

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 May, 11:33:48 AM

#76731 maya

Email: maya@yourvirtualasset.biz ☎ 17708152465

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: SNELLVILLE

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 21 Secs

maya	Hello, I am your Acebuddy	8 May, 11:33:50 AM
Acebuddy	Hello Maya Sims, I'm your Ace Buddy. I'll be happy to assist you!	11:33:52 AM
	Whom Would You Like to Connect With?	11:33:52 AM
maya	Technical Support (QB & App Hosting)	11:34:12 AM
Acebuddy	Welcome to Ace Support.	11:34:12 AM
	Please chose an option :	11:34:12 AM
maya	I'd like to raise a Request	11:34:23 AM
Acebuddy	Please select your request type.	11:34:23 AM
maya	Application Update	11:35:01 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	11:35:01 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	11:35:01 AM
maya	Setback	11:35:31 AM
Acebuddy	Please select your request type.	11:35:31 AM
maya	Server Resource Addition	11:35:44 AM

Acebuddy	Please select the resource type you'd like to add	11:35:44 AM
maya	Setback	11:35:51 AM
Acebuddy	Please select your request type.	11:35:51 AM
maya	Change in Applications	11:36:06 AM
Acebuddy	Please select your desired option!	11:36:06 AM
maya	Application Addition	11:36:18 AM
Acebuddy	Please select your Application	11:36:18 AM
maya	Drake Tax	11:36:23 AM
Acebuddy	Please send us an email from your registered email address to support@acecloudhosting.com with the following information :	11:36:23 AM
	<ul style="list-style-type: none"> • Drake Version/Year • Account Number • Serial Number 	11:36:23 AM
	<ul style="list-style-type: none"> • Please download the latest Drake Tax Setup/Installer file from the Application Portal and place it on your server Desktop. 	
	We will update you via email once the installation is complete.	11:36:23 AM
	Application Addition usually takes 1-2 Hour(s)	
	Do you need any further assistance on the topic?	11:36:23 AM
maya	No	11:42:12 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	11:42:12 AM
	<i>Acebuddy has ended this chat session</i>	11:42:12 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 May, 6:26:48 PM

#76502 Arron Forbes

Email: irzad.zamcorp@gmail.com **Phone:** 15926741503

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: 12 Secs

City: SUCCESS

State: Essequibo Islandswest Demera

Country: GUYANA

Chat Duration : 25 Mins 39 Secs

Chat Transcript

Arron Forbes	Hello, I am your Acebuddy	2 May, 6:26:49 PM
Acebuddy	Hello Irzad.zamcorp, I'm your Ace Buddy. I'll be happy to assist you!	6:26:49 PM
	Whom Would You Like to Connect With?	6:26:49 PM
Arron Forbes	Technical Support (QB & App Hosting)	6:29:09 PM
Acebuddy	Welcome to Ace Support.	6:29:09 PM
	Please chose an option :	6:29:09 PM
Arron Forbes	I'd like to raise a Request	6:29:24 PM
Acebuddy	Please select your request type.	6:29:24 PM
Arron Forbes	Other Request	6:29:36 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	6:29:37 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	6:29:37 PM
Arron Forbes	Yes, I'm facing issues with my server	6:29:50 PM
Acebuddy	Please select an option!	6:29:50 PM
Arron Forbes	Other Issue	6:29:54 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:29:54 PM
Arron Forbes	User Account reactivate	6:30:09 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:30:09 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:30:09 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	6:30:17 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	6:30:20 PM
	Hello Irzad	6:30:27 PM
Arron Forbes	Hi, Assistance with Ticket ID: 687906	6:30:29 PM
Shashwat Verma	Kindly allow me two minutes to check the same.	6:30:34 PM

Arron Forbes	sure	6:30:39 PM
Shashwat Verma	I will surely help you with this issue.	6:31:21 PM
	We would like to inform you that the username you have mentioned is already active for the account	6:33:16 PM
	Do you facing any login issue?	6:33:26 PM
Arron Forbes	Yea the user is facing	6:34:45 PM
Shashwat Verma	Make I take the remote access of the user to assist them, will share you the link, you can share with them	6:34:52 PM
	<i>6:34:55 PM Arron Forbes is sharing a file with you</i> <u>WhatsApp Image 2025-05-02 at 08.39.13_a833c613.jpg</u> - (Size:51.69 KB)	6:34:55 PM
	Okay	6:35:03 PM
	Will help them	6:35:07 PM
Arron Forbes	sure	6:35:13 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	6:35:22 PM
	<u>https://assist.acecloudhosting.com/join/1152007923</u>	6:35:34 PM
	Kindly Click on the link and open the downloaded file.	6:35:37 PM
Arron Forbes	Sure. Let me prepare remote access for you	6:35:48 PM
Shashwat Verma	Thanks, let that user have the access of this link	6:36:07 PM
Arron Forbes	Sure	6:37:24 PM
	Downloading now	6:37:33 PM
Shashwat Verma	Okay	6:37:42 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:39:18 PM
	Sure, we are connected, Can we close this chat and will proceed further in remote session?	6:40:04 PM
Arron Forbes	I'm not in front the pc but I have the user on the other end of a call	6:40:34 PM
Shashwat Verma	Okay	6:40:39 PM
Arron Forbes	so we can continue here so I can advise them of updates	6:40:46 PM
Shashwat Verma	No problem	6:40:46 PM
	We are rebooting their PC and we are connected with them on chat, Shall we close this chat?	6:51:45 PM
Arron Forbes	Yes you can close chat	6:52:01 PM
Shashwat Verma	Thanks, will update you further about on email, once they get in into server	6:52:23 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:52:25 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

6:52:26 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/>)

Shashwat Verma has ended this chat session

6:52:29 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 May, 4:29:39 PM

#77442 Pinny Rose

Email: wholesomehardware@gmail.com 7183446064
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: 52 Secs
City: WILMINGTON
State: Illinois
Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 16 Secs

Pinny Rose	Hello, I am your Acebuddy	26 May, 4:29:40 PM
Acebuddy	Hello Wholesomehardware, I'm your Ace Buddy. I'll be happy to assist you!	4:29:41 PM
	Whom Would You Like to Connect With?	4:29:41 PM
Pinny Rose	Technical Support (QB & App Hosting)	4:29:50 PM
Acebuddy	Welcome to Ace Support.	4:29:50 PM

	Please chose an option :	4:29:50 PM
Pinny Rose	I'd like to report an Issue	4:29:56 PM
Acebuddy	Please select an option!	4:29:57 PM
Pinny Rose	Other Issue	4:30:01 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:30:01 PM
Pinny Rose	server very slow	4:30:11 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:30:12 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:30:12 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	4:30:15 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	4:30:27 PM
Pinny Rose	thanks	4:30:55 PM
Anjainay Singh	Could you please confirm since when you are facing this issue ?	4:31:21 PM
Pinny Rose	yesterday	4:31:36 PM
Anjainay Singh	Could you please also confirm your username through which you login into server.	4:32:25 PM
Pinny Rose	pinny-wh	4:32:38 PM
Anjainay Singh	May I take the remote access of your local computer?	4:33:20 PM
Pinny Rose	yes	4:33:25 PM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	4:33:40 PM
Pinny Rose	k	4:33:45 PM
Anjainay Singh	https://assist.acecloudhosting.com/join/1262876528	4:33:53 PM
	Please copy this URL at your local machine browser so that I can access it .	4:34:11 PM
	https://assist.acecloudhosting.com/join/3742305071	4:37:47 PM
	Please copy this new URL at your local machine browser.	4:38:08 PM
	Are you facing any issue while hosting remote session at your local machine .	4:42:04 PM
Pinny Rose	im trying	4:42:16 PM
	<i>4:43:12 PMPinny Rose is sharing a file with you 1_image.png - (Size:4.16 KB)</i>	4:43:12 PM
Anjainay Singh	You need to reboot your local machine which may be root cause for server slowness .	4:44:05 PM
	https://assist.acecloudhosting.com/join/4062081036	4:44:55 PM
	Please try with this new URL.	4:45:07 PM
Pinny Rose	you are connected	4:45:20 PM
	<i>4:45:47 PMPinny Rose is sharing a file with you image.png - (Size:19.71 KB)</i>	4:45:47 PM

Anjainay Singh	Could you please reboot your local machine and try to login back into server and let me know the result and if chat gets disconnected I will connect to your over an email .	4:47:15 PM
Pinny Rose	have you done anythig	4:47:48 PM
Anjainay Singh	I am connected to your local machine.	4:49:51 PM
	Your local machine has become unresponsive. Please reboot it to help resolve the server performance issue.	4:52:15 PM
	Are we still connected here?	4:53:50 PM
Pinny Rose	yes	4:54:40 PM
Anjainay Singh	Have you rebooted your local machine? (Edited)	4:55:48 PM
Pinny Rose	yes	4:55:58 PM
Anjainay Singh	Please try to connect to your server again and let me know if its still responding slow.	4:56:29 PM
Pinny Rose	im connected to the server	4:56:51 PM
Anjainay Singh	Have you logged out and logged back into server ? (Edited)	4:57:20 PM
	Are we still connected here?	4:59:21 PM
	Are we still connected here?	5:01:45 PM
	Are we still connected?	5:02:58 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	5:06:55 PM
<i>Anjainay Singh has ended this chat session</i>		5:06:57 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 May, 1:09:01 AM

#76852 jeana

Email: jeana@worldwidedoors.com ☎ 18135075488

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: 15 Secs

City: ODESSA

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 21 Secs

jeana	Hello, I am your Acebuddy	10 May, 1:09:01 AM
Acebuddy	Hello Jeana, I'm your Ace Buddy. I'll be happy to assist you!	1:09:02 AM
	Whom Would You Like to Connect With?	1:09:02 AM
jeana	Technical Support (QB & App Hosting)	1:09:12 AM
Acebuddy	Welcome to Ace Support.	1:09:12 AM
	Please chose an option :	1:09:12 AM
jeana	I'd like to raise a Request	1:09:15 AM
Acebuddy	Please select your request type.	1:09:15 AM
jeana	Change in Users	1:09:24 AM
Acebuddy	Please select your desired option!	1:09:24 AM
jeana	User Addition	1:09:27 AM
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!	1:09:30 AM
	Do you need any further assistance on the topic?	1:09:30 AM
jeana	Yes	1:09:36 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:09:36 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:09:37 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	1:09:56 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1:09:59 AM
	Hello Jeana	1:10:05 AM
jeana	I tried using the admin portal to create a new user	1:10:13 AM
	but it doesn't work	1:10:18 AM
Shashwat Verma	I will surely help you with this issue.	1:10:19 AM
jeana	I need the rdp file	1:10:35 AM
	User name is Matthew Monts De Oca	1:10:49 AM
	matthew@worldwidedoors.com	1:10:56 AM

	phone 813-892-0735	1:11:02 AM
Shashwat Verma	Kindly share the approval for the above user addition from jeana@worldwidedoors.com to support@acecloudhosting.com	1:11:34 AM
	Rest will be assured by us	1:11:43 AM
	Is that work for you?	1:13:24 AM
jeana	I just sent it	1:14:09 AM
Shashwat Verma	Let me check	1:14:17 AM
	We got the email, will deliver you the new user soon.	1:14:56 AM
	Is there anything else I may help you with ?	1:15:02 AM
jeana	no, thank you :)	1:15:12 AM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	1:15:15 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:15:20 AM
	<i>Shashwat Verma has ended this chat session</i>	1:15:23 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 May, 7:54:38 PM

#76696 Kevinder

Email: k.singh@innercircle.cpa

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: 33 Secs

City: HAUZ KHAS

State: Punjab

Country: INDIA

Chat Transcript

Chat Duration : 23 Mins

Kevinder	Hello, I am your Acebuddy	7 May, 7:54:39 PM
Acebuddy	Hello K.singh, I'm your Ace Buddy. I'll be happy to assist you!	7:54:40 PM
	Whom Would You Like to Connect With?	7:54:40 PM
Kevinder	Technical Support (QB & App Hosting)	7:54:48 PM
Acebuddy	Welcome to Ace Support.	7:54:48 PM
	Please chose an option :	7:54:48 PM
Kevinder	I'd like to report an Issue	7:54:58 PM
Acebuddy	Please select an option!	7:54:58 PM
Kevinder	Other Issue	7:55:03 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:55:04 PM
Kevinder	RDP is not working .it is showing blue screen.	7:55:32 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:55:33 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:55:33 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	7:55:58 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	7:56:16 PM
	Since when you are facing this issue .	7:56:41 PM
Kevinder	I started facing this issue around 6pm.	7:57:52 PM
	IST	7:58:17 PM
Anjainay Singh	Whether other users are also facing this issue.	7:58:56 PM
	May I take the remote access of your local computer?	8:00:17 PM
Kevinder	not sure, I did not check with them	8:00:17 PM
	yes	8:00:23 PM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	8:00:26 PM
Kevinder	sure	8:00:27 PM
	okay	8:00:33 PM
Anjainay Singh	https://assist.acecloudhosting.com/join/5212745712	8:01:12 PM
	Please copy this URL at local machine browser.	8:01:31 PM
	Are you able to start the remote session.	8:03:43 PM
	<i>Anjainay Singh has ended this chat session</i>	8:17:40 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 May, 12:54:41 AM

#77324 hannah

Email: hannah@carderconcreteco.com ☎ 18177731527

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 3 Secs

City: BURLESON

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 37 Secs

hannah	Hello, I am your Acebuddy	22 May, 12:54:42 AM
Acebuddy	Hello Hannah, I'm your Ace Buddy. I'll be happy to assist you!	12:54:43 AM
	Whom Would You Like to Connect With?	12:54:43 AM
hannah	Technical Support (QB & App Hosting)	12:54:49 AM
Acebuddy	Welcome to Ace Support.	12:54:49 AM
	Please chose an option :	12:54:49 AM
hannah	I'd like to report an Issue	12:55:00 AM
Acebuddy	Please select an option!	12:55:00 AM
hannah	QuickBooks Issue	12:55:04 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:55:04 AM
hannah	QuickBooks is Frozen	12:55:11 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	12:55:11 AM
	Was that helpful?	12:55:11 AM
hannah	No	12:56:25 AM

Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	12:56:25 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:56:25 AM
	<i>Gaurava Tyagi declined the transfer request.</i>	12:56:28 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	12:56:30 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	12:56:39 AM
	I will surely help you with this issue.	12:56:46 AM
	Kindly help me with your server name and user name?	12:57:17 AM
hannah	My server name is carderconcrete.myrealdata.net and my username is Hannah Thomas	12:58:05 AM
Ashutosh Mishra	Thanks for the confirmation !	12:59:33 AM
	Kindly allow me few minutes to check the same.	12:59:42 AM
hannah	Ok, thank you.	12:59:52 AM
Ashutosh Mishra	May I take the remote access of your server?	1:03:50 AM
hannah	Yes, go ahead.	1:04:13 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	1:04:19 AM
hannah	I don't have anything important up.	1:04:45 AM
Ashutosh Mishra	Thanks for the confirmation !	1:05:16 AM
	Please open QuickBooks now.	1:07:25 AM
hannah	It's working now. Thank you for your help.	1:09:00 AM
Ashutosh Mishra	Thanks for the confirmation !	1:09:08 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:09:13 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!	1:09:16 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).](https://selfcare.acecloudhosting.com).)	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Ashutosh Mishra has ended this chat session</i>	1:09:20 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 May, 3:17:25 AM

