIPPINES

Chat Transcript

Chat Duration : 13 Mins 37 Secs

Allen	Hello, I am your Acebuddy	23 Oct, 11:56:34 PM
Acebuddy	Hello Allen Cruz, I'm your Ace Buddy. I'll be happy to assist you!	11:56:35 PM
	Whom Would You Like to Connect With?	11:56:35 PM
Allen	Technical Support (QB & App Hosting)	11:56:51 PM
Acebuddy	Welcome to Ace Support.	11:56:51 PM
	Please chose an option :	11:56:51 PM
Allen	I'd like to report an Issue	11:56:57 PM
Acebuddy	Please select an option!	11:56:57 PM
Allen	QuickBooks Issue	11:57:06 PM

Acebuddy	What type of QuickBooks Issue are you facing?	11:57:06 PM
Allen	Other QB related issue	11:57:40 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:57:40 PM
Allen	Having a hard time opening Quickbooks App inside Dekstop	11:58:07 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:58:07 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:58:07 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:58:38 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:58:42 PM
	Hello Allen	11:58:48 PM
Allen	Can you help me to open Quickbooks App inside Desktop	11:59:37 PM
Shashwat Verma	I will surely help you with this issue.	11:59:49 PM
	Are you able to access the server?	24 Oct, 12:00:21 AM
Allen	Yes	12:00:41 AM
Shashwat Verma	Okay, we have checked and our team is currently working on the issue from the backend.	12:01:28 AM
	Issue will be resolved in next 10 mins	12:01:45 AM
	Kindly try now.	12:07:06 AM
	Is the issue resolved?	12:08:16 AM
Allen	yes	12:09:53 AM
	Got it in. Thank You!	12:10:00 AM
Shashwat Verma	Perfect	12:10:01 AM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	12:10:04 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:10:08 AM
	<i>Shashwat Verma has ended this chat session</i>	12:10:11 AM



Chat Transcript

Hello, I am your Acebuddy

#82375 Sahil Singh

Email: it@cogneesol.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: LUDHIANA

State: Punjab

Country: INDIA

Chat Transcript

Chat Duration : 40 Mins 49 Secs

Sahil Singh	Hello, I am your Acebuddy	9 Oct, 1:47:54 AM
Acebuddy	Hello Sahil Singh, I'm your Ace Buddy. I'll be happy to assist you!	1:47:54 AM
	Whom Would You Like to Connect With?	1:47:54 AM
Sahil Singh	Technical Support (QB & App Hosting)	1:47:58 AM
Acebuddy	Welcome to Ace Support.	1:47:58 AM
	Please chose an option :	1:47:58 AM
Sahil Singh	I'd like to report an Issue	1:48:14 AM
Acebuddy	Please select an option!	1:48:14 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.	2:28:43 AM
	<i>Ended due to chat idle timeout</i>	2:28:43 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Oct, 10:57:03 PM

#82927 Nick Gagon

Email: nick@npftax.com ☎ 16268981892

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 6 Secs

City: PROVO

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration : 59 Mins 4 Secs

Nick Gagon	Hello, I am your Acebuddy	24 Oct, 10:57:03 PM
Acebuddy	Hello Nick Gagon, I'm your Ace Buddy. I'll be happy to assist you!	10:57:04 PM
	Whom Would You Like to Connect With?	10:57:04 PM
Nick Gagon	Technical Support (QB & App Hosting)	10:57:17 PM
Acebuddy	Welcome to Ace Support.	10:57:17 PM
	Please chose an option :	10:57:17 PM
Nick Gagon	I'd like to report an Issue	10:57:26 PM
Acebuddy	Please select an option!	10:57:26 PM
Nick Gagon	Setback	10:57:30 PM
Acebuddy	Welcome to Ace Support.	10:57:30 PM
	Please chose an option :	10:57:30 PM
Nick Gagon	I'd like to raise a Request	10:57:35 PM
Acebuddy	Please select your request type.	10:57:36 PM
Nick Gagon	Application Update	10:57:43 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	10:57:43 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	10:57:43 PM
Nick Gagon	Yes	10:57:47 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:57:47 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:57:47 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	10:57:58 PM

Shubham Maurya

	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	10:58:02 PM
Nick Gagon	Thank you.	10:58:10 PM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:58:11 PM
Nick Gagon	NPF Tax Strategies (CID70387)	10:58:32 PM
Shubham Maurya	Thank you for the information, please allow few minutes to check the same.	10:59:11 PM
Nick Gagon	Nick.G@myrealdatal.net	10:59:43 PM
	<i>11:00:38 PM Nick Gagon is sharing a file with you Screenshot 2025-10-24 at 10.30.17 AM.png - (Size:44.18 KB)</i>	11:00:38 PM
	<i>I cannot access a software on our computer because it's asking me for an update. When i go to update it says application update is under process please kindly stay connected.</i>	
Shubham Maurya	Thanks for the patience Nick, We can see that you already do have a ticket number #791239 for application update. Please confirm which application you are trying to update?	11:00:45 PM
Nick Gagon	Lacerte (2024)	11:00:56 PM
Shubham Maurya	Thanks for the confirmation !	11:01:22 PM
	Please hold on let us update the application for you, once done will let you know over here.	11:01:45 PM
Nick Gagon	Ok	11:04:22 PM
	<i>11:06:01 PM Shubham Maurya is sharing a file with you image.png - (Size:85.48 KB)</i>	11:06:01 PM
	<i>Application update is under process please kindly stay connected.</i>	
	Ok	11:07:32 PM
Shubham Maurya	Okay, update is completed now we are rebooting server this will disconnect your session for a while kindly save your work.	11:10:46 PM
Nick Gagon	How long will it disconnect?	11:10:59 PM
Shubham Maurya	1-2 minutes just for the reboot.	11:11:16 PM
Nick Gagon	okay.	11:11:22 PM
Shubham Maurya	We are proceeding with the reboot now.	11:11:40 PM
	Server reboot is completed, please login back and check the application working fine now.	11:13:44 PM
	Are we still connected here?	11:18:37 PM
Nick Gagon	yes	11:18:40 PM
Shubham Maurya	Please take your time and check if the app is updated properly or not so that we can perform the update again if required.	11:19:52 PM
Nick Gagon	I'm able to open the software again, however all the client data is gone? (Likely the end of your expertise)	11:21:00 PM
Shubham Maurya	Let me check on that please allow some time.	11:21:58 PM
	Thanks for the patience, you are unable to view client data as the app data default location is changed	11:25:43 PM

	for the application after update.	
	Let me share you steps to locate it back.	11:25:59 PM
Nick Gagon	ok	11:26:26 PM
Shubham Maurya	Kindly close the app and wait we might need to change the version which is installed right now on the server.	11:29:54 PM
	<i>11:35:36 PM Shubham Maurya is sharing a file with you image.png - (Size:88.93 KB)</i>	11:35:36 PM
	<i>Another update is being installed now please wait.</i>	
	Okay, we are rebooting server now.	11:41:12 PM
	It's done, please login back and check the app.	11:42:49 PM
	Are we still connected here?	11:53:38 PM
	Are we still connected here?	11:54:11 PM
	Are we still connected here?	11:55:10 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	11:56:04 PM
	<i>Shubham Maurya has ended this chat session</i>	11:56:08 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Oct, 3:08:14 AM

#82345 info

Email: info@brkimcpa.com 9729724930

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 9 Secs

City: CARROLLTON

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 29 Mins 14 Secs

info	Hello, I am your Acebuddy	8 Oct, 3:08:14 AM
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	3:08:15 AM
	Whom Would You Like to Connect With?	3:08:15 AM
info	Technical Support (QB & App Hosting)	3:08:19 AM
Acebuddy	Welcome to Ace Support.	3:08:19 AM
	Please chose an option :	3:08:19 AM
info	I'd like to raise a Request	3:08:26 AM
Acebuddy	Please select your request type.	3:08:26 AM
info	Other Request	3:08:29 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.	3:08:29 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:08:29 AM
info	Yes, I'm facing issues with my server	3:08:39 AM
Acebuddy	Please select an option!	3:08:39 AM
info	Other Issue	3:08:47 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:08:47 AM
info	Printer connection issue	3:11:03 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:11:04 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:11:04 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	3:11:15 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	3:11:27 AM
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/2132798301	3:11:44 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	3:11:48 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:13:19 AM
	Is there anything else I may help you with ?	3:33:07 AM
info	No sir	3:37:12 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	3:37:19 AM

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

3:37:22 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!