#76417 Yobani De Leon

Email: deleonpumping@yahoo.com 18188969781

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 15 Secs

City: PACOIMA

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 8 Secs

Yobani De Leon	Hello, I am your Acebuddy	1 May, 3:17:26 AM
Acebuddy	Hello Yobani De Leon, I'm your Ace Buddy. I'll be happy to assist you!	3:17:27 AM
	Whom Would You Like to Connect With?	3:17:27 AM
Yobani De Leon	Technical Support (QB & App Hosting)	3:17:35 AM
Acebuddy	Welcome to Ace Support.	3:17:35 AM
	Please chose an option :	3:17:35 AM
Yobani De Leon	I'd like to report an Issue	3:17:47 AM
Acebuddy	Please select an option!	3:17:47 AM
Yobani De Leon	QuickBooks Issue	3:17:50 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:17:50 AM
Yobani De Leon	QuickBooks Update	3:17:53 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.	3:17:53 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	3:17:53 AM

	be and share a confirmation via email.	
	Do you need any further assistance on the topic?	3:17:53 AM
Yobani De Leon	Yes	3:18:19 AM
Acebuddy	Please wait while we connect you to our Support Representative	3:18:19 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:18:19 AM
	<i>Vignesh Arul accepted the chat transfer request.</i>	3:19:59 AM
	<i>Vignesh Arul is transferring the chat to Anurag Sharma.</i>	3:20:10 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	3:20:21 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	3:20:24 AM
	Hello Yobani	3:20:31 AM
Yobani De Leon	Hello	3:20:45 AM
Anurag Sharma	How can I help you?	3:21:05 AM
Yobani De Leon	I can't access my Quickbooks	3:21:21 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	3:21:25 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:21:28 AM
Yobani De Leon	says there is an update available	3:21:31 AM
Anurag Sharma	Okay please share me the server name and username so that I can check.	3:22:05 AM
Yobani De Leon	Where do I find that info?	3:22:53 AM
Anurag Sharma	Please confirm if your server name is DeLeonConcrete.myrealdatal.net	3:23:15 AM
Yobani De Leon	Yes	3:23:21 AM
Anurag Sharma	Thanks for the confirmation !	3:23:29 AM
	Yobani, I am proceeding with your QB update request.	3:23:59 AM
	I will inform you via email once it is completed.	3:24:18 AM
Yobani De Leon	ok thanks	3:24:28 AM
Anurag Sharma	Is there anything else I may help you with ?	3:24:32 AM
	Please make sure to not login into the server for a while.	3:24:55 AM
	Are we still connected here?	3:25:13 AM
Yobani De Leon	That will be all	3:25:21 AM
Anurag Sharma	Thanks for the confirmation !	3:25:26 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:25:28 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:25:30 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!

3:25:32 AM

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

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

Anurag Sharma has ended this chat session

3:25:34 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 May, 2:04:15 AM

#76998 chad

Email: chad@cmcalaska.com 9073018427

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 20 Secs

City: ANCHORAGE

State: Alaska

Country: UNITED STATES

Chat Transcript

Chat Duration : 46 Mins 2 Secs

chad Hello, I am your Acebuddy 14 May, 2:04:15 AM

Acebuddy Hello Chad, I'm your Ace Buddy. I'll be happy to assist you! 2:04:16 AM

Whom Would You Like to Connect With? 2:04:16 AM

chad Technical Support (QB & App Hosting) 2:04:26 AM

Acebuddy	Welcome to Ace Support.	2:04:26 AM
	Please chose an option :	2:04:26 AM
chad	I'd like to report an Issue	2:04:43 AM
Acebuddy	Please select an option!	2:04:44 AM
chad	QuickBooks Issue	2:04:47 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:04:48 AM
chad	QuickBooks Login Issue	2:04:52 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	2:04:52 AM
	Was that helpful?	2:04:52 AM
chad	No	2:04:57 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	2:04:57 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:04:57 AM
	<i>Shivam Singh accepted the chat transfer request.</i>	2:05:08 AM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	2:05:16 AM
chad	ok	2:05:38 AM
Shivam Singh	Could you please try now.	2:07:15 AM
chad	doesn't work, says I need to use the QB file doctor and the it says an admin has to run it	2:08:20 AM
Shivam Singh	Thank you for the information and allow 2 minutes to check the same.	2:08:53 AM
chad	ok	2:09:02 AM
Shivam Singh	Please check I have added File Doctor on your end	2:14:40 AM
	Try accessing it now	2:14:48 AM
chad	nope still cannot	2:15:41 AM
Shivam Singh	Are you able to access the File Doctor	2:16:09 AM
	May I take the remote access of your local computer?	2:16:24 AM
chad	yes but when you run it it says you need to be an admin	2:16:40 AM
	yes	2:16:43 AM
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.	2:17:37 AM
chad	go ahead	2:18:14 AM
Shivam Singh	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/6262866729	2:18:16 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	2:19:28 AM

give your confirmation on this chat.

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.

2:50:18 AM

Ended due to chat idle timeout

2:50:18 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 May, 8:13:49 PM

#77474 info

Email: info@dchhauling.com ☎ 708-774-6393

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 1 Sec

City: ELGIN

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 5 Secs

info	Hello, I am your Acebuddy	27 May, 8:13:50 PM
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	8:13:51 PM
	Whom Would You Like to Connect With?	8:13:51 PM
info	Technical Support (QB & App Hosting)	8:13:54 PM
Acebuddy	Welcome to Ace Support.	8:13:54 PM
	Please chose an option :	8:13:54 PM
info	I'd like to report an Issue	8:14:16 PM
Acebuddy	Please select an option!	8:14:16 PM

	info	QuickBooks Issue	8:14:21 PM
Acebuddy		What type of QuickBooks Issue are you facing?	8:14:22 PM
	info	QuickBooks Login Issue	8:14:28 PM
Acebuddy		I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	8:14:28 PM
		Was that helpful?	8:14:28 PM
	info	No	8:14:32 PM
Acebuddy		No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:14:32 PM
		<i>Acebuddy (bot) forwarded the chat request</i>	8:14:33 PM
		<i>Anjainay Singh accepted the chat transfer request.</i>	8:14:39 PM
Anjainay Singh		Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	8:14:54 PM
	info	Thanks!	8:15:18 PM
		I can't log into QB. I got a H505 error. It says This company file is on another computer and QB need some help connecting	8:16:54 PM
Anjainay Singh		Since when you are facing this issue ?	8:17:11 PM
	info	5 minutes ago	8:17:24 PM
Anjainay Singh		is every user facing this issue ?	8:17:48 PM
	info	I'm the only one using QB now.	8:18:10 PM
Anjainay Singh		May I take the remote access of your server?	8:18:27 PM
	info	yes	8:18:35 PM
Anjainay Singh		Prior providing the access, I would suggest you to close any important documents at your end.	8:20:23 PM
	info	done	8:20:33 PM
Anjainay Singh		Could you please try to login again into QB and let me know if you are still facing same issue .	8:23:38 PM
	info	ok	8:23:52 PM
		same issue	8:24:19 PM
Anjainay Singh		Could you please confirm your username .	8:25:30 PM
	info	myrealdatal/MariaBO.q1	8:26:01 PM
Anjainay Singh		Could you please confirm which year QB you are trying to access .	8:27:01 PM
	info	Let me check	8:27:36 PM
		2023	8:27:55 PM
Anjainay Singh		Thankyou for your confirmation.	8:28:18 PM
	info	ok	8:28:31 PM
Anjainay Singh		Please provide me remote access.	8:29:19 PM

	QB is getting launched .	8:30:16 PM
info	ok	8:30:29 PM
Anjainay Singh	Please allow me two minutes .	8:32:29 PM
	It is resolved .	8:36:32 PM
	Please enter your password .	8:36:45 PM
info	It is, thanks!	8:37:35 PM
Anjainay Singh	Is there anything else I may help you with ?	8:37:40 PM
info	Not today	8:37:50 PM
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.	8:38:11 PM
info	ok	8:38:34 PM
Anjainay Singh	You may disconnect this chat .	8:38:40 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:38:44 PM
info	you too	8:39:01 PM
	<i>Anjainay Singh has ended this chat session</i>	8:39:56 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 May, 6:28:09 AM

#77224 Adriane.tucker

Email: adriane.tucker@yahoo.com ☎ 2098970307

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 58 Secs

City: PIONEER

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 7 Secs

Adriane.tucker	Hello, I am your Acebuddy	20 May, 6:28:10 AM
Acebuddy	Hello Adriane.tucker, I'm your Ace Buddy. I'll be happy to assist you!	6:28:11 AM
	Whom Would You Like to Connect With?	6:28:11 AM
Adriane.tucker	Technical Support (QB & App Hosting)	6:28:14 AM
Acebuddy	Welcome to Ace Support.	6:28:14 AM
	Please chose an option :	6:28:14 AM
Adriane.tucker	I'd like to report an Issue	6:28:20 AM
Acebuddy	Please select an option!	6:28:20 AM
Adriane.tucker	Other Issue	6:28:25 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:28:25 AM
Adriane.tucker	representative	6:28:34 AM
Acebuddy	Please wait while we connect you to a Support Representative	6:28:35 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:28:35 AM
	<i>Manish Singh accepted the chat transfer request.</i>	6:28:41 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	6:28:45 AM
Adriane.tucker	I am trying to get the logon credentials for the calaveras band of miwuk nindians. i was on with another erp who disconnected and she/he sent me an email that i do not understand. Debra and I are both here right now trying to access	6:30:00 AM
Manish Singh	We have sent you the email regarding the password reset kindly provide us with the approval email from calaverasmiwukpreservation@gmail.com or adriane.tucker@yahoo.comm so that we can proceed with the request.	6:32:26 AM
Adriane.tucker	I already sent one back to her	6:32:45 AM
	calaverasmiwukpreservation has not received an email at all. We are both here right now	6:33:39 AM
Manish Singh	Alright, Give me 2 minutes.	6:34:30 AM
	Kindly check the email now.	6:37:18 AM
	We have successfully reset the password for the user.	6:37:38 AM
Adriane.tucker	nothing yet	6:37:59 AM
Manish Singh	Kindly refresh once	6:38:34 AM
Adriane.tucker	we both have. nothing yet	6:38:56 AM
Manish Singh	Please Wait	6:39:29 AM

Adriane.tucker	Im sorry but we have been trying to get in for an hr	6:39:53 AM
	this is crazy. both of our emails are updating but nothing from you	6:40:19 AM
	nothing	6:41:16 AM
Manish Singh	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.	6:41:24 AM
	May I take the remote access of your local computer?	6:41:42 AM
Adriane.tucker	we got it	6:41:56 AM
	omg	6:42:17 AM
Manish Singh	Alright, try with that password and try to login once.	6:42:26 AM
Adriane.tucker	why cant you just send the password	6:42:28 AM
	there is NO password	6:42:44 AM
Manish Singh	Click on that link to get the password.	6:43:03 AM
Adriane.tucker	nvmd got it	6:43:18 AM
Manish Singh	Is there anything else I may help you with ?	6:44:03 AM
	Are we still connected here?	6:46:03 AM
	Are we still connected here?	6:48:25 AM
	Are we still connected here?	6:50:03 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	6:50:16 AM
	<i>Manish Singh has ended this chat session</i>	6:50:18 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 May, 8:46:15 AM

#77004 Rafael Laquindanum

Email: sales@optechfy.com ☎ 639982278170

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: RODRIGUEZ

State: Rizal

Country: PHILIPPINES

Chat Transcript

Chat Duration : 40 Mins 21 Secs

Rafael Laquindanum	Hello, I am your Acebuddy	14 May, 8:46:16 AM
Acebuddy	Hello Rafael, I'm your Ace Buddy. I'll be happy to assist you!	8:46:16 AM
	Whom Would You Like to Connect With?	8:46:16 AM
Rafael Laquindanum	Technical Support (QB & App Hosting)	8:46:22 AM
Acebuddy	Welcome to Ace Support.	8:46:22 AM
	Please chose an option :	8:46:22 AM
Rafael Laquindanum	I'd like to raise a Request	8:46:29 AM
Acebuddy	Please select your request type.	8:46:29 AM
Rafael Laquindanum	Other Request	8:46:36 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.	8:46:36 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:46:36 AM
Rafael Laquindanum	Yes, I'm facing issues with my server	8:46:43 AM
Acebuddy	Please select an option!	8:46:43 AM
Rafael Laquindanum	Setback	8:46:53 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:46:53 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:46:53 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:26:37 AM
	<i>Ended due to chat idle timeout</i>	9:26:38 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 May, 8:34:55 PM

#77531 Samantha Pospichal

Email: samanthap@marathonpress.net 18002280629
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
City: NORFOLK
State: Nebraska
Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 50 Secs

Samantha Pospichal	Hello, I am your Acebuddy	28 May, 8:34:56 PM
Acebuddy	Hello Samanthap, I'm your Ace Buddy. I'll be happy to assist you!	8:34:57 PM
	Whom Would You Like to Connect With?	8:34:57 PM
Samantha Pospichal	Technical Support (QB & App Hosting)	8:35:01 PM
Acebuddy	Welcome to Ace Support.	8:35:01 PM
	Please chose an option :	8:35:01 PM
Samantha Pospichal	I'd like to raise a Request	8:35:07 PM
Acebuddy	Please select your request type.	8:35:07 PM
Samantha Pospichal	Other Request	8:35:28 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:35:28 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:35:28 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:13:46 PM
	<i>Ended due to chat idle timeout</i>	9:13:46 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 May, 8:37:40 PM

#77587 leahbeth

Email: leahbeth@earlebmoshier.com ☎ 617-755-8433

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: FRAMINGHAM

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Secs

leahbeth	Hello, I am your Acebuddy	29 May, 8:37:41 PM
Acebuddy	Hello Leahbeth, I'm your Ace Buddy. I'll be happy to assist you!	8:37:42 PM
	Whom Would You Like to Connect With?	8:37:42 PM
leahbeth	Technical Support (QB & App Hosting)	8:37:45 PM
Acebuddy	Welcome to Ace Support.	8:37:45 PM
	Please chose an option :	8:37:45 PM
leahbeth	I'd like to report an Issue	8:37:50 PM
Acebuddy	Please select an option!	8:37:50 PM
	<i>leahbeth has ended this chat session</i>	8:38:04 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 May, 9:27:09 PM

#77190 Andrew Snider

Email: andrew@sniderdoll-cpa.com  7209359385

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Min 7 Secs

Andrew Snider	Hello, I am your Acebuddy	19 May, 9:27:10 PM
Acebuddy	Hello Andrew Snider, I'm your Ace Buddy. I'll be happy to assist you!	9:27:12 PM
	Whom Would You Like to Connect With?	9:27:12 PM
Andrew Snider	Technical Support (QB & App Hosting)	9:27:15 PM
Acebuddy	Welcome to Ace Support.	9:27:15 PM
	Please chose an option :	9:27:15 PM
Andrew Snider	I'd like to raise a Request	9:27:24 PM
Acebuddy	Please select your request type.	9:27:24 PM
Andrew Snider	Other Request	9:27:59 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.	9:27:59 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:27:59 PM
Andrew Snider	No, That'll be all!	9:28:18 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	9:28:18 PM
	<i>Acebuddy has ended this chat session</i>	9:28:18 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 May, 10:43:23 PM

#77200 Colby Knight

Email: cknights@willscpas.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 14 Secs

City: MOUNT AIRY

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 50 Secs

Colby Knight	Hello, I am your Acebuddy	19 May, 10:43:24 PM
Acebuddy	Hello Cknight, I'm your Ace Buddy. I'll be happy to assist you!	10:43:25 PM
	Whom Would You Like to Connect With?	10:43:25 PM
Colby Knight	VDI/DaaS Support	10:43:39 PM
Acebuddy	Please wait while we connect you to an available Representative.	10:43:39 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:43:39 PM
	<i>Sushant accepted the chat transfer request.</i>	10:44:54 PM
Sushant	Thank you for contacting Ace Cloud Hosting. My name is Sushant. I will be assisting you today.	10:46:09 PM
	<i>Sushant is transferring the chat to Support(QB & App Hosting).</i>	10:47:47 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	10:48:08 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	10:48:17 PM
	Are we still connected here?	10:50:09 PM
	Are we still connected here? Do you require assistance from VDI/DAAS team?	10:52:01 PM

Are we still connected here?