3:37:26 AM

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

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

info Okay

3:37:28 AM

Yash Kalra has ended this chat session

3:37:29 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Oct, 2:21:32 AM

#83046 Kari Bryant - personal

Email: kbryant.14carrot@gmail.com ☎ 18039845189

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: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 59 Secs

Kari Bryant -
personal

Hello, I am your Acebuddy

29 Oct, 2:21:33
AM

Acebuddy

	Hello Kari Bryant - Personal, I'm your Ace Buddy. I'll be happy to assist you!	2:21:33 AM
	Whom Would You Like to Connect With?	2:21:33 AM
Kari Bryant - personal	Technical Support (QB & App Hosting)	2:21:44 AM
Acebuddy	Welcome to Ace Support.	2:21:44 AM
	Please chose an option :	2:21:44 AM
Kari Bryant - personal	I'd like to report an Issue	2:21:52 AM
Acebuddy	Please select an option!	2:21:52 AM
	Please specify the issue you are facing before I connect you to an available support representative!	2:21:59 AM
Kari Bryant - personal	Other Issue	2:21:59 AM
	Printing - When I printed via the Cloud to a network printer it will not let me print landscape, only portrait. If I go out of ACE Cloud then it works fine.	2:23:00 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:23:01 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:23:01 AM
Kari Bryant - personal	ok	2:23:58 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	2:24:50 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	2:24:55 AM
Kari Bryant - personal	great	2:25:34 AM
	did you see the issue above	2:25:39 AM
Anjainay Singh	Hello Kari, how are you?	2:26:02 AM
Kari Bryant - personal	Good	2:26:07 AM
Anjainay Singh	I understand your concern , could you please confirm since when you are facing this issue?	2:26:34 AM
Kari Bryant - personal	Since Friday of last week	2:27:10 AM
	I have tried everything in the setup but nothing works....again it is fine if I exit the Cloud hosting	2:27:32 AM
Anjainay Singh	Thankyou for your information Kari, please allow me two minutes so that I can check it at my end.	2:28:30 AM
Kari Bryant - personal	ok..thank you	2:29:12 AM
Anjainay Singh	May I take the remote access of your local computer?	2:29:20 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	2:29:40 AM
	Could you please confirm whether you using Mac ?	2:30:31 AM
Kari Bryant - personal	Yes	2:30:44 AM
		2:31:03 AM

	no mac....windows	
	are you sending me an email to get remote acess	2:31:15 AM
Anjainay Singh	https://assist.acecloudhosting.com/join/1942567840	2:31:36 AM
	Please copy this URL at your local machine browser and download the remote access file and select accept and continue.	2:32:16 AM
	We are connected.	2:33:06 AM
	As we are connected on remote session so you have disconnected the chat as per information.	2:43:27 AM
	<i>Anjainay Singh has ended this chat session</i>	2:43:32 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Oct, 8:07:31 PM

#82128 Ian Adlon

Email: ian@ppihx.com 1

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: 2 Mins 45 Secs

City: CHATHAM

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 12 Mins

Ian Adlon	Hello, I am your Acebuddy	1 Oct, 8:07:31 PM
Acebuddy	Hello Ian Adlon, I'm your Ace Buddy. I'll be happy to assist you!	8:07:32 PM
	Whom Would You Like to Connect With?	8:07:32 PM
Ian Adlon	Technical Support (QB & App Hosting)	8:07:38 PM

Acebuddy	Welcome to Ace Support.	8:07:38 PM
	Please chose an option :	8:07:38 PM
Ian Adlon	I'd like to report an Issue	8:07:47 PM
Acebuddy	Please select an option!	8:07:47 PM
Ian Adlon	QuickBooks Issue	8:07:53 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:07:53 PM
Ian Adlon	Other QB related issue	8:08:02 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:08:02 PM
Ian Adlon	When sending invoices to vendors via email, the emails are getting bounced back even though the email address is correct. It's saying the format of the email is incorrect.	8:09:34 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:09:35 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:09:35 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	8:11:29 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	8:11:35 PM
Ian Adlon	Hello	8:11:53 PM
Ashutosh Mishra	Hello Ian, I will be surely assisting you with this. Kindly help me with your server name and user name?	8:12:07 PM
Ian Adlon	ECLCofNJ.myrealdatal.net	8:12:39 PM
	Account S1	8:12:59 PM
Ashutosh Mishra	Is this the first time you are facing this issue?	8:13:56 PM
Ian Adlon	Yes	8:14:02 PM
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?	8:14:17 PM
Ian Adlon	As far as I know, I am the only user.	8:14:35 PM
Ashutosh Mishra	Thank you for providing the details.	8:15:20 PM
	Please also share a screenshot of the message.	8:15:42 PM
	May I take remote access of your server? (Edited)	8:16:01 PM
Ian Adlon	Yes	8:17:17 PM
	<i>Ian Adlon has initiated a remote assistance session. Would you like to access Ian Adlon's screen?</i>	8:18:08 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	8:18:40 PM
Ian Adlon	There is nothing critical up.	8:19:57 PM
Ashutosh Mishra	May I know are you connected to server as of now, currently the username AccountingS1 is not active on the server.	8:20:52 PM
Ian Adlon	My apologies, it is S11	8:21:14 PM
Ashutosh Mishra	Thanks for the confirmation !	8:21:39 PM

	Please accept the prompt on the server to start the remote session.	8:22:05 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.	8:22:38 PM
Ian Adlon	Sure	8:22:55 PM
	Did you see the message as undeliverable?	8:26:14 PM
Ashutosh Mishra	Please try sending emails in smaller batches, like sending email to 10 customers at once.	8:52:12 PM
Ian Adlon	How will that help? We just tried sending one at a time and it bounces. It will be worse sending in batches.	8:53:38 PM
	I do not think how many is the issue. The issue is the email address format is incorrect	8:54:24 PM
Ashutosh Mishra	Let's try sending the email to another customer.	8:56:22 PM
	Yes, it seems the emails are not getting delivered when recipient is selected from drop down in the Send Forms windows.	9:01:32 PM
Ian Adlon	Now you can see the one from drop dow is failed and the one with correct email address in cc column is successfully send out	9:01:38 PM
Ashutosh Mishra	Please, try to send a report or some other type of document through QuickBooks.	9:05:50 PM
Ian Adlon	Sorry, I do not send other documents to customers through Quick Book. Invoices is the only one....	9:07:40 PM
Ashutosh Mishra	Please send the document to yourself just for testing purpose.	9:08:11 PM
Ian Adlon	Actually I do not know how...	9:08:50 PM
	It works. I got the test email	9:11:16 PM
Ashutosh Mishra	We are sending the email again just for testing purpose.	9:12:56 PM
Ian Adlon	It works	9:14:17 PM
Ashutosh Mishra	Ian, please share your callback number, timeframe and timezone so a senior engineer can contact you and better assist with the issue.	9:15:41 PM
Ian Adlon	Please have them call Tina Ledwith as she is user we are concerned with.	9:17:09 PM
	9736015115	9:18:34 PM
Ashutosh Mishra	Please share the callback number and we will reach out within two hours to resolve this.	9:18:45 PM
Ian Adlon	tledwith@eclcofnj.org	9:18:52 PM
Ashutosh Mishra	Thanks for the confirmation !	9:18:53 PM
Ian Adlon	Eastern Time between 9 and 4.	9:19:13 PM
Ashutosh Mishra	Thank you for providing the details.	9:19:23 PM
	Is there anything else I may help you with ?	9:19:36 PM
Ian Adlon	That's it for today.	9:19:54 PM
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:20:06 PM

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

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

9:20:12 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/>)

Ashutosh Mishra has ended this chat session

9:20:14 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Oct, 7:08:50 AM

#82235 Test Account

Email: test@test.com +917878787878

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

Chat Duration : 41 Secs

Test Account	Hello, I am your Acebuddy	4 Oct, 7:08:50 AM
Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!	7:08:51 AM
	Whom Would You Like to Connect With?	7:08:51 AM
Test Account	Technical Support (QB & App Hosting)	7:08:55 AM
Acebuddy		

	Welcome to Ace Support.	7:08:55 AM
	Please chose an option :	7:08:55 AM
Test Account	I'd like to report an Issue	7:09:02 AM
Acebuddy	Please select an option!	7:09:02 AM
Test Account	QuickBooks Issue	7:09:07 AM
Acebuddy	What type of QuickBooks Issue are you facing?	7:09:07 AM
Test Account	Other QB related issue	7:09:11 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:09:11 AM
Test Account	gjch	7:09:18 AM
Acebuddy	Please wait while we connect you to a Support Representative	7:09:19 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:09:19 AM
	<i>test has ended this chat session</i>	7:09:32 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Oct, 9:27:21 PM

#82970 Shilpa Jain

Email: shilpjain967@gmail.com

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 54 Secs

City: GURGAON

State: Haryana

Country: INDIA

Chat Transcript

Chat Duration : 29 Mins 5 Secs

Shilpa jain	Hello, I am your Acebuddy	27 Oct, 9:27:22 PM
Acebuddy	Hello Shilpa Jain, I'm your Ace Buddy. I'll be happy to assist you!	9:27:22 PM
	Whom Would You Like to Connect With?	9:27:22 PM
Shilpa jain	Technical Support (QB & App Hosting)	9:27:30 PM
Acebuddy	Welcome to Ace Support.	9:27:30 PM
	Please chose an option :	9:27:30 PM
Shilpa jain	I'd like to raise a Request	9:27:47 PM
Acebuddy	Please select your request type.	9:27:47 PM
Shilpa jain	Password Reset	9:27:54 PM
Acebuddy	Please select an option below	9:27:54 PM
Shilpa jain	Already Enrolled to Selfcare Portal	9:28:21 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	9:28:21 PM
	Do you need any further assistance on the topic?	9:28:21 PM
Shilpa jain	Yes	9:29:11 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:29:11 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:29:11 PM
	<i>Karan Bhattacharya accepted the chat transfer request.</i>	9:29:32 PM
Shilpa jain	I already talked regarding the issue. Tell me the new password	9:30:23 PM
Karan Bhattacharya	Hi Shilpa, My name is Karan Bhattacharyya, I will be assisting you today.	9:31:30 PM
Shilpa jain	Tell me the new password.	9:32:04 PM
Karan Bhattacharya	Let me check few details, allow me few minutes	9:32:47 PM
	Thank you for your patience, we have already shared the password with Abhay over the email	9:36:09 PM
Shilpa jain	Can you tell me here	9:36:28 PM
Karan Bhattacharya	We can share the password with Authorized poc's only due to compliance restrictions.	9:37:10 PM
	and over the email only it can be done	9:37:40 PM
Shilpa jain	Can I tell you my email ID	9:38:33 PM
Karan Bhattacharya	Please share the same	9:39:55 PM
Shilpa jain	Shilpjain967@gmail.com	9:40:10 PM
Karan Bhattacharya	ok, I will be looping you there over the concerned email.	9:40:46 PM
	allow me few minutes	9:41:06 PM
Shilpa jain	[Window Title] Remote Desktop Connection [Content] Remote Desktop can't find the computer "Qblivepa1.myrealdata.net". This might mean that "Qblivepa1.myrealdata.net" does not belong to the	

specified network. Verify the computer name and domain that you are trying to connect to. [^] Hide details [OK] [Expanded Information] Error code: 0x3000016 Extended error code: 0x0 Timestamp (UTC): 10/27/25 04:15:32 PM Press Ctrl+C to copy.