10:54:03 PM

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

10:55:12 PM

Ashutosh Mishra has ended this chat session

10:55:15 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 May, 7:19:44 PM

#77135 Curtis Howell

Email: curtis@squaremsp.com 18432761668

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 41 Secs

City: SUMMERTOWN

State: South Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 40 Mins 41 Secs

Curtis Howell	Hello, I am your Acebuddy	16 May, 7:19:45 PM
Acebuddy	Hello Curtis, I'm your Ace Buddy. I'll be happy to assist you!	7:19:46 PM
	Whom Would You Like to Connect With?	7:19:46 PM
Curtis Howell	Technical Support (QB & App Hosting)	7:19:54 PM
Acebuddy	Welcome to Ace Support.	7:19:54 PM
	Please chose an option :	7:19:54 PM
Curtis Howell	I'd like to report an Issue	7:20:01 PM
Acebuddy	Please select an option!	7:20:01 PM

Curtis Howell	QuickBooks Issue	7:20:06 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:20:06 PM
Curtis Howell	QuickBooks Update	7:20:10 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	7:20:10 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	7:20:10 PM
	Do you need any further assistance on the topic?	7:20:10 PM
Curtis Howell	Yes	7:20:20 PM
Acebuddy	Please wait while we connect you to our Support Representative	7:20:21 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:20:21 PM
	<i>Ankit accepted the chat transfer request.</i>	7:20:32 PM
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.	7:20:37 PM
Curtis Howell	Ticket ID: 693429	7:20:55 PM
Ankit	Hello Curtis ! How are you doing today?	7:21:02 PM
Curtis Howell	We had an update done overnight even though it was requested for the weekend.	7:21:09 PM
	We are now down and unable to use QB	7:21:14 PM
	no reports are showing	7:21:17 PM
	this needs fixed asap please	7:21:22 PM
Ankit	I deeply apologize for the inconvenience caused to you.	7:21:28 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:21:31 PM
Curtis Howell	can you please remote in?	7:23:00 PM
Ankit	Sure, Kindly confirm your username from the below list.	7:24:14 PM
	<i>7:24:19 PMAankit is sharing a file with you image.png - (Size:5.49 KB)</i>	7:24:19 PM
Curtis Howell	jnc	7:24:29 PM
Ankit	Thanks for the confirmation !	7:24:36 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:24:40 PM
Curtis Howell	ok	7:24:52 PM
Ankit	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.	7:29:50 PM
Curtis Howell	hello	7:57:58 PM

Ankit	As discussed during the remote session, the issue was resolved by reviewing the history and opening the correct file. Since the issue is now resolved, we have ended the remote session.	7:58:03 PM
Curtis Howell	thanks again and appreciate getting everything set up	7:58:05 PM
Ankit	We sincerely apologize for the inconvenience caused due to the confusion and will ensure such issues do not occur in the future. Additionally, as requested, we have removed the shortcut for QuickBooks 2022 for all users.	7:58:12 PM
	Is there anything else I may help you with ?	7:58:44 PM
Curtis Howell	nope, thank you!	7:58:50 PM
Ankit	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:58:55 PM
Curtis Howell	if old icon is gone, we are set!	7:58:56 PM
Ankit	Please check once. I have done it from backend right now.	7:59:18 PM
Curtis Howell	great, thanks!	8:00:15 PM
	have a great day	8:00:17 PM
Ankit	Thank you for choosing ACE cloud Hosting, you have a wonderful day. 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!	8:00:21 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).](https://selfcare.acecloudhosting.com).)	8:00:23 PM
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Ankit has ended this chat session</i>	8:00:27 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 May, 11:16:50 PM

#76592 Lynnette Lin

Email: office@pbislandhospice.org ☎ 15618328585

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: WEST PALM BEACH

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 32 Secs

Lynnette Lin	Hello, I am your Acebuddy	5 May, 11:16:51 PM
Acebuddy	Hello Lynnette C Lin, I'm your Ace Buddy. I'll be happy to assist you!	11:16:51 PM
	Whom Would You Like to Connect With?	11:16:51 PM
Lynnette Lin	Technical Support (QB & App Hosting)	11:17:11 PM
Acebuddy	Welcome to Ace Support.	11:17:11 PM
	Please chose an option :	11:17:11 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.	11:51:23 PM
	<i>Ended due to chat idle timeout</i>	11:51:23 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 May, 9:09:30 AM

#76425 itadmin

Email: itadmin@jamesferrell-law.com 13467417315

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min 15 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 13 Secs

itadmin	Hello, I am your Acebuddy	1 May, 9:09:31 AM
Acebuddy	Hello Brian, I'm your Ace Buddy. I'll be happy to assist you!	9:09:32 AM
	Whom Would You Like to Connect With?	9:09:32 AM
itadmin	Technical Support (QB & App Hosting)	9:09:38 AM
Acebuddy	Welcome to Ace Support.	9:09:38 AM
	Please chose an option :	9:09:38 AM
itadmin	I'd like to raise a Request	9:09:46 AM
Acebuddy	Please select your request type.	9:09:46 AM
itadmin	Setup Ace Server	9:09:57 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	9:09:57 AM
itadmin	Microsoft Windows	9:10:04 AM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	9:10:04 AM
	Do you need any further assistance on the topic?	9:10:04 AM
itadmin	Yes	9:11:41 AM
Acebuddy	Please wait while we connect you to our Support Representative	9:11:41 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:11:41 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	9:11:58 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	9:12:04 AM
itadmin	I am trying a test run to setup our first user. I have followed the email instructions to download aceconnect. I have followed the instructions to put in the server, username and password. After this nothing happens, it says 'process completed' the window closes then nothing happens. when I click the ace connect icon on the desktop, nothing happens.	9:13:09 AM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:13:48 AM
itadmin	MeaganFerrell (MeaganFerrell@myrealdata.net)	9:14:07 AM
	JamesCFerrell.Myrealdata.net	9:14:15 AM
Shubham Kataria	May I take the remote access of your local computer to set up RDP.	9:14:30 AM

itadmin	yes. we can allow that.	9:14:41 AM
	FYI I have a very large monitor.	9:14:56 AM
Shubham Kataria	Thank you	9:15:07 AM
	no problem	9:15:14 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:15:19 AM
	https://assist.acecloudhosting.com/join/2202162657	9:15:22 AM
	Kindly paste this link in the browser of local computer and join the session.	9:15:26 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:16:05 AM
itadmin	ok	9:16:26 AM
Shubham Kataria	Thank you for your patience.	9:24:46 AM
itadmin	thanks	9:25:10 AM
Shubham Kataria	As per our remote conversation RDP has been setup successfully and you are logged onto the server.	9:25:13 AM
	Is there anything else I may help you with ?	9:25:17 AM
itadmin	That is good for now.	9:25:27 AM
Shubham Kataria	you're welcome	9:25:30 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	9:25:35 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:25:39 AM
itadmin	will do	9:25:41 AM
Shubham Kataria	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!	9:25:42 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>	9:25:45 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 May, 12:04:37 AM

#77602 Dee Anna Sobczak

Email: kjames@thinkbignets.com 14102150396

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: LUTHERVILLE TIMONIUM

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 40 Secs

Dee Anna Sobczak	Hello, I am your Acebuddy	30 May, 12:04:38 AM
Acebuddy	Hello Karen James, I'm your Ace Buddy. I'll be happy to assist you!	12:04:38 AM
	Whom Would You Like to Connect With?	12:04:38 AM
Dee Anna Sobczak	Technical Support (QB & App Hosting)	12:04:46 AM
Acebuddy	Welcome to Ace Support.	12:04:46 AM
	Please chose an option :	12:04:46 AM
Dee Anna Sobczak	I'd like to raise a Request	12:04:55 AM
Acebuddy	Please select your request type.	12:04:55 AM
Dee Anna Sobczak	Application Update	12:05:07 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	12:05:08 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	12:05:08 AM
Dee Anna Sobczak	No	12:05:18 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	12:05:18 AM
	<i>Acebuddy has ended this chat session</i>	12:05:18 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 May, 3:01:39 AM

#77170 Kevin Frazier

Email: kevin.frazier@gagetech.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 15 Secs

City: VANCOUVER

State: Washington

Country: UNITED STATES

Chat Transcript

Chat Duration : 28 Mins 51 Secs

Kevin Frazier	Hello, I am your Acebuddy	19 May, 3:01:40 AM
Acebuddy	Hello Kevin M Frazier, I'm your Ace Buddy. I'll be happy to assist you!	3:01:41 AM
	Whom Would You Like to Connect With?	3:01:41 AM
Kevin Frazier	Technical Support (QB & App Hosting)	3:01:54 AM
Acebuddy	Welcome to Ace Support.	3:01:54 AM
	Please chose an option :	3:01:54 AM
Kevin Frazier	I'd like to raise a Request	3:02:05 AM
Acebuddy	Please select your request type.	3:02:06 AM
Kevin Frazier	Password Reset	3:02:12 AM
Acebuddy	Please select an option below	3:02:12 AM
Kevin Frazier	Not Enrolled to Selfcare Portal	3:02:18 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the	3:02:18 AM

	password needs to be reset and we'll share an update once the request is processed.	
	Do you need any further assistance on the topic?	3:02:18 AM
Kevin Frazier	Yes	3:02:26 AM
Acebuddy	Please wait while we connect you to our Support Representative	3:02:26 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:02:26 AM
Kevin Frazier	Ticket: 696360	3:02:30 AM
	<i>Shivam Singh accepted the chat transfer request.</i>	3:03:29 AM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	3:03:57 AM
	Allow me 2 minutes to check the ticket 696360.	3:04:26 AM
Kevin Frazier	Thank you	3:04:45 AM
Shivam Singh	Allow me to transfer you to the concerned department.	3:07:41 AM
Kevin Frazier	Okay. Just need this password	3:07:55 AM
	Thank you	3:08:01 AM
	<i>Shivam Singh is transferring the chat to Onboarding.</i>	3:09:02 AM
	<i>Sunny Kumar accepted the chat transfer request.</i>	3:09:17 AM
	<i>Sunny Kumar is transferring the chat to Shivam Singh.</i>	3:11:43 AM
	<i>Shivam Singh accepted the chat transfer request.</i>	3:11:48 AM
Shivam Singh	I will share the password with you after the email approval from the POC	3:12:12 AM
	Hi there!	3:14:08 AM
	Are we still connected here?	3:14:12 AM
Kevin Frazier	yes	3:14:26 AM
Shivam Singh	Great, Kevin	3:14:34 AM
Kevin Frazier	thank you. If you want you can send a password reset email link so I can continue the set-up	3:15:01 AM
	I tried the last link but it expired	3:15:08 AM
Shivam Singh	I have shared the email and CC'd the point of contact.	3:15:15 AM
	Kindly request their approval so that I can share the password with you.	
	Please ask to share the approval and I will share the updated password.	3:16:03 AM
Kevin Frazier	Thank you	3:16:22 AM
Shivam Singh	Is there anything else I may help you with ?	3:16:37 AM
	Are we still connected here?	3:18:41 AM
	Are we still connected here?	3:20:12 AM
	Are we still connected here?	3:22:40 AM

Kevin Frazier	yes we are connected	3:22:52 AM
	looks like you need authorization so nothing else needed until that is complete	3:23:09 AM
Shivam Singh	Yes	3:23:24 AM
	Once we received the authorization from the POC email-michael.szymanski@gagetech.com. We will proceed with password reset	3:24:18 AM
	Kevin, Is there anything else I may help you with?	3:25:07 AM
	Are we still connected here?	3:26:24 AM
	Are we still connected here?	3:28:06 AM
	Are we still connected here?	3:30:12 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:30:25 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	3:30:28 AM
	<i>Shivam Singh has ended this chat session</i>	3:30:31 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 May, 1:58:36 AM

#77269 Tami Linton

Email: accounting@starchase.com 757-802-4434

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 34 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 43 Mins 12 Secs