9:46:16 PM

Karan Bhattacharya	I have looped you in over the email	9:46:28 PM
Shilpa Jain	THIS ERROR CAME AFTER TYPING PASSWORD	9:46:34 PM
Karan Bhattacharya	you will receive an email, please check the same	9:47:14 PM
	Are we still connected?	9:50:40 PM
Shilpa Jain	ok thanx done	9:52:48 PM
Karan Bhattacharya	Glad to hear that your issue has been resolved. Please let me know if you need any other assistance.	9:53:48 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	9:56:07 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/)	

Karan Bhattacharya has ended this chat session

9:56:28 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Oct, 9:41:21 PM

#82323 Yatin Thakur

Email: contact.yatin@gmail.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: PUNE

State: Maharashtra

Country: INDIA

Chat Transcript

Chat Duration : 41 Mins 12 Secs

Yatin Thakur	Hello, I am your Acebuddy	7 Oct, 9:41:22 PM
Acebuddy	Hello Yatin Thakur, I'm your Ace Buddy. I'll be happy to assist you!	9:41:22 PM
	Whom Would You Like to Connect With?	9:41:22 PM
Yatin Thakur	Technical Support (QB & App Hosting)	9:41:29 PM
Acebuddy	Welcome to Ace Support.	9:41:29 PM
	Please chose an option :	9:41:29 PM
Yatin Thakur	I'd like to raise a Request	9:41:36 PM
Acebuddy	Please select your request type.	9:41:36 PM
Yatin Thakur	Other Request	9:41:40 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:41:40 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:41:40 PM
Yatin Thakur	Restart	9:42:05 PM
Acebuddy	Hello Yatin Thakur, I'm your Ace Buddy. I'll be happy to assist you!	9:42:05 PM
	Whom Would You Like to Connect With?	9:42:05 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.	10:22:35 PM
	<i>Ended due to chat idle timeout</i>	10:22:35 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Oct, 4:16:32 AM

#83054 Matthew Hofer

Email: invoices@meadowlanehb.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 22 Secs

City: LOMA

State: Montana

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 32 Secs

Matthew Hofer	Hello, I am your Acebuddy	29 Oct, 4:16:33 AM
Acebuddy	Hello Matthew Hofer, I'm your Ace Buddy. I'll be happy to assist you!	4:16:33 AM
	Whom Would You Like to Connect With?	4:16:33 AM
Matthew Hofer	Technical Support (QB & App Hosting)	4:16:41 AM
Acebuddy	Welcome to Ace Support.	4:16:41 AM
	Please chose an option :	4:16:41 AM
Matthew Hofer	I'd like to report an Issue	4:16:48 AM
Acebuddy	Please select an option!	4:16:48 AM
Matthew Hofer	QuickBooks Issue	4:16:52 AM
Acebuddy	What type of QuickBooks Issue are you facing?	4:16:52 AM
Matthew Hofer	Other QB related issue	4:16:59 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:16:59 AM
Matthew Hofer	Ticket 747949 Cannot attach invoices Please lets get tis thing solved.	4:17:45 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:17:45 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:17:45 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	4:19:40 AM
	<i>Ashutosh Mishra is transferring the chat to Anjainay Singh.</i>	4:20:12 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	4:20:28 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	4:20:35 AM
	I understand your concern, please allow me two minutes so that I can look into the issue and assist you accordingly.	4:22:04 AM
	May I take the remote access of your server?	4:23:35 AM

	Could you please also confirm your username?	4:23:49 AM
Matthew Hofer	give me a minute	4:24:29 AM
Anjainay Singh	Sure.	4:24:33 AM
Matthew Hofer	Meadw Lane	4:26:01 AM
Anjainay Singh	Thankyou for your cofirmation.	4:26:13 AM
	I am sending you the remote access , please allow it .	4:26:30 AM
	Could you please also confirm since when you are facing this issue?	4:26:59 AM
Matthew Hofer	At least 10 days ago. I am very Frustrated	4:27:37 AM
Anjainay Singh	We apologize for the inconvenience caused at your end.	4:30:25 AM
	We would like to inform you that this is issue occurring at every users end.	4:30:54 AM
Matthew Hofer	Lets just get it fixed	4:31:27 AM
Anjainay Singh	We also contacted intuit support to seek help but there was no response from their end so we are figuring it on our own.	4:31:48 AM
	Sure Matthew.	4:32:00 AM
	Could you please confirm the company file name?	4:34:38 AM
	try now please	4:38:11 AM
Matthew Hofer	Does not Work	4:39:38 AM
Anjainay Singh	Please give me one minute.	4:39:55 AM
	I am logging you off from the server	4:44:13 AM
	please log back in again	4:44:17 AM
Matthew Hofer	ok logged in	4:45:43 AM
Anjainay Singh	I am sorry Matthew, I have tried the steps suggested by the escalations team	4:52:02 AM
	can I arrange a callback for you for tomorrow to have them check the issue	4:52:20 AM
Matthew Hofer	Ok have a good day	4:52:22 AM
	have them call at 8:00 AM Mountain Standard time	4:53:25 AM
Anjainay Singh	sure, what would be your callback number?	4:53:37 AM
Matthew Hofer	406-564-9368	4:53:47 AM
Anjainay Singh	thanks	4:53:56 AM
	<i>Matthew Hofer has ended this chat session</i>	4:54:05 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Oct, 10:50:52 PM

#82652 ayiana

Email: ayiana@franklinassociates.com  2257689060

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 27 Secs

City: BATON ROUGE

State: Louisiana

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 18 Mins

ayiana	Hello, I am your Acebuddy	15 Oct, 10:50:53 PM
Acebuddy	Hello Ayiana, I'm your Ace Buddy. I'll be happy to assist you!	10:50:54 PM
	Whom Would You Like to Connect With?	10:50:54 PM
ayiana	Technical Support (QB & App Hosting)	10:51:01 PM
Acebuddy	Welcome to Ace Support.	10:51:01 PM
	Please chose an option :	10:51:01 PM
ayiana	I'd like to report an Issue	10:51:06 PM
Acebuddy	Please select an option!	10:51:07 PM
ayiana	QuickBooks Issue	10:51:10 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:51:10 PM
ayiana	Other QB related issue	10:51:16 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:51:16 PM
ayiana	Can't Print Checks, either window doesn't pop up or the available printers don't show up anymore	10:51:43 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:51:43 PM
<i>Acebuddy (bot) forwarded the chat request</i>		10:51:43 PM

	<i>Shubham Maurya accepted the chat transfer request.</i>	10:51:59 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	10:52:08 PM
ayiana	Hi :)	10:52:26 PM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:52:54 PM
ayiana	Ayiana.g or ayiana givens maybe is the username and the server name is Franklin Associates, LLC	10:53:56 PM
Shubham Maurya	Thanks for the confirmation !	10:54:20 PM
	How many users are facing this issue and is there any major change made on local system before getting this error?	10:54:53 PM
ayiana	I know i am, but no one else is available to test	10:55:26 PM
Shubham Maurya	Alright, let me check your local system for Uniprint application installed or not.	10:56:04 PM
	May I take the remote access of your local computer?	10:56:07 PM
ayiana	sure! give me the link and i'll download :)	10:56:23 PM
Shubham Maurya	https://assist.acecloudhosting.com/join/5662349756	10:56:57 PM
	Kindly paste this link in the browser of local computer and join the session.	10:57:06 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	10:57:09 PM
ayiana	you should have access now	10:58:33 PM
Shubham Maurya	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:58:54 PM
ayiana	understood!\	10:59:03 PM
Shubham Maurya	Have you pasted link on server browser?	11:00:22 PM
ayiana	??	11:00:32 PM
Shubham Maurya	Please click on yes to install the Uniprint app.	11:03:04 PM
ayiana	but that is on my regular computer, not the hosting	11:03:27 PM
Shubham Maurya	Yes, the hosting server is already having the server side app Installed on it, Second part is the client side of this app to make the printer work from server to local system.	11:04:17 PM
ayiana	I would have to call our IT department for this to be downloaded	11:05:35 PM
	i've never had this issue before	11:05:54 PM
Shubham Maurya	Yes, we do understand Ayiana, It helps avoid conflicts and errors that can occur when managing multiple printer drivers on the server and It works seamlessly with different printers, even if the exact printer drivers aren't installed on the server.	11:08:07 PM
	So the issue could be due to any one of the update either OS files update or driver updates but to solve such issues we can use uniprint as single tool. (Edited)	11:09:12 PM
	Please do let me know when we can proceed or if you want to proceed later once the IT person is	11:13:09 PM