Tami Linton	Hello, I am your Acebuddy	21 May, 1:58:37 AM
Acebuddy	Hello Accounting, I'm your Ace Buddy. I'll be happy to assist you!	1:58:38 AM
	Whom Would You Like to Connect With?	1:58:38 AM
Tami Linton	Technical Support (QB & App Hosting)	1:58:42 AM
Acebuddy	Welcome to Ace Support.	1:58:42 AM
	Please chose an option :	1:58:42 AM
Tami Linton	I'd like to report an Issue	1:58:48 AM
Acebuddy	Please select an option!	1:58:48 AM
Tami Linton	QuickBooks Issue	1:58:52 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:58:52 AM
Tami Linton	Other QB related issue	1:58:59 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:58:59 AM
Tami Linton	This is the same issue I had last week.....I was printing fine out of QB yesterday, then today when I go to print checks, my printers from my local computer are not reflected in QB as printer options.	1:59:41 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:59:41 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:59:41 AM
	<i>Shivam Singh accepted the chat transfer request.</i>	1:59:46 AM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	2:00:17 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:00:34 AM
Tami Linton	Computer: StarChaseLLC.myrealdatal.net	2:01:22 AM
	User name: MYREALDATA\TamiLi	2:01:28 AM
	the guy last week did something with Uni-print	2:02:24 AM
Shivam Singh	Okay allow me 2 Minutes check.	2:02:45 AM
Tami Linton	not sure if that was a valid fix, as I am having the same issue, and I don't recall having that printer before	2:02:45 AM
Shivam Singh	okay	2:03:12 AM
	May I take the remote access of your local computer?	2:06:25 AM
Tami Linton	ok	2:07:04 AM
	do I need to copy a link or something on it	2:07:17 AM
Shivam Singh	yes	2:07:21 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	2:07:30 AM
Tami Linton	ok	2:08:23 AM

	im ready	2:08:44 AM
Shivam Singh	thanks for your confirmation	2:09:00 AM
	Kindly paste this link in the browser of local computer and join the session.	2:09:15 AM
	https://assist.acecloudhosting.com/join/1752504654	2:09:15 AM
Tami Linton	is there a code	2:10:02 AM
	or I just enter my name	2:10:16 AM
Shivam Singh	click on join session	2:10:35 AM
	Are you facing any issue while joining?	2:12:52 AM
Tami Linton	It shows I have joined and so have you	2:13:08 AM
Shivam Singh	okay you are joined in the session	2:13:09 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.	2:13:19 AM
	Did it print anything ?	2:17:26 AM
	Are we still connected here?	2:21:10 AM
	Are we still connected here?	2:24:05 AM
	Are we still connected here?	2:26:37 AM
Tami Linton	we got disconnected	2:26:59 AM
Shivam Singh	yes	2:27:13 AM
Tami Linton	our cyber department flagged the Zoho Assist and cut our connection	2:27:19 AM
	but no it didn't print	2:27:28 AM
	my printers are named Accounting and Tami Home	2:27:37 AM
Shivam Singh	We need to do the troubleshooting at the local end.	2:28:34 AM
Tami Linton	so do I need to login agin on mylaptop	2:29:12 AM
Shivam Singh	Yes, As we still need to troubleshoot the issue.	2:29:51 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	2:30:06 AM
	Kindly paste this link in the browser of local computer and join the session.	2:30:16 AM
	https://assist.acecloudhosting.com/join/8832259554	
Tami Linton	nothing is open	2:30:17 AM
Shivam Singh	thanks for the confirmation	2:30:55 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.	2:31:42 AM
	As the printing issue is resolved	2:40:53 AM

Is there anything else I may help you with ?

2:40:56 AM

Tami Linton that is all

2:41:14 AM

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

2:41:37 AM

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

2:41:42 AM

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

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

Thanks!

2:41:45 AM

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

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

Shivam Singh has ended this chat session

2:41:49 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 May, 11:16:31 PM

#76521 Michelle Ninivaggi

Email: mrs.nini519@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: ORMOND BEACH

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 5 Secs

Michelle Ninivaggi	Hello, I am your Acebuddy	2 May, 11:16:32 PM
Acebuddy	Hello Michelle Ninivaggi, I'm your Ace Buddy. I'll be happy to assist you!	11:16:33 PM
	Whom Would You Like to Connect With?	11:16:33 PM
Michelle Ninivaggi	Technical Support (QB & App Hosting)	11:16:42 PM
Acebuddy	Welcome to Ace Support.	11:16:42 PM
	Please chose an option :	11:16:42 PM
Michelle Ninivaggi	I'd like to raise a Request	11:16:52 PM
Acebuddy	Please select your request type.	11:16:52 PM
Michelle Ninivaggi	Password Reset	11:16:56 PM
Acebuddy	Please select an option below	11:16:56 PM
Michelle Ninivaggi	Not Enrolled to Selfcare Portal	11:17:03 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.	11:17:03 PM
	Do you need any further assistance on the topic?	11:17:03 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:55:38 PM
	<i>Ended due to chat idle timeout</i>	11:55:38 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 May, 6:06:33 PM

#76745 samona

Email: samona@aabs.tax 7198200159

Department: Support(QB & App Hosting)

Operator: Malkeet Nagpal

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 45 Secs

City: WEST UNITY

State: Ohio

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 2 Mins

samona	Hello, I am your Acebuddy	8 May, 6:06:34 PM
Acebuddy	Hello Samona, I'm your Ace Buddy. I'll be happy to assist you!	6:06:34 PM
	Whom Would You Like to Connect With?	6:06:34 PM
samona	Technical Support (QB & App Hosting)	6:06:44 PM
Acebuddy	Welcome to Ace Support.	6:06:44 PM
	Please chose an option :	6:06:44 PM
samona	I'd like to report an Issue	6:06:52 PM
Acebuddy	Please select an option!	6:06:52 PM
samona	Other Issue	6:06:58 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:06:58 PM
samona	I need Drake 2022 uninstall and then restall it. According to Drake tech support	6:08:18 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:08:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:08:18 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	6:09:32 PM
	<i>Anjainay Singh is transferring the chat to Malkeet Nagpal.</i>	6:09:52 PM
	<i>Malkeet Nagpal accepted the chat transfer request.</i>	6:09:56 PM
Malkeet Nagpal	Thank you for contacting Ace Cloud Hosting. My name is Malkeet Nagpal. I will be assisting you today.	6:10:03 PM
samona	hello	6:10:11 PM
	I need Drake 2022 uninstalled and then reinstall it...	6:10:43 PM
Malkeet Nagpal	I will surely help you with the same.	6:11:24 PM
	May I have your business name or client id CID?	6:11:38 PM
samona	AABS.myreldata.net	6:12:18 PM
Malkeet Nagpal	Thank you for the confirmation.	6:12:32 PM
	Kindly allow me two minutes to check the same.	6:12:39 PM
	Would you please let me know If you have downloaded the setup file?	6:14:05 PM
	of Drake 2022	6:14:22 PM
samona	its a program and drake tech support said to uninstall and reinstall it	6:14:47 PM

	drake is installed and you can't do anything	6:15:22 PM
Malkeet Nagpal	Yes, I acknowledge however if you have credentials for drake web login, we just need to download a latest setup file.	6:16:01 PM
	We'll do this task right away if you help me with the setup file. I'll start working on reinstallation task	6:17:08 PM
samona	okay im trying to log into drake	6:18:07 PM
Malkeet Nagpal	sure, May I remote into your user profile to check?	6:19:07 PM
	Are we still connected here?	6:23:47 PM
samona	okayim stilll tryng	6:29:30 PM
Malkeet Nagpal	Okay take your time.	6:29:49 PM
samona	My business partner is admin on our drake account and it will not let me do anything	6:36:42 PM
	I need to get a hold of scott	6:36:53 PM
Malkeet Nagpal	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	7:09:25 PM
	<i>Ended due to chat idle timeout</i>	7:09:25 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 May, 1:39:35 AM

#77213 Kevin Frazier

Email: kevin.frazier@gagetech.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: VANCOUVER

State: Washington

Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 55 Secs

Kevin Frazier	Hello, I am your Acebuddy	20 May, 1:39:36 AM
Acebuddy	Hello Kevin.frazier, I'm your Ace Buddy. I'll be happy to assist you!	1:39:37 AM
	Whom Would You Like to Connect With?	1:39:37 AM
Kevin Frazier	Technical Support (QB & App Hosting)	1:39:42 AM
Acebuddy	Welcome to Ace Support.	1:39:42 AM
	Please chose an option :	1:39:42 AM
Kevin Frazier	I'd like to raise a Request	1:39:52 AM
Acebuddy	Please select your request type.	1:39:52 AM
Kevin Frazier	Other Request	1:40:09 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	1:40:09 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:40:09 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.	2:15:32 AM
	<i>Ended due to chat idle timeout</i>	2:15:32 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 May, 12:53:05 AM

#77496 michael Gardner

Email: michael@rayswine.com  +14142589821

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: MILWAUKEE

State: Wisconsin

Country: UNITED STATES

Chat Transcript

Chat Duration : 43 Mins 14 Secs

michael Gardner	Hello, I am your Acebuddy	28 May, 12:53:05 AM
Acebuddy	Hello Michael, I'm your Ace Buddy. I'll be happy to assist you!	12:53:06 AM
	Whom Would You Like to Connect With?	12:53:06 AM
michael Gardner	Technical Support (QB & App Hosting)	12:53:11 AM
Acebuddy	Welcome to Ace Support.	12:53:11 AM
	Please chose an option :	12:53:11 AM
michael Gardner	Restart	12:53:19 AM
Acebuddy	Hello Michael, I'm your Ace Buddy. I'll be happy to assist you!	12:53:19 AM
	Whom Would You Like to Connect With?	12:53:19 AM
michael Gardner	Technical Support (QB & App Hosting)	12:53:28 AM
Acebuddy	Welcome to Ace Support.	12:53:28 AM
	Please chose an option :	12:53:28 AM
michael Gardner	I'd like to raise a Request	12:53:38 AM
Acebuddy	Please select your request type.	12:53:38 AM
michael Gardner	Change in Applications	12:53:52 AM
Acebuddy	Please select your desired option!	12:53:52 AM
michael Gardner	Application Addition	12:53:57 AM
Acebuddy	Please select your Application	12:53:57 AM
michael Gardner	QuickBooks	12:54:07 AM
Acebuddy	Request you to kindly share the following information with us via email on support@acecloudhosting.com so we can proceed with the installation. • QuickBooks Version (Pro/Premier/Enterprise) with year • License Number and Product Code	12:54:07 AM
	An email update will be shared once the request is completed.	12:54:07 AM
	Do you need any further assistance on the topic?	12:54:07 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	1:36:20 AM
	<i>Ended due to chat idle timeout</i>	1:36:20 AM



Chat Transcript

I have a user on our account that cant access her remote desktop. I made her user account active and updated her password and she still cant login. Can you assist?

Visitor Details

6 May, 9:35:54 PM

#76648 Jeannie Bates

Email: jeannie@goldenpaws.org ☎ 12392230787

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

Website: https://www.acecloudhosting.com/knowledgebase/manage-users-ace-cloud-portal/?utm_source=email&utm_medium=email&utm_campaign=billing-portal-add-user-jun24

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 41 Secs

City: NAPLES

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 53 Secs

Jeannie Bates	I have a user on our account that cant access her remote desktop. I made her user account active and updated her password and she still cant login. Can you assist?	6 May, 9:35:55 PM
Mohit	Thank you for contacting ACE. My name is Mohit. I will be assisting you further.	9:35:59 PM
	Ashley, transferring your chat to our support team for further assistance	9:36:32 PM
	<i>Mohit is transferring the chat to Support(QB & App Hosting).</i>	9:36:46 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:36:49 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	9:36:59 PM
	I will be surely assisting you with this. Kindly help me with server name and user name?	9:37:31 PM
Jeannie Bates	KimberlyAr	9:37:57 PM
	<i>The visitor's email address and phone number were changed.</i>	9:42:54 PM
Ashutosh Mishra	Thanks for the confirmation !	9:43:00 PM
	I see that user KimberlyAr is active.	9:44:09 PM
	May i know if the user gets any message when trying to connect.	9:44:49 PM

Jeannie Bates	Logon attempt failed	9:45:36 PM
	she contacted support and they said to change the password. which we did and it still wont login	9:46:01 PM
Ashutosh Mishra	Is this issue occurring only for Kimberly, or are other users on the server also experiencing it?	9:46:20 PM
Jeannie Bates	Just Kimberly	9:46:30 PM
Ashutosh Mishra	To assist further i would have to take access of local computer of Kimberly to check for the setup and identify issue.	9:48:03 PM
Jeannie Bates	So she will need to connect with support with her computer? She tried this and was told to change the password which didnt work.	9:49:04 PM
Ashutosh Mishra	Yes, she will have to contact support. Since the password change did not work that is why we require to take access of local computer.	9:49:40 PM
Jeannie Bates	Can you please make sure that i am set up as the admit on the account with the ashley@goldenpaws.org and the number 239-944-1029? I need to make sure that if authorization is required by the admin that you will contact me if there are any issues. Kimberly works outside of our office.	9:51:14 PM
Ashutosh Mishra	Sure, that can be done. I will send you email just mention the same request in the email and i will forward to relevant team to make changes.	9:54:16 PM
	Once the chat session ends i will send you ticket ID as well as the email for approval.	9:55:05 PM
	Is there anything else I may help you with ?	9:55:12 PM
Jeannie Bates	no that is all. I will have kimberly reach out	9:55:24 PM
Ashutosh Mishra	Great! feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you	9:55:47 PM
	<i>Ashutosh Mishra has ended this chat session</i>	9:55:52 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 May, 8:10:05 PM

#76512 Brian

Email: brian.crouse@warrioracs.com **720-257-9714**

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 20 Secs

City: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 29 Mins 38 Secs

Brian	Hello, I am your Acebuddy	2 May, 8:10:05 PM
Acebuddy	Hello Brian.crouse, I'm your Ace Buddy. I'll be happy to assist you!	8:10:06 PM
	Whom Would You Like to Connect With?	8:10:06 PM
Brian	Technical Support (QB & App Hosting)	8:10:30 PM
Acebuddy	Welcome to Ace Support.	8:10:30 PM
	Please chose an option :	8:10:30 PM
Brian	I'd like to report an Issue	8:10:45 PM
Acebuddy	Please select an option!	8:10:45 PM
Brian	Other Issue	8:10:54 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:10:54 PM
Brian	Ticket Number: 687633 . I'm trying to connect my Chromebook to our server. I downloaded the Microsoft Remote Desktop, entered credentials, but it is unable to connect.	8:13:03 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:13:03 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:13:03 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	8:13:18 PM
	<i>Shashwat Verma is transferring the chat to Shivam Singh.</i>	8:13:25 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	8:13:29 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	8:14:24 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:14:38 PM
	Let me check your mentioned ticket. Allow 2 minutes.	8:14:53 PM
Brian	WAccounting.myreldata.net	8:15:19 PM
	WarriorA_Brian	8:15:48 PM
Shivam Singh	As I checked the issue is with the remote desktop connection and you have been advised by the Ashutosh to download the Windows app to configure the remote Desktop app. (Edited)	8:17:51 PM
Brian	Correct	8:18:06 PM

Shivam Singh	Please advise how we should proceed	8:18:37 PM
	Do you have the remote app configured?	8:18:51 PM
Brian	When I try to connect, it hangs at the Initiating remote connection	8:19:33 PM
Shivam Singh	Have you downloaded the Windows application.	8:19:33 PM
	Could you please share the screenshot of the same.,	8:19:53 PM
Brian	Yes, I downloaded the app and entered my credentials	8:19:54 PM
	I'm chatting on a different computer	8:20:20 PM
Shivam Singh	Okay.	8:20:38 PM
Brian	It does give an error message that I could copy	8:21:09 PM
Shivam Singh	If you want it to get configured right now, we can start and configure it for you.	8:21:17 PM
Brian	That would be great	8:21:26 PM
Shivam Singh	Please allow me 3-4 minutes, so that I can share the instruction with you.	8:23:39 PM
Brian	Thanks.	8:23:46 PM
Shivam Singh	Thanks for your patience.	8:29:32 PM

To configure Windows Remote App (RDP) on a Chromebook using the provided server details, follow these steps:

Prerequisites:

Ensure you have a **Google Chromebook** with the **Chrome Remote Desktop** app installed.

Make sure you have **RDP access** enabled on the server.

You'll need the **provided server details** :

Server Name : "WAccounting.myrealdata.net"

Username : "WAccounting.myrealdata.net"

Password (if applicable).

Steps:

Install the Remote Desktop App:

Open the **Chrome Web Store** on your Chromebook.

Search for "**Microsoft Remote Desktop**" or download the **Chrome Remote Desktop** app.

Install the app.

Open the Remote Desktop App:

Once installed, launch the **Microsoft Remote Desktop** app from your Chromebook.

Add a New Connection:

In the Remote Desktop app, click on the "+" button to add a new connection.

Select "**Add PC**" or "**Add Remote Desktop**".

Configure the Connection:

8:35:01 PM

PC Name : Enter the **Server Name** you were provided, which is `WAccounting.myrealdata.net`.

Username : Enter the **Username** : `WAccounting.myrealdata.net`.

Password : If a password is required, enter it when prompted (or you may be asked for it during the connection process).

Adjust Additional Settings (Optional):

You can also configure options like **Resolution** , **Display size** , **Audio settings** , and **Redirecting local resources** (like printers or clipboards) depending on your needs.

Save and Connect:

After filling in the server and login details, click **Save**.

Now, click on the server name (or remote session) you just created to start the connection.

Authenticate and Connect:

When prompted, **enter your password** if required.

Once authenticated, your Chromebook will initiate the remote connection to the Windows server.

Troubleshooting Tips:

If you encounter issues, verify that your **RDP settings are correctly configured** on the server and that the server is accessible from your Chromebook.

Ensure that your **firewall** or **network settings** are not blocking RDP connections.

If there are issues with logging in, make sure the username and password are correctly entered, and ensure that **RDP is enabled** on the server side.

Please follow the instructions provided above. If you continue to experience any issues, don't hesitate to give us a callback at **1-888-415-5240**, and we'll address the issue in real time.

8:37:39 PM

Brian Sounds good. I'll follow the instructions and will contact you if any issues.

8:38:21 PM

Shivam Singh Oh, that's Great.

8:38:35 PM

Is there anything else I may help you with ?

8:38:48 PM

Brian That's it. Thanks for your help

8:39:26 PM

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

8:39:36 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!

8:39:40 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/>)

Shivam Singh has ended this chat session

8:39:44 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76987 Natalia Geva

Email: account@alliance-fencing-academy.com ☎ 17135153905

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 3 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 46 Secs

Natalia Geva	Hello, I am your Acebuddy	13 May, 9:35:40 PM
Acebuddy	Hello Natalia Geva, I'm your Ace Buddy. I'll be happy to assist you!	9:35:41 PM
	Whom Would You Like to Connect With?	9:35:41 PM
Natalia Geva	Technical Support (QB & App Hosting)	9:35:48 PM
Acebuddy	Welcome to Ace Support.	9:35:48 PM
	Please chose an option :	9:35:48 PM
Natalia Geva	I'd like to report an Issue	9:35:58 PM
Acebuddy	Please select an option!	9:35:58 PM
Natalia Geva	QuickBooks Issue	9:36:06 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:36:06 PM
Natalia Geva	Other QB related issue	9:36:18 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:36:18 PM
Natalia Geva	Ticket Number is: 693383	9:36:22 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:36:23 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:36:23 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:36:37 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	9:36:44 PM
Natalia Geva	hi	9:36:54 PM
Ashutosh Mishra	I will surely help you with this issue.	9:37:01 PM
	Kindly allow me two minutes to check the same.	9:37:05 PM

Natalia Geva	ok	9:37:14 PM
Ashutosh Mishra	I understand you are unable to connect with Ace servers, is that correct?	9:38:02 PM
	Are we still connected here?	9:40:10 PM
Natalia Geva	correct	9:41:59 PM
	yes	9:42:10 PM
	message I get on the screen is:	9:43:44 PM
	The connection was denied because the user account is not authorized for remote login.	9:43:50 PM
Ashutosh Mishra	I see.	9:44:11 PM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	9:44:21 PM
Natalia Geva	I'm not sure about the other user	9:44:49 PM
Ashutosh Mishra	Is this the first time you are facing this issue?	9:45:00 PM
Natalia Geva	he's not available to answer right now	9:45:03 PM
	yes, first time	9:45:11 PM
Ashutosh Mishra	Thanks for the confirmation !	9:45:55 PM
	May I take the remote access of your local computer? (Edited)	9:45:57 PM
Natalia Geva	ok	9:46:05 PM
	what should I do?	9:47:14 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	9:48:41 PM
	Kindly paste this link in the browser of local computer and join the session.	9:48:45 PM
	https://assist.acecloudhosting.com/join/1312935033	9:48:47 PM
Natalia Geva	ok	9:48:49 PM
	did it work yet?	9:50:31 PM
Ashutosh Mishra	Yes	9:51:20 PM
	We are connected now.	9:51:25 PM
Natalia Geva	ok	9:51:34 PM
Ashutosh Mishra	As per discussion over the remote session, I would like to share an update with you, I checked with team and I would like to inform you that users have reported profile corruption for the QBlivepro1 server of which you are also a part and we are actively looking into it. We sincerely apologize for the inconvenience this may have caused. Please be assured that our team is working on resolving the issue. At this time, we are estimating a resolution within the next 2 hours. We will keep you informed and notify you as soon as the server is up and running. Thank you for your patience and understanding.	10:00:43 PM
	Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you	10:02:18 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 May, 12:48:51 AM

#76870 carolina reyes

Email: contact@ssadvancecpa.com ☎ 3472829145

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: 6 Secs

City: FLUSHING

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 8 Secs

carolina reyes	Hello, I am your Acebuddy	11 May, 12:48:53 AM
Acebuddy	Hello Sid, I'm your Ace Buddy. I'll be happy to assist you!	12:48:54 AM
	Whom Would You Like to Connect With?	12:48:54 AM
carolina reyes	Technical Support (QB & App Hosting)	12:48:57 AM
Acebuddy	Welcome to Ace Support.	12:48:57 AM
	Please chose an option :	12:48:57 AM
carolina reyes	I'd like to report an Issue	12:49:03 AM
Acebuddy	Please select an option!	12:49:03 AM
carolina reyes	Other Issue	12:49:07 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:49:07 AM
carolina reyes	I am not able to open pdf files on the server for about 30 minutes.	12:49:25 AM

Acebuddy	Please wait while we connect you to a Support Representative	12:49:26 AM
Acebuddy (bot)	forwarded the chat request	12:49:26 AM
Shashwat Verma	accepted the chat transfer request.	12:49:55 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:50:00 AM
	Hello Sid	12:50:04 AM
	I will surely help you with this issue.	12:50:15 AM
	May I take the remote access of your local computer?	12:50:22 AM
carolina reyes	Yes, please	12:50:31 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	12:50:41 AM
	https://assist.acecloudhosting.com/join/9492695554	12:50:48 AM
	Kindly Click on the link and open the downloaded file.	12:50:51 AM
carolina reyes	I have downloaded Zoho assist	12:52:18 AM
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:52:22 AM
	issue resolved itself on remote session	12:54:52 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:54:57 AM
	<i>Shashwat Verma has ended this chat session</i>	12:55:02 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 May, 11:33:22 PM

#77204 cvilla

Email: cvilla@dixxon.com ☎ 4805180568

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 56 Secs

City: CHANDLER

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Duration : 27 Mins 29 Secs

cvilla	Hello, I am your Acebuddy	19 May, 11:33:23 PM
Acebuddy	Hello Cvilla, I'm your Ace Buddy. I'll be happy to assist you!	11:33:23 PM
	Whom Would You Like to Connect With?	11:33:23 PM
cvilla	Technical Support (QB & App Hosting)	11:33:27 PM
Acebuddy	Welcome to Ace Support.	11:33:27 PM
	Please chose an option :	11:33:27 PM
cvilla	I'd like to raise a Request	11:33:31 PM
Acebuddy	Please select your request type.	11:33:31 PM
cvilla	Other Request	11:33:38 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:33:38 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:33:38 PM
cvilla	Yes, I'm facing issues with my server	11:33:49 PM
Acebuddy	Please select an option!	11:33:49 PM
cvilla	Other Issue	11:33:53 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:33:53 PM
cvilla	I can log into the remote desktop and then my mouse is not picking up - I cannot navigate or perform functions	11:34:23 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:34:24 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:34:24 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	11:35:34 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	11:35:52 PM
	I will surely help you with this issue.	11:36:13 PM
cvilla	Thank you	11:36:15 PM
Ashutosh Mishra	Do you have a wired mouse or wireless mouse?	11:36:55 PM
	Are we still connected here?	11:38:07 PM
cvilla	yes	11:40:09 PM

	wireless and it is working fine on my system, just not on remote desktop	11:40:24 PM
Ashutosh Mishra	Try disconnecting the mouse once and then reconnect.	11:41:11 PM
cvilla	ok. hang on	11:42:42 PM
	Still not recognizing it in QuickBooks on the remote desktop	11:44:54 PM
Ashutosh Mishra	Does it recognize on the server apart from while using QuickBooks?	11:45:36 PM
cvilla	I dont know. I am logged into QB on the server, so it just takes me to that window	11:47:19 PM
Ashutosh Mishra	Your username is ChritineV_D?	11:48:32 PM
cvilla	yes	11:48:36 PM
Ashutosh Mishra	I am signing you out from backend, try logging again and check.	11:49:05 PM
cvilla	ok	11:49:17 PM
	So it recognizes it on the server desktop	11:51:02 PM
Ashutosh Mishra	May I take the remote access of your server?	11:51:17 PM
cvilla	and I can log into QB	11:51:26 PM
	yes	11:51:28 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	11:51:35 PM
cvilla	Its working now	11:52:37 PM
	maybe I just needed you to force close it...lol	11:52:47 PM
	Success!!	11:53:00 PM
Ashutosh Mishra	It seems the RAM consumption on the server is very high this can cause performance issues.	11:53:03 PM
cvilla	Ok - is there something that needs to be done??	11:53:18 PM
	<i>11:53:34 PM Ashutosh Mishra is sharing a file with you image.png - (Size:3.01 KB)</i>	11:53:34 PM
	<i>This can make system unstable.</i>	
Ashutosh Mishra	I would suggest to close extra chrome tabs or applications that are not actively being used.	11:54:11 PM
	If that is not possible i would suggest to increase RAM on the server since it is barely minimum to support three users at once.	11:54:50 PM
cvilla	Lets increase RAM on the server.	11:55:55 PM
Ashutosh Mishra	RAM cost is \$20 per month for 1GB. I would suggest to add at least 3GB RAM (1GB for each user) for future proofing and stable performance.	11:57:50 PM
cvilla	Ok. lets do it	11:59:31 PM
Ashutosh Mishra	Sure, i would require approval over the email as per the process. I will send you mail after this chat just reply with your approval and i will add the RAM.	20 May, 12:00:21 AM
cvilla	perfect. thank you	12:00:33 AM
Ashutosh Mishra		

Thanks for the confirmation !

12:00:38 AM

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

12:00:44 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!

12:00:48 AM

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

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

Ashutosh Mishra has ended this chat session

12:00:52 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 May, 3:54:30 AM

#76727 jgao

Email: jgao@npftax.com ☎ 16263228826

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 24 Secs

City: IRVINE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 6 Secs

jgao Hello, I am your Acebuddy

8 May, 3:54:31 AM

Acebuddy	Hello Jeremy Gao, I'm your Ace Buddy. I'll be happy to assist you!	3:54:31 AM
	Whom Would You Like to Connect With?	3:54:31 AM
jgao	Technical Support (QB & App Hosting)	3:54:47 AM
Acebuddy	Welcome to Ace Support.	3:54:47 AM
	Please chose an option :	3:54:47 AM
jgao	I'd like to raise a Request	3:54:52 AM
Acebuddy	Please select your request type.	3:54:52 AM
jgao	Other Request	3:55:52 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.	3:55:52 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:55:52 AM
jgao	Yes, I'm facing issues with my server	3:55:59 AM
Acebuddy	Please select an option!	3:55:59 AM
jgao	Other Issue	3:56:03 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:56:03 AM
jgao	Reboot the server	3:56:17 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:56:17 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:56:17 AM
	<i>Sharath Kumar accepted the chat transfer request.</i>	3:56:56 AM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	3:57:02 AM
jgao	Hi I would like to reboot the server for software update.	3:57:17 AM
Sharath Kumar	Hi Jeremy, could you please let me know the reason for the reboot	3:57:17 AM
jgao	CID70387:NPFTax.myrealdatal.net	3:57:27 AM
Sharath Kumar	alright sir, am connecting to the server. Could you let me know why the server needs to be restarted	3:58:23 AM
jgao	For software update	3:58:32 AM
Sharath Kumar	what application, sir?	3:59:09 AM
jgao	Lacerte	3:59:16 AM
Sharath Kumar	and there are other users currently logged in on the server	3:59:23 AM
jgao	Let me check. I will log out other users	3:59:50 AM
Sharath Kumar	Could you let Nick and Zhi.Dan know to save their work	3:59:53 AM
jgao	it should be good now	4:00:45 AM
Sharath Kumar	okay, restarting the server now	4:00:57 AM

jgao	Thanks	4:01:07 AM
Sharath Kumar	Server is back online and you should be able to sign in	4:02:22 AM
	Please let me know if you require any further assistance on this	4:02:34 AM
	Are we still connected here?	4:04:03 AM
	Are we still connected here?	4:05:47 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	4:06:29 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:06:34 AM
	<i>Sharath Kumar has ended this chat session</i>	4:06:37 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details	8 May, 1:18:38 AM
#76722 analia.fernandez	
Email: analia.fernandez@dispartilaw.com	
Department: Support(QB & App Hosting)	
Operator: Ashutosh Mishra	
Website: https://www.acecloudhosting.com/support-chat.php	
Operating System: Microsoft Windows	
Browser: Google Chrome	
Device: Desktop	
Average Response Time: 54 Secs	
City: BOYDTON	
State: Virginia	
Country: UNITED STATES	

Chat Transcript	Chat Duration : 9 Mins 8 Secs
analia.fernandez	Hello, I am your Acebuddy
Acebuddy	Hello Analia.fernandez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?