	there?	
ayiana	it is installed :)	11:15:52 PM
Shubham Maurya	But it's not showing installed under control panel, please check again.	11:17:11 PM
	Yes, now it's Installed	11:19:09 PM
	Please try to print again and select "Uniprint" as printer >>then select your local printer name.	11:19:54 PM
	Please locate your local printer from here.	11:22:17 PM
ayiana	i use the one sided, downstairs - konica, and sometimes the canon TR4700 series	11:23:14 PM
Shubham Maurya	Please close this popup on screen, I am unable to click on it.	11:33:54 PM
ayiana	sorry this is being such a pain	11:35:02 PM
Shubham Maurya	No worries, let me check uptime for your local system as your local system is also responding very slow.	11:35:31 PM
	Select your local printer from here and try to print this.	11:37:10 PM
ayiana	:(It froze	11:38:13 PM
Shubham Maurya	Click on "repair" option	11:39:56 PM
ayiana	there is no repair option :(11:42:06 PM
Shubham Maurya	After this admin dialogue box>> click on "repair" option for uniprint	11:42:40 PM
ayiana	you can take control, please go ahead	11:44:41 PM
Shubham Maurya	Yes, I'm trying to click on this but it's not allowing me due to restricted access on remote. As soon as admin window open it's stops my mouse and keyboard.	11:45:45 PM
ayiana	okay, do i hit install? :)	11:46:35 PM
Shubham Maurya	Yes, please	11:46:41 PM
	Click Okay.	11:47:00 PM
	Finish and then try to relaunch server session and print that test file on desktop.	11:47:42 PM
	Can we perform reboot on local system?	11:48:55 PM
ayiana	put then you'll go away :(11:49:22 PM
Shubham Maurya	No issues, Just reopen this tab using Ctrl+shift+T after launching browser.	11:49:57 PM
	I will accept your chat session again.	11:50:09 PM
	Please click on yes	11:59:23 PM
	As we are connected with you on another chat so we are closing this chat session.	16 Oct, 12:09:13 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:09:18 AM
	<i>Shubham Maurya has ended this chat session</i>	12:09:20 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Oct, 9:58:12 PM

#82216 Kirill

Email: kkamynin@milldev.org

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 55 Secs

City: BROOKLYN

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 29 Mins 39 Secs

Kirill	Hello, I am your Acebuddy	3 Oct, 9:58:12 PM
Acebuddy	Hello Kirill, I'm your Ace Buddy. I'll be happy to assist you!	9:58:13 PM
	Whom Would You Like to Connect With?	9:58:13 PM
Kirill	Technical Support (QB & App Hosting)	9:58:31 PM
Acebuddy	Welcome to Ace Support.	9:58:31 PM
	Please chose an option :	9:58:31 PM
Kirill	I'd like to raise a Request	9:58:42 PM
Acebuddy	Please select your request type.	9:58:42 PM
Kirill	Password Reset	9:58:49 PM
Acebuddy	Please select an option below	9:58:49 PM
Kirill	Already Enrolled to Selfcare Portal	9:58:56 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	9:58:56 PM
	Do you need any further assistance on the topic?	9:58:56 PM

Kirill	Yes	10:00:14 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:00:14 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:00:14 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	10:00:23 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	10:00:27 PM
	Hello Kirill, how are you?	10:00:44 PM
Kirill	Hi Anjainay, I'd like to touch base on ticket #777270	10:01:17 PM
	Good and you? Nice to e-meet you. I'd need to reset password however, I don't have temporary password anymore (link just expired)	10:02:16 PM
Anjainay Singh	No worries , I will assist you with in resetting your password.	10:02:50 PM
	May I take the remote access of your local computer?	10:03:01 PM
	As I checked at my end , I found that you can reset your password through self care portal.	10:04:07 PM
	Alternatively you may also take assistance of Boris who is My Portal admin and he may reset your password from it.	10:05:03 PM
Kirill	Sure	10:05:19 PM
Anjainay Singh	Could you please let me know the suitable option from above which suits you best?	10:05:59 PM
	I will send the instruction for both self care and My Portal over an email keeping Boris in Cc.	10:06:51 PM
	Are we still connected here?	10:07:25 PM
	Are we still connected here?	10:08:11 PM
Kirill	Yes	10:08:24 PM
	I couldn't change the password through the portal	10:09:03 PM
	as it requires the old password	10:09:21 PM
Anjainay Singh	No worries , Kirill, you may either contact Boris and he may reset the password from My Portal and I will send him the instruction keeping you in Cc over an email.	10:10:30 PM
Kirill	Boris our CFO, I'd best if you could inform about the change if needed, but I'd do my best not to bother him at the moment. Thank you for understanding	10:12:09 PM
	it	10:12:45 PM
	it'd be best*	10:12:55 PM
Anjainay Singh	Yes I understand your concern of not bothering him and even if I will reset your password , I need his approval for documentation purpose as he is account admin and before making any changes to account we need his approval.	10:13:28 PM
	I will contact him on your behalf and may get his approval to reset the password.	10:14:37 PM
Kirill	Ok, that works thank you	10:16:07 PM
Anjainay Singh	I would like to inform you that you do not need old password in order to reset the password from Self care .	10:16:54 PM

	I will send you the complete instruction regarding that over an email.	10:17:18 PM
	<i>10:17:37 PM</i> Kirill is sharing a file with you <u>unnamed.png</u> - (Size:28.62 KB)	10:17:37 PM
Kirill	if you prefer you can do it remotely. Thank you	10:19:04 PM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	10:19:53 PM
Kirill	Ok, will do	10:20:13 PM
Anjainay Singh	https://assist.acecloudhosting.com/join/5032663595	10:20:21 PM
Kirill	Done. Thank you	10:20:26 PM
Anjainay Singh	Please paste this link at your browser and download the remote file.	10:20:50 PM
	Click on accept and continue.	10:21:09 PM
	We are connected. (Edited)	10:21:42 PM
	Hello Kirill	10:26:48 PM
Kirill	Thank you very much Anjainay	10:27:19 PM
Anjainay Singh	Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji to share your positive feedback	10:27:20 PM
	I will also share the ticket id with you over the mail once this chat is disconnected.	10:27:33 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:27:42 PM
	<i>Anjainay Singh has ended this chat session</i>	10:27:52 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Oct, 12:39:28 AM

#83033 steven

Email: steven@lynncpas.com  17204703581

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 37 Secs

City: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 27 Secs

steven	Hello, I am your Acebuddy	29 Oct, 12:39:29 AM
Acebuddy	Hello Steven, I'm your Ace Buddy. I'll be happy to assist you!	12:39:30 AM
	Whom Would You Like to Connect With?	12:39:30 AM
steven	Technical Support (QB & App Hosting)	12:39:40 AM
Acebuddy	Welcome to Ace Support.	12:39:40 AM
	Please chose an option :	12:39:40 AM
steven	I'd like to report an Issue	12:39:51 AM
Acebuddy	Please select an option!	12:39:51 AM
steven	Other Issue	12:39:55 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:39:55 AM
steven	Login issues with accessing server.	12:40:29 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:40:29 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:40:29 AM
	<i>Shubham Maurya accepted the chat transfer request.</i>	12:40:52 AM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	12:40:55 AM
steven	ok	12:41:13 AM
Shubham Maurya	I apologize for the trouble you've experienced.	12:41:20 AM
steven	I am not ale to login to the server	12:42:00 AM
	the internet connection is fine	12:42:05 AM
Shubham Maurya	Is this for account with business name: Lynn CPAs LLC	12:42:05 AM
steven	yes	12:42:09 AM
Shubham Maurya	Thank you for the information, please allow few minutes to check the user profile status and server status.	12:43:12 AM
	<i>12:45:42 AM Shubham Maurya is sharing a file with you image.png - (Size:3.91 KB)</i>	12:45:42 AM
	<i>We can see that you are logged in now.</i>	

steven	seems to be working but would like to know what the issue has been ive had this issue several times	12:45:42 AM
Shubham Maurya	Did you encounter any error message while experiencing issues with the login process?	12:46:43 AM
steven	yes	12:46:52 AM
Shubham Maurya	Could you please share it with us so that we can check for the trouble cause.	12:47:33 AM
	Are we still connected here?	12:51:37 AM
steven	I dont have it. I am doing somthing so I will go ahead and reach out the next time it fails to login	12:52:09 AM
Shubham Maurya	Sure, no problem. Please reach out to us whenever the issue occurs again, and we'll be happy to assist you in resolving it. We do appreciate your patience and understanding with us Steven.	12:53:30 AM
	Is there anything else I may help you with ?	12:53:38 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!	12:53:48 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:53:51 AM
	<i>Shubham Maurya has ended this chat session</i>	12:53:57 AM



Chat Transcript

I want to know how to deploy file

Visitor Details

9 Oct, 7:11:31 PM

#82400 Mandloi

Email: nitinmandloi26@gmail.com ☎ 8878023915

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

Website: <https://www.acecloudhosting.com/quickbooks-hosting-live-demo/>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Mins 10 Secs