analia.fernandez	Managed IT	1:18:42 AM
Acebuddy	Please wait while we connect you to an available Representative.	1:18:42 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:18:42 AM
	<i>Moin Latief accepted the chat transfer request.</i>	1:18:48 AM
Moin Latief	Thank you for contacting Ace Cloud Hosting. My name is Moin. How may i assist you?	1:19:11 AM
analia.fernandez	Hello, Ticket number: 684220. I need to talk to Vikrant Arya, please	1:19:21 AM
Moin Latief	Thank you for the information, i am transferring your chat to the concerned department.	1:20:28 AM
analia.fernandez	Thank you	1:20:43 AM
	<i>Moin Latief is transferring the chat to Support(QB & App Hosting).</i>	1:21:55 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	1:22:08 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	1:22:19 AM
	Kindly allow me two minutes to check the same.	1:22:26 AM
analia.fernandez	Hi, ok	1:22:37 AM
Ashutosh Mishra	Please share your callback number and he will reach out to you immediately.	1:24:22 AM
analia.fernandez	727-934-7862 X240	1:25:45 AM
	the extension is 240	1:26:02 AM
Ashutosh Mishra	Thanks for the confirmation !	1:26:11 AM
	I have forwarded the number to Vikrant.	1:26:50 AM
	Is there anything else I may help you with ?	1:26:54 AM
analia.fernandez	Sounds good thank you, not for now	1:27:05 AM
Ashutosh Mishra	Thanks for the confirmation !	1:27:17 AM
	Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you	1:27:20 AM
	<i>Ashutosh Mishra has ended this chat session</i>	1:27:47 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77277 accountant

Email: accountant@silversfs.com 7472192947

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: 13 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 21 Mins

accountant	Hello, I am your Acebuddy	21 May, 1:46:35 PM
Acebuddy	Hello Benny Smith, I'm your Ace Buddy. I'll be happy to assist you!	1:46:36 PM
	Whom Would You Like to Connect With?	1:46:36 PM
accountant	Technical Support (QB & App Hosting)	1:46:42 PM
Acebuddy	Welcome to Ace Support.	1:46:42 PM
	Please chose an option :	1:46:42 PM
accountant	I'd like to report an Issue	1:46:47 PM
Acebuddy	Please select an option!	1:46:47 PM
accountant	Other Issue	1:46:52 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:46:52 PM
accountant	I'm not able to open my Outlook	1:47:13 PM
Acebuddy	Please wait while we connect you to a Support Representative	1:47:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:47:13 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	1:47:29 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	1:47:37 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:47:47 PM
accountant	BennySm	1:48:12 PM
Shubham Kataria	Please confirm your server name or account name as well	1:48:34 PM
accountant	Silvers Financial Services	1:48:51 PM

Shubham Kataria	Thank you for the information	1:49:02 PM
	Could you please confirm if you're receiving any error while accessing Outlook	1:49:22 PM
accountant	Error sales could not open	1:49:43 PM
Shubham Kataria	And also confirm if you're the only user who is facing this issue	1:49:50 PM
accountant	Error says could not open	1:50:14 PM
	I think so	1:50:23 PM
Shubham Kataria	I will surely help you with this issue.	1:50:31 PM
	May I take the remote access of your server?	1:50:34 PM
accountant	Nobody has complained yet	1:50:40 PM
Shubham Kataria	Alright, I will look into it	1:50:58 PM
	May I take the remote access of your server?	1:51:04 PM
	<i>1:51:04 PM accounttant is sharing a file with you <u>1_image.png</u> - (Size:60.51 KB)</i>	1:51:04 PM
accountant	Sure	1:51:10 PM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	1:51:16 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:51:33 PM
	Thank you for your patience.	2:06:58 PM
	As per the remote conversation we will repair the office 365 suite and inform you via email.	2:07:23 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:07:30 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	2:07:34 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).](https://selfcare.acecloudhosting.com .)	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shubham Kataria has ended this chat session</i>	2:07:36 PM



Chat Transcript

When I'm in the remote desktop and load QB Enterprise, the message "There's a new QB software update waiting for you. It looks like you don't have the required permissions. Contact your system admin." appears. Can you please help me with this.

Visitor Details

29 May, 10:44:43 PM

#77599 matt

Email: matt@remodelprosnw.com ☎ 2532618407

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 50 Secs

City: PUYALLUP

State: Washington

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 26 Secs

matt When I'm in the remote desktop and load QB Enterprise, the message "There's a new QB software update waiting for you. It looks like you don't have the required permissions. Contact your system admin." appears. Can you please help me with this.

29 May, 10:44:44 PM

Gantavya Thank you for contacting ACE. My name is Gantavya. I will be assisting you further.

10:44:51 PM

Let me transfer to our support channel to help you with your query

10:46:28 PM

matt thank you

10:46:34 PM

Gantavya is transferring the chat to Support(QB & App Hosting).

10:46:40 PM

Tushar accepted the chat transfer request.

10:46:56 PM

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

10:47:12 PM

matt thanks.

10:47:22 PM

Tushar I will be surely assisting you with this. Kindly help me with your server name and user name?

10:47:37 PM

matt Remodel Pros LLC is my company. let me go look at server name.

10:48:08 PM

MattR

10:48:21 PM

Tushar Kindly allow me two minutes to check the same.

10:49:07 PM

matt	ok	10:49:16 PM
Tushar	Thank you for waiting.	10:50:05 PM
	I will be installing the updates for your QuickBooks.	10:50:32 PM
matt	perfect. Let me know when complete	10:50:43 PM
Tushar	Kindly log off from the server. (Edited)	10:50:50 PM
matt	done	10:51:22 PM
Tushar	It is updating at the moment will let you know once it is completed.	10:53:03 PM
matt	k	10:53:26 PM
Tushar	Thank you for waiting, it is now updated.	10:54:42 PM
	Is there anything else I may help you with ?	10:54:48 PM
matt	thats it. thanks!	10:54:56 PM
Tushar	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	10:55:03 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:55:12 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	10:55:16 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>Tushar has ended this chat session</i>	10:55:17 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 May, 3:58:19 AM

#76610 ap

Email: ap@griphinasia.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 1 Sec

City: VENTURA

State: California

Country: UNITED STATES

Chat Duration : 1 Hour 5 Mins

Chat Transcript

ap	Hello, I am your Acebuddy	6 May, 3:58:20 AM
Acebuddy	Hello Ap, I'm your Ace Buddy. I'll be happy to assist you!	3:58:21 AM
	Whom Would You Like to Connect With?	3:58:21 AM
ap	Technical Support (QB & App Hosting)	3:58:28 AM
Acebuddy	Welcome to Ace Support.	3:58:28 AM
	Please chose an option :	3:58:28 AM
ap	I'd like to raise a Request	3:58:42 AM
Acebuddy	Please select your request type.	3:58:42 AM
ap	Password Reset	3:58:53 AM
Acebuddy	Please select an option below	3:58:53 AM
ap	Not Enrolled to Selfcare Portal	3:59:00 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	3:59:00 AM
	Do you need any further assistance on the topic?	3:59:00 AM
ap	Yes	3:59:11 AM
Acebuddy	Please wait while we connect you to our Support Representative	3:59:11 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:59:11 AM
	<i>Shivam Singh accepted the chat transfer request.</i>	3:59:31 AM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	3:59:50 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:59:52 AM
ap	Hello, we have not received a reply from our ticket ID 689282	3:59:59 AM
	<i>4:04:02 AM Shivam Singh is sharing a file with you image.png - (Size:14.58 KB)</i>	4:04:02 AM

	<i>Hi there are no request made, please share the ticket number associated with the request or reshare your request.</i>	
	Can you please check ID#689251 "Fw: Unable to login - CID71580"?	4:05:27 AM
Shivam Singh	Thanks	4:06:22 AM
ap	I can reshare the request too: "This is Griffinest Asia Securities LLC. The client ID is CID71580. We are unable to login to the portal. We do not have login credentials, and we have never set up one. Is there any way we can retrieve our account?"	4:06:33 AM
Shivam Singh	Let me check the account.	4:06:34 AM
	As you mentioned the Portal, I it My portal credentials?	4:09:20 AM
ap	The login credentials for MyPortal: https://myportal.acecloudhosting.com/login	4:10:18 AM
	We have to login to update the credit card information	4:10:35 AM
	But we do not have the login credentials. We never set up one.	4:10:52 AM
Shivam Singh	May I take the remote access of your local computer?	4:12:10 AM
	We will help you setup the portal for you.	4:12:37 AM
ap	Okay.	4:12:57 AM
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.	4:13:09 AM
	Kindly paste this link in the browser of local computer and join the session.	4:13:42 AM
	https://assist.acecloudhosting.com/join/8132392340	4:13:43 AM
ap	Joining now	4:14:31 AM
Shivam Singh	Okay	4:14:52 AM
	I will wait for you to join.	4:15:12 AM
ap	Are you able to see the screen?	4:16:12 AM
Shivam Singh	we are connected	4:16:25 AM
	Okay, let me connect you with the concerned department. As you are facing issue with My portal.	4:26:04 AM
	Thanks for patience	4:29:46 AM
ap	Can I disconnect the remote access?	4:32:23 AM
Shivam Singh	Sure	4:32:32 AM
ap	I just received an email:"Reset Password"	4:34:30 AM
	<i>Shivam Singh is transferring the chat to Aditya.</i>	4:34:48 AM
	<i>Aditya accepted the chat transfer request.</i>	4:34:55 AM
Aditya	I'm your Ace Buddy. I'll be happy to assist you!	4:35:24 AM
	My name is Aditya, I will assist you today	4:35:28 AM
ap	Hello	4:35:48 AM
Aditya	Can you please tell me your company name?	4:36:09 AM

ap	Griffinest Asia Securities LLC	4:36:36 AM
Aditya	what is your concern?	4:37:14 AM
ap	We have to login to MyPortal but we do not have the login credentials.	4:37:46 AM
Aditya	Just wait for 2 minutes so that I can fetch your details.	4:38:21 AM
ap	I tried to use Forgot Password, but I cannot receive the OTP	4:38:42 AM
Aditya	Just wait for 2 minutes so that I can fetch your details.	4:39:31 AM
	It is taking a bit longer just wait for 2 more minute as I am sending you the credentials on your registered email address (ktai@griffinasia.com)	4:42:27 AM
	I have just sent you the Credentials on your registered email address (ap@griffinasia.com)	4:44:02 AM
	Kindly check and try to login	4:44:11 AM
	and if you are still not able to login into the account, kindly share the screenshot of the error page.	4:44:57 AM
ap	No, neither email address receives the credentials	4:47:58 AM
Aditya	Now I have again sent the Credentials on your registered email address (ktai@griffinasia.com).	4:48:52 AM
	Kindly check	4:48:55 AM
	<i>4:52:58 AMap is sharing a file with you</i> <u>1_image.png</u> - (Size:77.37 KB)	4:52:58 AM
	<i>4:53:12 AMap is sharing a file with you</i> <u>1_image.png</u> - (Size:117.04 KB)	4:53:12 AM
	I am transferring this chat to the support department; they will resolve your problem.	4:54:14 AM
	<i>Aditya is transferring the chat to Support(QB & App Hosting).</i>	4:54:24 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	4:54:36 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	4:55:10 AM
	Are we still connected here?	4:57:34 AM
ap	Yes	4:58:57 AM
	We have problem logging and receiving OTP emails	4:59:12 AM
	Now that the system has reached the maximum login attempts, can we retry tomorrow?	5:00:41 AM
Ashutosh Mishra	Yes, you can retry after 24 hours. (Edited)	5:02:52 AM
ap	Okay, thank you.	5:03:32 AM
	<i>ap has ended this chat session</i>	5:03:37 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 May, 11:25:58 PM

#77202 Jason Peterson

Email: jpeterson.cornerstone@gmail.com  19707318080

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 37 Secs

City: PAGOSA SPRINGS

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 56 Secs

Jason Peterson	Hello, I am your Acebuddy	19 May, 11:25:59 PM
Acebuddy	Hello Jpeterson.cornerstone, I'm your Ace Buddy. I'll be happy to assist you!	11:25:59 PM
	Whom Would You Like to Connect With?	11:25:59 PM
Jason Peterson	Technical Support (QB & App Hosting)	11:26:21 PM
Acebuddy	Welcome to Ace Support.	11:26:21 PM
	Please chose an option :	11:26:21 PM
Jason Peterson	I'd like to report an Issue	11:26:27 PM
Acebuddy	Please select an option!	11:26:27 PM
Jason Peterson	QuickBooks Issue	11:26:31 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:26:31 PM
Jason Peterson	QuickBooks Login Issue	11:26:41 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	11:26:41 PM
	Was that helpful?	11:26:41 PM
Jason Peterson	No	11:27:44 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	11:27:44 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	11:27:44 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	11:28:11 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	11:28:17 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:28:32 PM
Jason Peterson	Hello, we have one QB File we cannot open	11:28:36 PM
	Server name is CornerStoneAcc.myrealdta	11:28:55 PM
Ashutosh Mishra	Please allow me a moment i will transfer you to another agent for further assistance.	11:30:03 PM
	<i>Ashutosh Mishra is transferring the chat to Shivam Singh.</i>	11:30:10 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	11:30:13 PM
Jason Peterson	My user name is JasonP	11:30:42 PM
Shivam Singh	Hi there, My name is Shivam Singh. I will be assisting you further.	11:31:13 PM
	Thank you for the information and allow 2 minutes to check the same.	11:31:35 PM
Jason Peterson	Hello, when we try to open the QB File for Signs Direct, we're getting an error message	11:31:42 PM
	The error is Unable to Access Company File.	11:31:57 PM
	Error -6000 -83	11:32:05 PM
Shivam Singh	Could you please share the screenshot of the issue ?	11:32:53 PM
Jason Peterson	yes, one second while I get it	11:33:24 PM
Shivam Singh	Sure, take your time.	11:33:52 PM
	<i>11:33:53 PM Jason Peterson is sharing a file with you 1_image.png - (Size:14.4 KB)</i>	11:33:53 PM
Jason Peterson	All users trying to access the file are getting this message	11:34:16 PM
	The other user is Pamela	11:34:35 PM
Shivam Singh	Thank you for the information and allow 2 minutes to check the same.	11:35:24 PM
	could you please share the company file name	11:41:08 PM
	Are we still connected here?	11:43:28 PM
Jason Peterson	We are connected, sorry had to take a customer call on my end	11:44:17 PM
	I will get the file name here in one second	11:44:25 PM
Shivam Singh	Sure	11:45:20 PM
Jason Peterson	QB File: Signs Direct Inc.qbw	11:45:31 PM
Shivam Singh	Thanks	11:46:39 PM
	please allow me 3 minutes to do the changes.	11:46:51 PM
	<i>11:47:35 PM Jason Peterson is sharing a file with you</i>	11:47:35 PM

1_image.png - (Size:106.57 KB)

Jason Peterson	Screenshot for reference	11:47:47 PM
Shivam Singh	Much appreciated.	11:48:23 PM
	It will take 3 minutes more please stay connected.	11:54:18 PM
Jason Peterson	Sounds good, thank you for the update	11:54:43 PM
Shivam Singh	May I take the remote access of your server?	11:55:02 PM
Jason Peterson	Sure but I'm not sure what that means. Do you need me to log out?	11:55:42 PM
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.	11:55:49 PM
Jason Peterson	I don't have any open but other users might. Can you see who is logged in?	11:56:14 PM
Shivam Singh	I understand your concern, Please be assured, it is just a screen sharing session to isolate the issue.	11:57:18 PM
Jason Peterson	Oh ok	11:57:27 PM
	you can screen share with me	11:57:34 PM
Shivam Singh	Thanks	11:57:52 PM
Jason Peterson	Looks like you fixed it. :)	11:59:29 PM
Shivam Singh	Looks like it is working.	11:59:35 PM
Jason Peterson	Thank you for your help!	11:59:42 PM
Shivam Singh	Yeah, it is a pleasure assisting you.	20 May, 12:00:02 AM
	Is there anything else I may help you with ?	12:00:13 AM
Jason Peterson	That should be all. Thank you!	12:00:27 AM
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	12:00:34 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!	12:00:44 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/)	
Jason Peterson	I will do that. Thank you	12:00:49 AM
Shivam Singh	great	12:00:53 AM
	<i>Shivam Singh has ended this chat session</i>	12:00:55 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 May, 6:27:21 PM

#76690 duane

Email: duane@cartercpatax.com ☎ 19703907348

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 46 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 16 Secs

duane	Hello, I am your Acebuddy	7 May, 6:27:21 PM
Acebuddy	Hello Duane, I'm your Ace Buddy. I'll be happy to assist you!	6:27:22 PM
	Whom Would You Like to Connect With?	6:27:22 PM
duane	Technical Support (QB & App Hosting)	6:27:31 PM
Acebuddy	Welcome to Ace Support.	6:27:31 PM
	Please chose an option :	6:27:31 PM
duane	I'd like to report an Issue	6:27:40 PM
Acebuddy	Please select an option!	6:27:40 PM
duane	Other Issue	6:27:56 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:27:56 PM
duane	Hi-checking the status of Ticket Number: 686497	6:28:09 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:28:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:28:10 PM

Anurag Sharma accepted the chat transfer request.