City: UJJAIN

State: Madhya Pradesh

Country: INDIA

Chat Transcript

Chat Duration : 35 Mins 19 Secs

Mandloi	I want to know how to deploy file	9 Oct, 7:11:32 PM
Amit	Thank you for contacting ACE. My name is Amit. I will be assisting you further.	7:11:37 PM
Mandloi	I have changed file content	7:12:53 PM
	<i>Amit is transferring the chat to Support(QB & App Hosting).</i>	7:13:10 PM
	but it not showing	7:13:11 PM
	https://propatrade.com/	7:13:44 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	7:13:46 PM
	?	7:14:35 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	7:14:42 PM
Mandloi	https://propatrade.com/	7:15:02 PM
	I changed content how to deply	7:15:20 PM
Shubham Maurya	Please hold on let me check the provided details.	7:16:42 PM
Mandloi	?	7:19:07 PM
Shubham Maurya	We are unable to fetch account details, Kindly help me with your server name and user name?	7:21:01 PM
Mandloi	thepropgame.trading@gmail.com	7:23:05 PM
	server name: ubuntu	7:23:21 PM
	<i>7:24:48 PM Mandloi is sharing a file with you image.png - (Size:156.34 KB)</i>	7:24:48 PM
	<i>Do you need anything else?</i>	
	?	7:27:32 PM
Shubham Maurya	Sorry for the long hold.	7:29:07 PM
	Mandloi, you have reached out to a different department.	7:29:29 PM
	I request you to mail your query at cloudsupport@acecloudhosting.com	7:30:16 PM
	So that the concerned department can help you with the same.	7:30:35 PM
	Are we still connected here?	7:38:39 PM

Are we still connected here? 7:40:20 PM

Are we still connected here? 7:42:50 PM

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. 7:45:13 PM

Shubham Maurya has ended this chat session 7:46:57 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 2 Oct, 11:17:36 PM

#82185 Charles Xavier

Email: helpdesk@coretechs.it

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: 18 Secs

City: FRIENDSHIP

State: Hanover

Country: JAMAICA

Chat Transcript Chat Duration : 14 Mins 2 Secs

Charles Xavier	Hello, I am your Acebuddy	2 Oct, 11:17:36 PM
Acebuddy	Hello Charles Xavier, I'm your Ace Buddy. I'll be happy to assist you!	11:17:37 PM
	Whom Would You Like to Connect With?	11:17:37 PM
Charles Xavier	Technical Support (QB & App Hosting)	11:17:47 PM
Acebuddy	Welcome to Ace Support.	11:17:48 PM
	Please chose an option :	11:17:48 PM
Charles Xavier	I'd like to raise a Request	11:17:53 PM

Acebuddy	Please select your request type.	11:17:53 PM
Charles Xavier	Change in Users	11:18:00 PM
Acebuddy	Please select your desired option!	11:18:00 PM
Charles Xavier	User Addition	11:18:04 PM
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	11:18:04 PM
	Do you need any further assistance on the topic?	11:18:04 PM
Charles Xavier	Yes	11:18:11 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:18:11 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:18:11 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	11:18:21 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	11:18:29 PM
Charles Xavier	Hey there	11:18:36 PM
Anjainay Singh	Hello Charles, how are you?	11:18:39 PM
Charles Xavier	Hi Anjanay. I'm okay. we need to add a new user	11:19:14 PM
Anjainay Singh	Sure, I will assist you with it.	11:19:26 PM
Charles Xavier	Madison Robertson	11:19:42 PM
	madison@cdservicesgroup.net	11:19:47 PM
Anjainay Singh	As I can found that Brent has access to My Portal and he can add user on your behalf from My Portal.	11:20:22 PM
Charles Xavier	That's correct . Brent is out of town right now.	11:20:46 PM
Anjainay Singh	Okay , thankyou for your information.	11:21:05 PM
	Could you please also share the phone number for new user along with also provide the approval from Brent over an email so that I can add user on your behalf? (Edited)	11:21:46 PM
	I will seek an approval from Brent over an email on your behalf.	11:22:47 PM
Charles Xavier	Sure go ahead.	11:23:01 PM
Anjainay Singh	Please share Madison phone number.	11:23:04 PM
	As it is necessary detail to be added in user information.	11:23:22 PM
Charles Xavier	Getting that info.	11:23:24 PM
	I can have Brent update that at a later time but you can proceed with the account creation	11:23:48 PM
Anjainay Singh	Sure.	11:23:53 PM
	Is there anything else I may help you with ?	11:24:04 PM
Charles Xavier	I just need the account created. The username also needs to be firstNameLastName@Myrealdatal.....	11:24:35 PM
Anjainay Singh	Sure Charles.	11:24:43 PM

	Is there anything else I may help you with ?	11:24:55 PM
Charles Xavier	Did you already create the account?	11:25:06 PM
Anjainay Singh	No we will start the process after Brent approve the request and will share the user credentials over an email.	11:25:55 PM
	I will send him an email regarding user addition.	11:26:30 PM
	I will take care of it.	11:26:47 PM
	Are we still connected here?	11:27:26 PM
	Are we still connected here?	11:28:09 PM
	Charles. are we still connected here?	11:29:26 PM
	As there is no response from your end so I am disconnecting the chat. (Edited)	11:30:45 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:31:01 PM
	Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji to share your positive feedback	11:31:19 PM
	<i>Anjainay Singh has ended this chat session</i>	11:31:38 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Oct, 12:48:14 AM

#82845 Dmitry Putyatov

Email: developer1@fvd.bz 18173549200

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: FT WORTH

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Secs

Dmitry Putyatov	Hello, I am your Acebuddy	23 Oct, 12:48:14 AM
Acebuddy	Hello Dmitry Putyatov, I'm your Ace Buddy. I'll be happy to assist you!	12:48:15 AM
	Whom Would You Like to Connect With?	12:48:15 AM
Dmitry Putyatov	Technical Support (QB & App Hosting)	12:48:18 AM
Acebuddy	Welcome to Ace Support.	12:48:18 AM
	Please chose an option :	12:48:18 AM
Dmitry Putyatov	I'd like to report an Issue	12:48:25 AM
Acebuddy	Please select an option!	12:48:25 AM
Dmitry Putyatov	Password Reset	12:48:29 AM
Acebuddy	Please select an option below	12:48:29 AM
Dmitry Putyatov	Already Enrolled to Selfcare Portal	12:48:34 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	12:48:34 AM
	Do you need any further assistance on the topic?	12:48:34 AM
Dmitry Putyatov	No	12:48:38 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	12:48:38 AM
	<i>Acebuddy has ended this chat session</i>	12:48:38 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Oct, 11:27:09 PM

#82763 Kerry Gordon

Email: kerry@kgordoncpa.com 19133338106

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 22 Secs

City: ST PAUL

State: Minnesota

Country: UNITED STATES

Chat Duration : 10 Mins 24 Secs

Chat Transcript

Kerry Gordon	Hello, I am your Acebuddy	20 Oct, 11:27:09 PM
Acebuddy	Hello Kerry Gordon, I'm your Ace Buddy. I'll be happy to assist you!	11:27:10 PM
	Whom Would You Like to Connect With?	11:27:10 PM
Kerry Gordon	Technical Support (QB & App Hosting)	11:27:15 PM
Acebuddy	Welcome to Ace Support.	11:27:15 PM
	Please chose an option :	11:27:15 PM
Kerry Gordon	I'd like to report an Issue	11:27:22 PM
Acebuddy	Please select an option!	11:27:22 PM
Kerry Gordon	Other Issue	11:27:27 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:27:27 PM
Kerry Gordon	Ticket #788891	11:27:40 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:27:40 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:27:40 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	11:27:59 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	11:28:18 PM
Kerry Gordon	Ticket #788891	11:28:27 PM
Abhay Kumar Saraswat	Thank you for sharing the ticket number.	11:28:51 PM
	Kindly allow me two minutes to check the same.	11:28:54 PM
	Thank you for your patience.	11:30:36 PM
	Is this regarding the Windows 11 upgrade?	11:30:50 PM
Kerry Gordon	Yes...	11:30:54 PM
Abhay Kumar Saraswat	Okay.	11:31:18 PM
	We would like to clarify that these update reminders from Intuit relate to QuickBooks Desktop installations running on local computers.	11:31:28 PM
	As you are accessing QuickBooks through the Ace Cloud Hosting (ACH) server , your application is hosted on a server-based operating system .	11:31:47 PM

	So you need to ignore these notifications on server.	11:32:07 PM
Kerry Gordon	My local computer is using Windows 11	11:32:09 PM
Abhay Kumar Saraswat	Yes, that's great.	11:32:22 PM
	Your local should be on Windows 11.	11:32:34 PM
Kerry Gordon	Ahh...I see...so it's okay to answer yes to the prompt in order to open QBD?	11:32:40 PM
Abhay Kumar Saraswat	Yes.	11:32:51 PM
	The version of the operating system installed on our servers is fully compatible with your QuickBooks application.	11:33:04 PM
	There is no action required from your side regarding this Windows 10 or 11 notification for your ACH-hosted QuickBooks.	11:33:26 PM
Kerry Gordon	Great...thank you. I'm concerned that all my clients are receiving this message as well. I can tell them to go ahead with logging in? When will this message stop?	11:34:00 PM
Abhay Kumar Saraswat	Yes, you can tell the users to ignore those messages and login on ACE server.	11:34:40 PM
	Actually, that notifications are coming from the Intuit directly. So, we can't stop those notifications.	11:35:26 PM
Kerry Gordon	Okay...very frustrating that Intuit is doing this...thank you!	11:35:58 PM
Abhay Kumar Saraswat	Actually, they are only ensuring all their users are on Windows 11 .	11:36:45 PM
	I deeply apologize for the inconvenience caused to you.	11:36:56 PM
	Is there anything else I may help you with ?	11:37:02 PM
Kerry Gordon	Thank you for you all your help. Have a wonderful day!	11:37:12 PM
Abhay Kumar Saraswat	You too.	11:37:17 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	11:37:23 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	11:37:27 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:37:31 PM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	11:37:34 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Oct, 9:02:20 AM

#82683 Stephanie

Email: stephanie@tworiverstax.com 17326181441

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 35 Secs

City: RUMSON

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 39 Secs

Stephanie	Hello, I am your Acebuddy	16 Oct, 9:02:21 AM
Acebuddy	Hello Stephanie, I'm your Ace Buddy. I'll be happy to assist you!	9:02:22 AM
	Whom Would You Like to Connect With?	9:02:22 AM
Stephanie	Technical Support (QB & App Hosting)	9:02:32 AM
Acebuddy	Welcome to Ace Support.	9:02:32 AM
	Please chose an option :	9:02:32 AM
Stephanie	I'd like to report an Issue	9:02:37 AM
Acebuddy	Please select an option!	9:02:37 AM
Stephanie	Other Issue	9:02:41 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:02:41 AM
Stephanie	Unable to efile returns.	9:03:04 AM
Acebuddy	Please wait while we connect you to a Support Representative	9:03:05 AM
<i>Acebuddy (bot) forwarded the chat request</i>		9:03:05 AM

Stephanie	I was working with Ankit	9:03:18 AM
	<i>Ankit Kumar accepted the chat transfer request.</i>	9:03:39 AM
Ankit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Ankit Kumar. I will be assisting you today.	9:03:43 AM
Stephanie	Hi Ankit. I was just checking to see if Ace was able to fix my issue with slow response so I can efile returns. I have less than a 30 minutes to efile several returns.	9:04:38 AM
Ankit Kumar	I deeply apologize for the inconvenience caused to you.	9:06:33 AM
	Kindly allow me 2-3 minutes to check the same.	9:06:44 AM
Stephanie	Hi Ankit...It looks like it's working my friend. Thank you.	9:10:45 AM
Ankit Kumar	Stephanie, We are glad to hear that.	9:11:16 AM
	Is there anything else I may help you with ?	9:11:18 AM
Stephanie	No that's all. Thank you.	9:13:00 AM
Ankit Kumar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:16:52 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!	9:16:56 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Ankit Kumar has ended this chat session</i>	9:17:00 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Oct, 7:15:56 PM

#82629 brittany

Email: brittany@bbennettcpa.com ☎ 18134525404

Department: Support(QB & App Hosting)

Operator: Dushyant

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 46 Secs

City: VALRICO

State: Florida

Country: UNITED STATES

Chat Duration : 28 Mins 32 Secs

Chat Transcript

brittany	Hello, I am your Acebuddy	15 Oct, 7:15:56 PM
Acebuddy	Hello Brittany, I'm your Ace Buddy. I'll be happy to assist you!	7:15:57 PM
	Whom Would You Like to Connect With?	7:15:57 PM
brittany	Technical Support (QB & App Hosting)	7:16:04 PM
Acebuddy	Welcome to Ace Support.	7:16:04 PM
	Please chose an option :	7:16:04 PM
brittany	I'd like to report an Issue	7:16:10 PM
Acebuddy	Please select an option!	7:16:10 PM
brittany	Password Reset	7:16:14 PM
Acebuddy	Please select an option below	7:16:14 PM
brittany	Already Enrolled to Selfcare Portal	7:16:19 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	7:16:19 PM
	Do you need any further assistance on the topic?	7:16:19 PM
brittany	Yes	7:16:23 PM
Acebuddy	Please wait while we connect you to our Support Representative	7:16:23 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:16:23 PM
	<i>Dushyant accepted the chat transfer request.</i>	7:16:41 PM
Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.	7:16:45 PM
brittany	I am able to get on the Ace Cloud Hosting MyPortal but I cannot get on the Ace Cloud Hosting SelfCare Portal when I use my username on the second my email doesn't show up one I don't know does when I try to reset my password	7:17:14 PM
	I am using Username CID66282.	7:17:22 PM
	Should the same password work on both portals and why is my email not associated with the second.	7:17:37 PM
	In the meantime I am unable to open my SVR link with the password I changed to for the first	7:18:02 PM

Dushyant	I will be surely assisting you with this.	7:18:34 PM
	I am having your details, please allow me 2-3 minutes to check on this.	7:19:28 PM
brittany	I was able to get in now using my old password, it didn't work the first four or five attempts, this seems to be a reoccurring problem, my SVR password quits working.	7:24:20 PM
Dushyant	Thank you for your patience, I have checked and found on self service portal you have enrolled with this email id "brittany@bbennettcpa.com".	7:25:07 PM
brittany	When I go to the self care portal and use the user ID CID66282 and the reset password function that email isn't what drops down to verify identity	7:26:25 PM
	it's one I don't know	7:26:29 PM
	Is this the wrong user ID	7:26:35 PM
Dushyant	For self care portal user id is "Brittany" For myportal user id is "CID66282".	7:27:31 PM
brittany	when I use that on the reset password the email verification on the next screen is not mine so I am unable to reset my password in the self care portal	7:28:29 PM 7:28:41 PM
Dushyant	Okay, as checked the email id which was enrolled is brittany@bbennettcpa.com	7:29:03 PM
brittany	it starts with q0 I have no idea what that is	7:29:05 PM
Dushyant	No problem, if you want i can dis-enroll and you can re-enroll again.	7:29:25 PM
	<i>7:29:26 PM brittany is sharing a file with you image.png - (Size:34.25 KB)</i>	7:29:26 PM
brittany	here is a screen shot	7:29:32 PM
	you can see the user name in the top left	7:29:46 PM
	and the email is not mine	7:29:49 PM
Dushyant	You are at self care portal and user id is different, which is Brittany	7:30:37 PM
brittany	why would they be different... okay understood	7:31:00 PM
Dushyant	Self care portal is different- you can reset password of your own account Myportal is different, you can manage your & user's passwords, add/remove users, download RDP files etc... (Edited)	7:31:51 PM
	I hope this works for you?	7:36:48 PM
	Are we still connected here?	7:39:03 PM
	Are we still connected here?	7:42:18 PM
	Are we still connected here?	7:44:17 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	7:44:27 PM
	<i>Dushyant has ended this chat session</i>	7:44:29 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Oct, 5:58:36 PM

#82625 mary

Email: mary@infiniteaccountants.com ☎ 2125440001

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 46 Secs

City: DITA

State: Laguna

Country: PHILIPPINES

Chat Transcript

Chat Duration : 1 Hour 6 Mins

mary	Hello, I am your Acebuddy	15 Oct, 5:58:37 PM
Acebuddy	Hello Mary, I'm your Ace Buddy. I'll be happy to assist you!	5:58:38 PM
	Whom Would You Like to Connect With?	5:58:38 PM
mary	Technical Support (QB & App Hosting)	5:58:47 PM
Acebuddy	Welcome to Ace Support.	5:58:47 PM
	Please chose an option :	5:58:47 PM
mary	I'd like to report an Issue	5:59:01 PM
Acebuddy	Please select an option!	5:59:01 PM
mary	QuickBooks Issue	5:59:07 PM
Acebuddy	What type of QuickBooks Issue are you facing?	5:59:07 PM
mary	Other QB related issue	5:59:15 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:59:15 PM
mary	I'm having a trouble opening and encoding the transactions in our company files. We are doubting if	

	this problem is due to full storage and now we are asking for assistance to look at it and to help. Thank you!	6:01:26 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:01:27 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:01:27 PM
	<i>Deepak Taneja declined the transfer request.</i>	6:01:37 PM
	<i>Manish Singh accepted the chat transfer request.</i>	6:01:59 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	6:02:06 PM
	I will surely help you with this issue.	6:02:22 PM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	6:02:27 PM
mary	No. Actually I already ask assistance a few months ago and the helped seems work but now we are experiencing much more trouble since the trouble before is opening the corrupted company7 file and now we are experiencing that some companies can be opened but can't encode transactions and it aborts during activities, when trying to open it again the transactions we last encoded are not saved and this problem keeps repeating. We have now limited actions with our QB Desktop... both Admin and our Qb desktop. May you assist us? Thank you!	6:05:47 PM
Manish Singh	Do you have any screenshot of the error or can you let me know the name of the company file in which you are facing this issue.	6:07:26 PM
mary	Apologies that we don't have the screenshot for the actual error but mostly we are experiencing this to all of our company file specially the company file of Francesco Perna.	6:10:05 PM
Manish Singh	May I take the remote access of your local computer?	6:14:52 PM
mary	Sure.	6:15:24 PM
	myrealdata\IASAdmin.NPRE	6:15:26 PM
Manish Singh	https://assist.acecloudhosting.com/join/3692402766	6:15:50 PM
	Kindly paste this link in the browser of local computer and join the session.	6:15:57 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	6:16:01 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.	6:17:25 PM
mary	Okay. Thanks	6:17:50 PM
Manish Singh	Can you show me again when you are getting this error?	6:22:15 PM
mary	The errors pop out randomly	6:23:21 PM
	and all of sudden	6:23:30 PM
Manish Singh	Are you using any Firewall or VPN?	6:23:52 PM
	For now, I have restarted the QuickBook services.	6:24:32 PM
mary	Apologies, I'm not quite sure if we have firewall or any vpn installed in our devices.	6:25:03 PM