6:28:44 PM

Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	6:28:47 PM
	Hello Duane	6:28:51 PM
duane	Hi Anurag	6:29:22 PM
Anurag Sharma	Duane as I can check you are concerned about the payroll update right?	6:31:30 PM
duane	yes, can't update the program	6:32:54 PM
Anurag Sharma	I would like to inform you that you have admin rights on the server. Thus, you can update the application on your own.	6:32:59 PM
	Could you please confirm the server on which you are trying to update the application?	6:33:25 PM
duane	carterCPAATX1.myrealdata.net works but carterCPAATX2.myrealdata.net	6:34:34 PM
	doesn't work-you're welcome to login in and witness it	6:34:56 PM
Anurag Sharma	Could you please confirm the username of the user who is trying to update the application?	6:36:06 PM
duane	admin	6:36:24 PM
Anurag Sharma	Is it Amanda?	6:37:34 PM
duane	yes, the server login is amanda	6:38:17 PM
Anurag Sharma	Okay, please confirm if I can log you off from the server once?	6:38:25 PM
duane	sure	6:38:36 PM
Anurag Sharma	Please login back to the server again.	6:38:58 PM
	Are we still connected here?	6:41:02 PM
	Are we still connected here?	6:49:32 PM
	Are we still connected here?	6:49:35 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	6:49:36 PM
	<i>Anurag Sharma has ended this chat session</i>	6:49:38 PM



Chat Transcript

Need to pay the past due amount

Visitor Details

#77523 Rhonda Gooding

Email: rhonda@qualityimports.co  3479815607

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

Website: <https://www.acecloudhosting.com/account-login/>

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 46 Secs

City: CEDARHURST

State: New York

Country: UNITED STATES

Chat Duration : 9 Mins 7 Secs

Chat Transcript

Rhonda Gooding	Need to pay the past due amount	28 May, 6:28:01 PM
Amit	Thank you for contacting ACE. My name is Amit. I will be assisting you further.	6:28:04 PM
	Rhonda, our billing team will be available in the next 2-3 hours from now on. I would request you to kindly get in touch with them directly after few hours at billing@acecloudhosting.com .	6:29:05 PM
	And they will get back to you.	6:29:12 PM
Rhonda Gooding	how do i log into my account?	6:31:31 PM
Amit	Let me transfer you to our technical team so that they can assist you in getting into your account.	6:32:04 PM
	<i>Amit is transferring the chat to Support(QB & App Hosting).</i>	6:32:21 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	6:32:52 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	6:32:59 PM
	Hello Rhonda	6:33:04 PM
	Are we still connected here?	6:35:13 PM
	Are we still connected here?	6:36:12 PM
	Are we still connected here?	6:37:05 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	6:37:07 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:37:09 PM
	<i>Anurag Sharma has ended this chat session</i>	6:37:12 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 May, 12:01:42 AM

#77321 Shannon

Email: shannon@lplmtax.com 7609949565

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 18 Secs

City: JAMAICA

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 4 Mins 12 Secs

Shannon	Hello, I am your Acebuddy	22 May, 12:01:43 AM
Acebuddy	Hello Shannon E Oltarzewski, I'm your Ace Buddy. I'll be happy to assist you!	12:01:44 AM
	Whom Would You Like to Connect With?	12:01:44 AM
Shannon	Technical Support (QB & App Hosting)	12:01:49 AM
Acebuddy	Welcome to Ace Support.	12:01:49 AM
	Please chose an option :	12:01:49 AM
Shannon	I'd like to report an Issue	12:01:54 AM
Acebuddy	Please select an option!	12:01:54 AM
Shannon	Other Issue	12:01:59 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:01:59 AM
Shannon	Restart	12:02:02 AM
Acebuddy	Hello Shannon E Oltarzewski, I'm your Ace Buddy. I'll be happy to assist you!	12:02:02 AM
	Whom Would You Like to Connect With?	12:02:02 AM
Shannon	Technical Support (QB & App Hosting)	12:02:09 AM

Acebuddy	Welcome to Ace Support.	12:02:10 AM
	Please chose an option :	12:02:10 AM
Shannon	I'd like to report an Issue	12:02:13 AM
Acebuddy	Please select an option!	12:02:13 AM
Shannon	Other Issue	12:02:18 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:02:23 AM
Shannon	On ticket 698729, they said it would be four hours but I need the server rebooted right away as we are all waiting to log back on	12:03:07 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:03:07 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:03:07 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	12:03:11 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	12:03:21 AM
	I will surely help you with this issue.	12:03:26 AM
Shannon	Thank you	12:03:35 AM
Ashutosh Mishra	I have just checked the ticket and the agent has just rebooted the server and informed you over the email.	12:04:25 AM
	Please check now.	12:04:30 AM
Shannon	Thanks a ton	12:04:40 AM
Ashutosh Mishra	Is there anything else I may help you with ?	12:04:46 AM
Shannon	No I am trying to login no	12:05:36 AM
	Success!! Thanjs	12:05:41 AM
Ashutosh Mishra	Great!	12:05:45 AM
	Thanks for the confirmation !	12:05:47 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:05:50 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	12:05:53 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).](https://selfcare.acecloudhosting.com).)	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Ashutosh Mishra has ended this chat session</i>	12:05:56 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 May, 8:35:50 PM

#76576 Carol Phelps

Email: gcruz@apcc-lc.com 8069288433

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: LUBBOCK

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 19 Secs

Carol Phelps	Hello, I am your Acebuddy	5 May, 8:35:51 PM
Acebuddy	Hello Carol Phelps, I'm your Ace Buddy. I'll be happy to assist you!	8:35:52 PM
	Whom Would You Like to Connect With?	8:35:52 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:17:11 PM
	<i>Ended due to chat idle timeout</i>	9:17:11 PM



Chat Transcript

Hello, I am your Acebuddy

8 May, 9:53:01 PM

Visitor Details

#76775 courtney

Email: courtney@dottconstruction.com  7175870004

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 47 Secs

City: COLUMBIA

State: Pennsylvania

Country: UNITED STATES

Chat Duration : 38 Mins 2 Secs

Chat Transcript

courtney	Hello, I am your Acebuddy	8 May, 9:53:02 PM
Acebuddy	Hello Courtney, I'm your Ace Buddy. I'll be happy to assist you!	9:53:03 PM
	Whom Would You Like to Connect With?	9:53:03 PM
courtney	Technical Support (QB & App Hosting)	9:53:11 PM
Acebuddy	Welcome to Ace Support.	9:53:11 PM
	Please chose an option :	9:53:11 PM
courtney	I'd like to raise a Request	9:53:31 PM
Acebuddy	Please select your request type.	9:53:31 PM
courtney	Application Update	9:54:01 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.	9:54:01 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	9:54:01 PM
courtney	Yes	9:54:06 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:54:07 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:54:07 PM
	<i>Rohan Prajapati declined the transfer request.</i>	9:54:12 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:54:35 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	9:54:47 PM

courtney	Hello, I currently have two servers installed on my computer, but I would like to transfer my updated liscence number to ace cloud hosting server	9:54:50 PM
	It was just updated yesterday and needs updated through ace	9:55:09 PM
Ashutosh Mishra	I understand you want to use an existing license of QuickBooks on Ace server.	9:55:49 PM
courtney	yes	9:55:54 PM
	the updated version of what I already had through ace	9:56:04 PM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:56:42 PM
courtney	username is Kristine.Mo	9:57:31 PM
	not sure on server name. Myrealdata maybe?	9:58:00 PM
Ashutosh Mishra	Is the business name D Ott construction?	9:58:03 PM
courtney	yes	9:58:10 PM
Ashutosh Mishra	Thanks for the confirmation !	9:58:24 PM
	You are part of shared server Qblivepre1, I would request you to send the license over the email and i will forward to the backend team to update the license. (Edited)	9:59:40 PM
courtney	ok, will they do that for all of our users?	9:59:58 PM
Ashutosh Mishra	Yes this will be done for all users.	10:00:55 PM
courtney	Also, will it automatically update or quickbooks version on the cloud?	10:01:02 PM
	There are some desktop items that we need transferred over from our old version. Will they all stay there?	10:01:26 PM
Ashutosh Mishra	You can let us know the QuickBooks version for which the license you have purchased, accordingly we will update you what the required steps need to be performed in order to assist further.	10:03:06 PM
courtney	ok, Can you send me an email so I can provide the liscence number?	10:03:21 PM
Ashutosh Mishra	Sure, we can end the chat session now that will generate ticket ID for this concern and i can email you ticket ID as well as request for license details.	10:04:53 PM
courtney	please email courtney@dottconstruction.com	10:05:03 PM
Ashutosh Mishra	Sure i will send email to the given email address. (Edited)	10:05:49 PM
	Is there anything else I may help you with?	10:06:10 PM
courtney	I am currently unable to sign into ace cloud on my computer though. Can you transfer me to support so I can get this fixed?	10:06:16 PM
Ashutosh Mishra	This is the technical support.	10:06:58 PM
	May I take the remote access of your local computer?	10:07:03 PM
courtney	sure. Please know that I have two cloud based servers currently.	10:07:21 PM
	but it is not allowing me to log into the ace cloud version.	10:07:36 PM
Ashutosh Mishra	Okay i will have to check on your local machine.	10:08:09 PM

	Prior providing the access, I would suggest you to close any important documents at your end.	10:08:13 PM
courtney	ok	10:08:55 PM
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.	10:09:11 PM
	https://assist.acecloudhosting.com/join/7212442536	10:09:12 PM
	We are connected now.	10:10:33 PM
	As per discussion over the remote session, The issue with server accessibility is resolved by making changes in the RDP application.	10:21:17 PM
courtney	ok thanks for your help	10:30:31 PM
Ashutosh Mishra	Thanks for the confirmation !	10:30:57 PM
	Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you	10:30:59 PM
	<i>Ashutosh Mishra has ended this chat session</i>	10:31:04 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 May, 10:15:10 PM

#77400 Kaycie Strait

Email: kstrait@cat5resources.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 22 Secs

City: NEDERLAND

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 54 Secs

Kaycie Strait

23 May, 10:15:11 PM

	Hello, I am your Acebuddy	
Acebuddy	Hello Kaycie Strait, I'm your Ace Buddy. I'll be happy to assist you!	10:15:12 PM
	Whom Would You Like to Connect With?	10:15:12 PM
Kaycie Strait	Technical Support (QB & App Hosting)	10:15:20 PM
Acebuddy	Welcome to Ace Support.	10:15:20 PM
	Please chose an option :	10:15:20 PM
Kaycie Strait	I'd like to report an Issue	10:15:30 PM
Acebuddy	Please select an option!	10:15:30 PM
Kaycie Strait	QuickBooks Issue	10:15:37 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:15:37 PM
Kaycie Strait	QuickBooks Login Issue	10:15:52 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	10:15:52 PM
	Was that helpful?	10:15:52 PM
Kaycie Strait	No	10:15:59 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	10:15:59 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:15:59 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	10:16:04 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	10:16:11 PM
Kaycie Strait	Hi thank you!	10:16:24 PM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:16:31 PM
	<i>10:17:05 PM Kaycie Strait is sharing a file with you image.png - (Size:37.09 KB)</i>	10:17:05 PM
Kaycie Strait	<i>ever since we got ACE i havent had to do this but now every time i try to log in i do even after i hit enter</i>	
	Where can i find the server name?	10:17:21 PM
Ashutosh Mishra	I see, you do not have to enter any credentials.	10:18:06 PM
	May I take the remote access of your local computer?	10:18:11 PM
Kaycie Strait	sure!	10:18:15 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	10:18:25 PM
Kaycie Strait	Okay, im all good now!	10:18:44 PM
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.	10:19:30 PM
	https://assist.acecloudhosting.com/join/2432918548	10:19:38 PM
	As per discussion over the remote session, The issue is resolved by configuring gateway settings.	10:27:47 PM

Kaycie Strait	Thank you for your helo!	10:27:48 PM
Ashutosh Mishra	Thanks for the confirmation !	10:27:54 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	10:27:59 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!	10:28:02 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).](https://selfcare.acecloudhosting.com).)	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

Ashutosh Mishra has ended this chat session

10:28:05 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 May, 3:11:28 AM

#77502 rafael.amaya

Email: rafael.amaya@wavenet.net

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: THE COLONY

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 39 Secs

rafael.amaya	Hello, I am your Acebuddy	28 May, 3:11:29 AM
Acebuddy	Hello Rafael Amaya, I'm your Ace Buddy. I'll be happy to assist you!	3:11:30 AM
	Whom Would You Like to Connect With?	3:11:30 AM
rafael.amaya	Technical Support (QB & App Hosting)	3:11:37 AM
Acebuddy	Welcome to Ace Support.	3:11:37 AM
	Please chose an option :	3:11:37 AM
rafael.amaya	I'd like to report an Issue	3:11:43 AM
Acebuddy	Please select an option!	3:11:43 AM
rafael.amaya	QuickBooks Issue	3:11:46 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:11:46 AM
rafael.amaya	QuickBooks is Frozen	3:11:56 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	3:11:56 AM
	Was that helpful?	3:11:56 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	3:54:08 AM
	<i>Ended due to chat idle timeout</i>	3:54:08 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 May, 6:53:26 PM