Manish Singh	Need to check the Company file location can you redirect me to the company file location once.	6:25:21 PM
mary	You mean all company files?	6:27:36 PM
	or just a certain file which is Fancesco Perna\	6:27:54 PM
Manish Singh	I have got the location kindly try to access your company file Francesco	6:30:52 PM
	As we are having difficulty understanding over the chat regarding the company file issue can we arrange a callback to resolve this issue more effectively?	6:45:38 PM
mary	hold on	6:47:01 PM
	a voice call?	6:47:05 PM
Manish Singh	We will call you yes, a voice call kindly provide us with your contact number and preferred time.	6:48:17 PM
mary	Sure please hold on since Im informing our Employer when is the availability for the call. Please bear for a moment as I'm calling he right now.	6:51:16 PM
	her	6:51:26 PM
Manish Singh	Yes, please take your time.	6:53:14 PM
mary	Just got the call from our employer and she's availablke now for the callback	6:58:12 PM
	09289410658	6:58:29 PM
	Philippines number	6:58:43 PM
Manish Singh	This message has been deleted	6:59:56 PM
mary	Sorry?	7:00:25 PM
Manish Singh	We will arrange a callback within 1-2 hour.	7:01:07 PM
	Is there anything else I may help you with ?	7:01:11 PM
mary	None. But once our employer got your call she will surely advise or give other issues to you.	7:02:23 PM
Manish Singh	No problem we are here to assist you.	7:03:22 PM
	Is there anything else I may help you with ?	7:03:28 PM
mary	Nothing. Thank you for the assistance!	7:03:46 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:04:15 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!	7:04:52 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
<i>Manish Singh has ended this chat session</i>		7:05:05 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Oct, 8:28:18 PM

#82178 Michael Mandato

Email: mikem@myonlineadmin.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: 46 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 10 Secs

Michael Mandato	Hello, I am your Acebuddy	2 Oct, 8:28:19 PM
Acebuddy	Hello Michael Mandato, I'm your Ace Buddy. I'll be happy to assist you!	8:28:20 PM
	Whom Would You Like to Connect With?	8:28:20 PM
Michael Mandato	Technical Support (QB & App Hosting)	8:28:27 PM
Acebuddy	Welcome to Ace Support.	8:28:27 PM
	Please chose an option :	8:28:27 PM
Michael Mandato	I'd like to report an Issue	8:28:36 PM
Acebuddy	Please select an option!	8:28:36 PM
Michael Mandato	Other Issue	8:28:43 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:28:43 PM
Michael Mandato	meeting with Sumeet and not link to meet	8:28:59 PM
Acebuddy		

	Please wait while we connect you to a Support Representative	8:28:59 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:28:59 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:29:21 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:29:28 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:30:05 PM
Michael Mandato	I had a meeting scheduled with Sumeet Sachdeva to work though the issue..ticket number 776953	8:30:53 PM
Manish Singh	Michael, I've checked, and Sumeet is currently working on a case and is on a call, which should take around an hour. Could we please reschedule the meeting accordingly?	8:33:04 PM
Michael Mandato	yes...I need a link to the meeting...the invite he sent did not have a meeting link	8:33:40 PM
Manish Singh	I will tell him to share the meeting link over the email.	8:34:08 PM
	Thanks for understanding, Michael	8:34:20 PM
	Is there anything else I may help you with ?	8:34:30 PM
Michael Mandato	thanks	8:34:30 PM
Manish Singh	Are we still connected here?	8:36:06 PM
	Are we still connected here?	8:37:16 PM
Michael Mandato	yes	8:37:26 PM
Manish Singh	Is there anything else I may help you with ?	8:37:51 PM
Michael Mandato	no...appreciate if I could gt the link to the meeting..I have a technical resource joining and need to share it	8:38:28 PM
Manish Singh	Sure, I will let him know to share the meeting link	8:39:02 PM
	After this chat ends.	8:39:09 PM
Michael Mandato	ok thanks	8:39:17 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:39:21 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	8:39:26 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/)	
	<i>Manish Singh has ended this chat session</i>	8:39:29 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Oct, 11:15:43 PM

#82279 Clay Lomax

Email: claylomax@gmail.com 19162762529

Department: Support(QB & App Hosting)

Operator: Sujet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 21 Secs

City: RICHMOND

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 40 Mins 41 Secs

Clay Lomax	Hello, I am your Acebuddy	6 Oct, 11:15:43 PM
Acebuddy	Hello Clay Lomax, I'm your Ace Buddy. I'll be happy to assist you!	11:15:44 PM
	Whom Would You Like to Connect With?	11:15:44 PM
Clay Lomax	Technical Support (QB & App Hosting)	11:16:33 PM
Acebuddy	Welcome to Ace Support.	11:16:33 PM
	Please chose an option :	11:16:33 PM
Clay Lomax	I'd like to report an Issue	11:16:39 PM
Acebuddy	Please select an option!	11:16:39 PM
Clay Lomax	QuickBooks Issue	11:16:43 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:16:43 PM
Clay Lomax	QuickBooks Login Issue	11:16:50 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	11:16:50 PM
	Was that helpful?	11:16:50 PM

Clay Lomax	No	11:16:57 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	11:16:57 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:16:57 PM
	<i>Ankit declined the transfer request.</i>	11:17:04 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	11:17:33 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	11:17:39 PM
	Hello Clay	11:17:45 PM
Clay Lomax	I was on QB, I logged out so another user could log in and now neither of us can get into QB	11:17:58 PM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	11:18:26 PM
	Are you encountering any errors when trying to access it?	11:19:16 PM
Clay Lomax	While we are looking into this I also need to figure out why only one person can be logged in. I thought I had 2 Licences.	11:19:37 PM
	no errors, I cant even get to login page	11:19:51 PM
Sujeet Kumar Suman	Sure, I can help with that. Let me look into it for you.	11:20:16 PM
Clay Lomax	I double click on icon and it just spins	11:20:20 PM
Sujeet Kumar Suman	May I take the remote access of your local computer?	11:20:52 PM
Clay Lomax	yes	11:20:59 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	11:21:08 PM
Clay Lomax	done	11:21:24 PM
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session: https://assist.acecloudhosting.com/join/8142511416	11:21:37 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:22:50 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:56:25 PM
	<i>Ended due to chat idle timeout</i>	11:56:25 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Oct, 9:22:48 PM

#82591 Georgia Stokes

Email: georgia@thetilehouse.com ☎ 12083147505

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: GARDEN CITY

State: Idaho

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 48 Secs

Georgia Stokes	Hello, I am your Acebuddy	14 Oct, 9:22:48 PM
Acebuddy	Hello Georgia Stokes, I'm your Ace Buddy. I'll be happy to assist you!	9:22:49 PM
	Whom Would You Like to Connect With?	9:22:49 PM
Georgia Stokes	Technical Support (QB & App Hosting)	9:22:54 PM
Acebuddy	Welcome to Ace Support.	9:22:54 PM
	Please chose an option :	9:22:54 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.	9:54:36 PM
	<i>Ended due to chat idle timeout</i>	9:54:36 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Oct, 9:25:56 PM

#82744 markcnelsenca

Email: markcnielsenca@gmail.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: GRACE BAY

State: Turks And Caicos Islands

Country: TURKS AND CAICOS ISLANDS

Chat Transcript

Chat Duration : 3 Mins 26 Secs

markcnielsenca	Hello, I am your Acebuddy	19 Oct, 9:25:56 PM
Acebuddy	Hello Markcnielsenca, I'm your Ace Buddy. I'll be happy to assist you!	9:25:58 PM
	Whom Would You Like to Connect With?	9:25:58 PM
markcnielsenca	Technical Support (QB & App Hosting)	9:26:10 PM
Acebuddy	Welcome to Ace Support.	9:26:10 PM
	Please chose an option :	9:26:10 PM
markcnielsenca	I'd like to report an Issue	9:26:22 PM
Acebuddy	Please select an option!	9:26:22 PM
markcnielsenca	Password Reset	9:26:27 PM
Acebuddy	Please select an option below	9:26:27 PM
markcnielsenca	Not Enrolled to Selfcare Portal	9:26:54 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	9:26:54 PM
	Do you need any further assistance on the topic?	9:26:54 PM
markcnielsenca	No	9:29:22 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	9:29:22 PM
	<i>Acebuddy has ended this chat session</i>	9:29:23 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Oct, 6:35:50 PM

#82169 dritz

Email: dritz@saratogaconstruction.net 5185870100

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: 52 Secs

City: BALLSTON LAKE

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 33 Secs

dritz	Hello, I am your Acebuddy	2 Oct, 6:35:50 PM
Acebuddy	Hello Debbie Ritz, I'm your Ace Buddy. I'll be happy to assist you!	6:35:52 PM
	Whom Would You Like to Connect With?	6:35:52 PM
dritz	Technical Support (QB & App Hosting)	6:35:54 PM
Acebuddy	Welcome to Ace Support.	6:35:54 PM
	Please chose an option :	6:35:54 PM
dritz	I'd like to report an Issue	6:35:59 PM
Acebuddy	Please select an option!	6:35:59 PM
dritz	QuickBooks Issue	6:36:03 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:36:03 PM
dritz	Other QB related issue	6:36:09 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:36:09 PM
dritz	I was just on with ticket number 778439## and now I have Quickbooks on both of my monitors not one. I need it on one only	6:37:00 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:37:01 PM
<i>Acebuddy (bot) forwarded the chat request</i>		6:37:01 PM

	<i>Manish Singh accepted the chat transfer request.</i>	6:37:39 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	6:37:43 PM
dritz	ok	6:37:49 PM
Manish Singh	I will surely help you with this issue.	6:38:47 PM
	Kindly allow me two minutes to check the same.	6:38:50 PM
dritz	thanks	6:38:57 PM
Manish Singh	As I can see you have upgraded your computer to Windows 11, and you are also able to successfully be logged into the server.	6:40:32 PM
	May I know what issue you are facing?	6:40:43 PM
dritz	the quickbooks are on both of my monitors, I have two monitors	6:41:20 PM
Manish Singh	Alright, so you want it to be on one monitor?	6:41:55 PM
dritz	yes please	6:42:07 PM
Manish Singh	Kindly right-click on the RDP connection, select Edit, go to the Display tab, and uncheck the option "Use all my monitors for the remote session.	6:43:44 PM
	Firstly, kindly log off from the server.	6:44:17 PM
dritz	ok	6:45:06 PM
	it worked, thanks	6:45:30 PM
Manish Singh	Is there anything else I may help you with ?	6:46:23 PM
	Are we still connected here?	6:47:03 PM
	Are we still connected here?	6:49:19 PM
dritz	all set	6:50:11 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	6:50:14 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:50:19 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	6:50:22 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/)	
	<i>Manish Singh has ended this chat session</i>	6:50:24 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Oct, 7:26:47 PM

#82401 rbason

Email: rbason@basoncpa.com 3362735649

Department: Support(QB & App Hosting)

Operator: Dushyant

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 47 Secs

City: GREENSBORO

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 27 Mins 30 Secs

rbason	Hello, I am your Acebuddy	9 Oct, 7:26:47 PM
Acebuddy	Hello Rick Bason, I'm your Ace Buddy. I'll be happy to assist you!	7:26:49 PM
	Whom Would You Like to Connect With?	7:26:49 PM
rbason	Technical Support (QB & App Hosting)	7:26:59 PM
Acebuddy	Welcome to Ace Support.	7:26:59 PM
	Please chose an option :	7:26:59 PM
rbason	I'd like to report an Issue	7:27:06 PM
Acebuddy	Please select an option!	7:27:07 PM
rbason	Other Issue	7:27:12 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:27:12 PM
rbason	We use Ace for running Drake Tax. I've never had this problem before. I can open Drake 2024 just fine. But when I get in all is frozen. Please help. I don't know if perhaps the computer might need a restart. I can open Drake 23 without any issues.	7:29:44 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:29:44 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	7:29:44 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:30:44 PM
	<i>Manish Singh is transferring the chat to Dushyant.</i>	7:30:53 PM
	<i>Dushyant accepted the chat transfer request.</i>	7:31:11 PM
Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.	7:31:16 PM
rbason	Thanks	7:31:30 PM
	I hope you can help. I have tax returns due next Wednesday that I need to finish up.	7:31:58 PM
Dushyant	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:32:03 PM
rbason	Where can I find the server name?	7:32:30 PM
Dushyant	You can find the server name from your RDP file	7:34:46 PM
	or if you logged into the server, it will be showing at the top of the server screen.	7:35:09 PM
rbason	Bason.myreldata.net	7:35:47 PM
Dushyant	Thank you for the details,	7:36:09 PM
	Upon checking with the peers, it's a known issue with the Drake application, i have given the admin access for the time being it will be permanent fixes from the Drake vendor, You need to reach out to the Drake, and you can advise them that you are having this issues with drake application.	7:39:41 PM
rbason	My partner is not having any issue at all.	7:40:22 PM
	So will you be doing something more or do I need to give Drake a call next?	7:41:24 PM
Dushyant	Yes, i am giving some accesses from the backend, please allow me 3-4 minutes..	7:42:58 PM
rbason	Okay	7:43:11 PM
Dushyant	Thank you for the patience.	7:50:31 PM
	Please logoff from the server once and re-login and try to open Drake application and check if the issue is still there or not.	7:50:55 PM
rbason	That seems to have fixed the issue I was having.	7:52:11 PM
Dushyant	Sounds good..	7:52:40 PM
	You can check with drake..	7:53:12 PM
	Is there anything else I may help you with ?	7:53:22 PM
rbason	No...I think I'm all good here. Thank so much for helping with this.	7:53:49 PM
Dushyant	You're welcome.	7:53:58 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!	
		7:54:12 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/>)

Dushyant has ended this chat session

7:54:18 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Oct, 11:27:09 AM

#83154 shari

Email: shari@jkservicesinc.com 18054079440

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 58 Secs

City: MERIDIAN

State: Idaho

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 53 Secs

shari	Hello, I am your Acebuddy	31 Oct, 11:27:10 AM
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!	11:27:11 AM
	Whom Would You Like to Connect With?	11:27:11 AM
shari	Technical Support (QB & App Hosting)	11:27:19 AM
Acebuddy	Welcome to Ace Support.	11:27:19 AM
	Please chose an option :	11:27:19 AM
shari	I'd like to report an Issue	11:27:43 AM

Acebuddy	Please select an option!	11:27:43 AM
shari	QuickBooks Issue	11:27:51 AM
Acebuddy	What type of QuickBooks Issue are you facing?	11:27:51 AM
shari	QuickBooks Update	11:30:07 AM
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.	11:30:07 AM
	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.	11:30:07 AM
	Do you need any further assistance on the topic?	11:30:07 AM
shari	Yes	11:30:17 AM
Acebuddy	Please wait while we connect you to our Support Representative	11:30:17 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:30:17 AM
	<i>Rohan accepted the chat transfer request.</i>	11:30:27 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	11:30:34 AM
	Hello Shari, how are you doing today ?	11:30:46 AM
	I will surely help you with this.	11:31:26 AM
	Kindly allow me two minutes to check the same.	11:31:49 AM
shari	On the enterprise server I am having an issue with my 941 not calculating correctly. I tried to run the payroll update but it won't process	11:32:04 AM
Rohan	I will surely help you with this issue.	11:32:42 AM
	May I take the remote access of your server?	11:32:49 AM
shari	yes	11:33:05 AM
Rohan	Thanks for the confirmation !	11:33:09 AM
	Is this the first time you are facing this issue?	11:33:12 AM
shari	yes	11:33:30 AM
	I've never had the 941 not match	11:33:40 AM
Rohan	Okay and are you the only one who is having this issue or all the users ?	11:35:11 AM
shari	I am the only one that handles this task	11:35:36 AM
	I am in single user mode at the moment also	11:35:46 AM
Rohan	Thanks for the confirmation !	11:36:48 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	11:36:53 AM
shari	ok	11:37:42 AM

	are you still there?	11:39:15 AM
Rohan	Yes	11:40:23 AM
	Shall I send the remote session request ?	11:40:33 AM
shari	yes please	11:40:55 AM
Rohan	Could you please let me know the username ? (Edited)	11:41:44 AM
shari	sbray	11:42:11 AM
Rohan	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.	11:43:36 AM
	Is there anything else I may help you with ?	11:57:19 AM
shari	ok thank you	11:57:50 AM
Rohan	Thanks for the confirmation !	11:57:57 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:57:58 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	11:57:59 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Rohan has ended this chat session</i>	11:58:03 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Oct, 10:41:19 PM

#82926 david

Email: david@1800safety2.com ☎ 19146983631

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 28 Secs

City: ROCKVILLE

State: Virginia

Country: UNITED STATES

Chat Duration : 11 Mins 48 Secs

Chat Transcript

david	Hello, I am your Acebuddy	24 Oct, 10:41:19 PM
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!	10:41:20 PM
	Whom Would You Like to Connect With?	10:41:20 PM
david	Technical Support (QB & App Hosting)	10:41:29 PM
Acebuddy	Welcome to Ace Support.	10:41:29 PM
	Please chose an option :	10:41:29 PM
david	I'd like to report an Issue	10:41:39 PM
Acebuddy	Please select an option!	10:41:39 PM
david	QuickBooks Issue	10:41:46 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:41:46 PM
david	Other QB related issue	10:41:55 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:41:55 PM
david	can no longer print. a pop up window says the selected paper size is not supported by this printer. you must modify the paper size selection before you can continue.	10:42:54 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:42:55 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:42:55 PM
david	was printing fine all morning	10:43:08 PM
	<i>Gaurav kumar declined the transfer request.</i>	10:43:33 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	10:43:39 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	10:43:49 PM
	I will be surely assisting you with this.	10:44:20 PM
	Is this for account: Safety Works ?	10:45:14 PM

david	yes	10:45:27 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	10:46:22 PM
	Is this issue occurring only for you, or are other user on the server also experiencing it?	10:46:32 PM
david	no other users are on	10:47:12 PM
	I am able to print from my desktop, not from your cloud	10:47:40 PM
Abhay Kumar Saraswat	Okay.	10:47:55 PM
	And did this problem start occurring this morning?	10:49:03 PM
david	yes,	10:49:44 PM
	I found the issue	10:50:31 PM
Abhay Kumar Saraswat	Thank you for the information.	10:50:44 PM
	Okay.	10:50:49 PM
	What was the issue?	10:50:53 PM
	And is your printer start printing now?	10:51:11 PM
david	printer setup was changed the printer to a label printer, I changed back to Uniprint	10:51:20 PM
Abhay Kumar Saraswat	Great.	10:51:29 PM
	You have always choose Uniprint to print from the cloud.	10:51:45 PM
david	I appriciate your help anyway	10:51:47 PM
Abhay Kumar Saraswat	And then you can select the desired printer name when it comes to the local.	10:52:04 PM
	No, you did great job from your end.	10:52:27 PM
	I appreciate it.	10:52:37 PM
	Is there anything else I may help you with ?	10:52:40 PM
david	have a great weekend!	10:52:45 PM
Abhay Kumar Saraswat	You too.	10:52:50 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	10:52:59 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	10:53:02 PM

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

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

10:53:05 PM

Abhay Kumar Saraswat has ended this chat session

10:53:08 PM