#76867 Tom Clem

Email: tom@clemtire.com 12562327696

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 58 Secs

City: ATHENS

State: Alabama

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 57 Secs

Tom Clem	Hello, I am your Acebuddy	10 May, 6:53:29 PM
Acebuddy	Hello Tom Clem, I'm your Ace Buddy. I'll be happy to assist you!	6:53:30 PM
	Whom Would You Like to Connect With?	6:53:30 PM
Tom Clem	Technical Support (QB & App Hosting)	6:53:40 PM
Acebuddy	Welcome to Ace Support.	6:53:40 PM
	Please chose an option :	6:53:40 PM
Tom Clem	Setback	6:54:07 PM
Acebuddy	Hello Tom Clem, I'm your Ace Buddy. I'll be happy to assist you!	6:54:07 PM
	Whom Would You Like to Connect With?	6:54:07 PM
Tom Clem	VDI/DaaS Support	6:54:21 PM
Acebuddy	Please wait while we connect you to an available Representative.	6:54:21 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:54:21 PM
	<i>Sushant accepted the chat transfer request.</i>	6:54:50 PM
Tom Clem	I am having trouble with my user name so I can set up a new laptop	6:55:17 PM
	<i>Sushant is transferring the chat to Support(QB & App Hosting).</i>	6:55:46 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	6:55:52 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	6:55:56 PM
	Hello Tom	6:56:01 PM
Tom Clem	Hello	6:56:13 PM
	My old user name is Tommc but it will not work	6:57:31 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	6:57:53 PM
	I will be surely assisting you with this. Kindly help me with your server name? (Edited)	6:57:56 PM
Tom Clem	Tommcc	6:59:20 PM
Anurag Sharma	Are you unable to login into the server?	7:01:10 PM
Tom Clem	yes	7:01:54 PM
Anurag Sharma	Thanks for the confirmation !	7:02:07 PM
Tom Clem	my oid password was Mypassword@7833!	7:03:28 PM

	My new laptop is a T14S	7:03:57 PM
Anurag Sharma	Okay	7:04:21 PM
	May I take the remote access of your local computer?	7:04:27 PM
Tom Clem	yes	7:04:35 PM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	7:04:42 PM
	https://assist.acecloudhosting.com/join/3132503170	7:04:47 PM
	Kindly paste this link in the browser of local computer and join the session.	7:04:53 PM
	Are you able to connect?	7:06:44 PM
	Are we still connected here?	7:07:52 PM
	Are we still connected here?	7:08:08 PM
	Are we still connected here?	7:09:13 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.	7:09:20 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:09:24 PM
	<i>Anurag Sharma has ended this chat session</i>	7:09:27 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 May, 2:53:51 AM

#76414 kayla stephenson

Email: kayla@ccat4u.com 4799813450

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: OKLAHOMA CITY

State: Oklahoma

Country: UNITED STATES

Chat Transcript

kayla stephenson	Hello, I am your Acebuddy	1 May, 2:53:52 AM
Acebuddy	Hello Kayla Stephenson, I'm your Ace Buddy. I'll be happy to assist you!	2:53:52 AM
	Whom Would You Like to Connect With?	2:53:52 AM
kayla stephenson	Technical Support (QB & App Hosting)	2:54:01 AM
Acebuddy	Welcome to Ace Support.	2:54:01 AM
	Please chose an option :	2:54:01 AM
kayla stephenson	I'd like to report an Issue	2:54:10 AM
Acebuddy	Please select an option!	2:54:10 AM
kayla stephenson	Other Issue	2:54:15 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:54:15 AM
kayla stephenson	I need a QB update done ASAP!! to do payroll. CCATLLC Server Premier!!	2:54:52 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:54:52 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:54:52 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	2:55:13 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	2:55:22 AM
	I will be surely assisting you with this.	2:55:37 AM
kayla stephenson	Okay thank you!	2:56:40 AM
Ashutosh Mishra	I have started the update from backend, this can take 15-20 minutes.	2:57:41 AM
	Once it's completed i will share the confirmation and ticket id over the email.	2:58:00 AM
	Is there anything else I may help you with ?	2:58:14 AM
kayla stephenson	Thank You. Please restart the server after the update? And I'd like to confirm this is for CCATLLC Premier	2:58:58 AM
Ashutosh Mishra	Sure, i will reboot the server to ensure complete installation. The Server name is CCATLLC.	2:59:28 AM
kayla stephenson	Thanks!	2:59:44 AM
Ashutosh Mishra	Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you	2:59:49 AM
	<i>Ashutosh Mishra has ended this chat session</i>	3:00:52 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 May, 12:05:20 AM

#77099 Chris Wirth

Email: cwirth@accountingresourcesinc.com **Phone:** 18604302027

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: CHESHIRE

State: Connecticut

Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 32 Secs

Chris Wirth	Hello, I am your Acebuddy	16 May, 12:05:21 AM
Acebuddy	Hello Chris Wirth, I'm your Ace Buddy. I'll be happy to assist you!	12:05:21 AM
	Whom Would You Like to Connect With?	12:05:21 AM
Chris Wirth	Technical Support (QB & App Hosting)	12:05:30 AM
Acebuddy	Welcome to Ace Support.	12:05:30 AM
	Please chose an option :	12:05:30 AM
Chris Wirth	I'd like to raise a Request	12:05:42 AM
Acebuddy	Please select your request type.	12:05:42 AM
Chris Wirth	Password Reset	12:05:47 AM
Acebuddy	Please select an option below	12:05:47 AM
Chris Wirth	Not Enrolled to Selfcare Portal	12:05:55 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	12:05:55 AM
	Do you need any further assistance on the topic?	12:05:55 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	12:47:53 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 May, 12:46:39 AM

#77405 tannerp

Email: tannerp@cr-t.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 38 Secs

City: AMERICAN FORK

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 54 Secs

tannerp	Hello, I am your Acebuddy	24 May, 12:46:40 AM
Acebuddy	Hello Tanner, I'm your Ace Buddy. I'll be happy to assist you!	12:46:41 AM
	Whom Would You Like to Connect With?	12:46:41 AM
tannerp	Technical Support (QB & App Hosting)	12:46:55 AM
Acebuddy	Welcome to Ace Support.	12:46:55 AM
	Please chose an option :	12:46:55 AM
tannerp	I'd like to report an Issue	12:47:02 AM
Acebuddy	Please select an option!	12:47:02 AM
tannerp	Other Issue	12:47:07 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:47:07 AM
tannerp	When trying to connect to the RDP file provided, I get an error saying that "rdg.myrealdatal.net" can't	

	be found	12:47:47 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:47:48 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:47:48 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	12:48:05 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	12:48:20 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:48:28 AM
tannerp	The username is hayden.m and the server name is rdg.myrealdata.net.	12:50:04 AM
	I'm not sure if we have the correct server name. It should be for the company Clearwater Landscaping. I work for the external IT department that supports Clearwater Landscaping.	12:51:14 AM
Ashutosh Mishra	Thanks for the confirmation !	12:51:52 AM
	May I take the remote access of your local computer?	12:52:14 AM
tannerp	I am not the end user who was using the RDP file. I don't know if he is available. We just need the correct server name.	12:52:54 AM
Ashutosh Mishra	the server name is Clearwater.myrealdata.net	12:53:33 AM
	I can also provide new RDP application for Hayden	12:53:44 AM
tannerp	That would be fantastic.	12:53:55 AM
Ashutosh Mishra	This app will have all the correct settings.	12:53:57 AM
tannerp	Brilliant, thank you.	12:55:23 AM
	<i>12:56:26 AMAshutosh Mishra is sharing a file with you hayden.m@myrealdata.net.rdp.zip - (Size:806 Bytes)</i>	12:56:26 AM
	<i>Please unzip the file and you will find the RDP for Hayden</i>	
Ashutosh Mishra	Is there anything else I may help you with ?	12:56:35 AM
tannerp	That is all. Thank you very much.	12:57:21 AM
Ashutosh Mishra	Thanks for the confirmation !	12:57:25 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:57:29 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:57:31 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).](https://selfcare.acecloudhosting.com).)	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 May, 8:08:51 PM

#76574 Michelle Rowe

Email: accounting@encompass-usa.com ☎ 17342767986

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 13 Secs

City: ANN ARBOR

State: Michigan

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 23 Mins

Michelle Rowe	Hello, I am your Acebuddy	5 May, 8:08:51 PM
Acebuddy	Hello Accounting, I'm your Ace Buddy. I'll be happy to assist you!	8:08:52 PM
	Whom Would You Like to Connect With?	8:08:52 PM
Michelle Rowe	Technical Support (QB & App Hosting)	8:08:56 PM
Acebuddy	Welcome to Ace Support.	8:08:56 PM
	Please chose an option :	8:08:56 PM
Michelle Rowe	I'd like to report an Issue	8:09:03 PM
Acebuddy	Please select an option!	8:09:03 PM
Michelle Rowe	QuickBooks Issue	8:09:08 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:09:17 PM
Michelle Rowe	Other QB related issue	8:09:24 PM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:09:24 PM
Michelle Rowe	QB will not load	8:09:36 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:09:37 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:09:37 PM
	<i>Rohan Prajapati declined the transfer request.</i>	8:09:40 PM
Michelle Rowe	Error code -6189,-816	8:10:23 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	8:10:41 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	8:11:01 PM
	Since when you are facing this issue.	8:13:57 PM
	Are we still connected here?	8:15:32 PM
Michelle Rowe	It gave me trouble last night and you reset in from the backend. Now, I can't get it to load at all. (It did load after your reset it but when I tried to log back in, it would not.)	8:16:21 PM
Anjainay Singh	Apart from you are there other users who are facing this issue .	8:18:10 PM
Michelle Rowe	Everyone-noone can log in	8:19:21 PM
Anjainay Singh	Thankyou for your confirmation as I am checking it at my end .	8:19:48 PM
	Could you please try again login into QB	8:24:09 PM
	Please let me know if you are able to access the QB .	8:25:42 PM
Michelle Rowe	ok	8:26:07 PM
	Still seems to be hanging..want launch	8:26:51 PM
	Same error	8:27:00 PM
Anjainay Singh	May I take the remote access of your server?	8:28:47 PM
Michelle Rowe	sure	8:29:00 PM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	8:30:14 PM
Michelle Rowe	ok	8:30:30 PM
Anjainay Singh	https://assist.acecloudhosting.com/join/8902503237	8:31:23 PM
	Please copy this URL at your local machine URL.	8:31:42 PM
	Please enter your password.	8:54:11 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.	9:32:40 PM
	<i>Ended due to chat idle timeout</i>	9:32:40 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 May, 12:43:14 AM

#76527 GAYE NEL BOSLEY MITCHELL

Email: gaye.bosley-mitchell@carymso.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 38 Secs

GAYE NEL BOSLEY MITCHELL	Hello, I am your Acebuddy	3 May, 12:43:15 AM
Acebuddy	Hello Gaye Bosley-mitchell, I'm your Ace Buddy. I'll be happy to assist you!	12:43:16 AM
	Whom Would You Like to Connect With?	12:43:16 AM
GAYE NEL BOSLEY MITCHELL	Technical Support (QB & App Hosting)	12:43:26 AM
Acebuddy	Welcome to Ace Support.	12:43:26 AM
	Please chose an option :	12:43:26 AM
GAYE NEL BOSLEY MITCHELL	I'd like to raise a Request	12:43:34 AM
Acebuddy	Please select your request type.	12:43:34 AM
GAYE NEL BOSLEY MITCHELL	Application Update	12:43:55 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	12:43:55 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	12:43:55 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance,	
		1:27:54 AM

Kindly re-initiate the chat.

Ended due to chat idle timeout

1:27:54 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 May, 7:57:46 PM

#77584 Russell Ewing

Email: tax@ewingaccounting.net 15097583231

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: 33 Secs

City: LEWISTON

State: Idaho

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 23 Secs

Russell Ewing	Hello, I am your Acebuddy	29 May, 7:57:47 PM
Acebuddy	Hello Russell Ewing, I'm your Ace Buddy. I'll be happy to assist you!	7:57:48 PM
	Whom Would You Like to Connect With?	7:57:48 PM
Russell Ewing	Technical Support (QB & App Hosting)	7:57:55 PM
Acebuddy	Welcome to Ace Support.	7:57:55 PM
	Please chose an option :	7:57:55 PM
Russell Ewing	I'd like to raise a Request	7:58:01 PM
Acebuddy	Please select your request type.	7:58:01 PM
Russell Ewing	Other Request	7:58:22 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your	7:58:22 PM

	request and our technicians will connect with you for further assistance.	
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:58:22 PM
Russell Ewing	Yes, I'm facing issues with my server	7:58:33 PM
Acebuddy	Please select an option!	7:58:33 PM
Russell Ewing	QuickBooks Issue	7:58:40 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:58:41 PM
Russell Ewing	Other QB related issue	7:58:53 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:58:53 PM
Russell Ewing	support ticket 702677	7:59:13 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:59:14 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:59:14 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	7:59:40 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	7:59:58 PM
	Please allow me two minutes so that I can go through ticket and provide you the exact resolution.	8:00:37 PM
Russell Ewing	Well it seems to have corrected itself. I was getting server errors when i opened a company. I will try another to see if the error is gone for good	8:01:22 PM
Anjainay Singh	I understand your situation , and its fortunate that issue has been resolved.	8:01:53 PM
Russell Ewing	yep seems as though it is fixed. Thanks for the fast support and have a great day.	8:02:32 PM
Anjainay Singh	Could you please share the snip of error so that I can resolve it permanently so that it does not bother you once again? (Edited)	8:02:40 PM
Russell Ewing	I have not been able to repeat the error	8:03:46 PM
	everything seems to be working fine.	8:04:11 PM
	Is there an update for enterprise version 2024 Accountant?	8:05:08 PM
Anjainay Singh	No worries , I will keep this ticket under observation and once it occurs it occurs again please share the snip of it so that I can assist you with.	8:05:24 PM
Russell Ewing	Yes I will remember to snip	8:05:55 PM
Anjainay Singh	Please allow me one-two minutes so that I can look into it at my end .	8:05:56 PM
	Thankyou for your patience .	8:07:25 PM
	As I have checked and found that update is pending for QB 2024 Enterprise.	8:07:57 PM
	Thankyou for your cooperation.	8:08:12 PM
Russell Ewing	Thank you for checking.	8:08:30 PM

Anjainay Singh	For your convenience I will schedule the updates in night hours as update requires server reboot and once it will be completed we will inform you over an email.	8:09:44 PM
Russell Ewing	perfect	8:10:00 PM
Anjainay Singh	Is there anything else I may help you with ?	8:10:17 PM
Russell Ewing	no that is all	8:10:29 PM
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.	8:10:53 PM
Russell Ewing	will do	8:11:02 PM
Anjainay Singh	You may end this chat session it was really nice assisting you.	8:11:29 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:11:38 PM
Russell Ewing	yes you too	8:11:59 PM
<i>Anjainay Singh has ended this chat session</i>		8:12:10 PM



