

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

26 Sep, 3:44:46 AM

#81963 matt

Email: matt@myhreco.com ☎ 310-210-2191

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 38 Secs

City: CULVER CITY

State: California

Country: UNITED STATES

## Chat Transcript

Chat Duration : 17 Mins 41 Secs

matt	Hello, I am your Acebuddy	26 Sep, 3:44:47 AM
Acebuddy	Hello Matt, I'm your Ace Buddy. I'll be happy to assist you!	3:44:48 AM
	Whom Would You Like to Connect With?	3:44:48 AM
matt	Technical Support (QB & App Hosting)	3:44:56 AM
Acebuddy	Welcome to Ace Support.	3:44:56 AM
	Please chose an option :	3:44:56 AM
matt	I'd like to report an Issue	3:45:01 AM
Acebuddy	Please select an option!	3:45:01 AM
matt	QuickBooks Issue	3:45:07 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:45:07 AM
matt	Other QB related issue	3:45:18 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:45:18 AM
matt	Quickbooks app will not start up	3:45:29 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:45:30 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:45:30 AM

	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	3:46:07 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	3:46:14 AM
	Hello Matt	3:46:17 AM
matt	Hi - thanks for your help	3:46:29 AM
	I'm able to log into the remote connection fine, but the Quickbooks application won't start up.	3:46:46 AM
Sujeet Kumar Suman	No worries, I will be surely assisting you with this. Kindly help me with your server name and user name?	3:47:15 AM
matt	Yup, here's our account info: PC Name: Qblivepro1.myreldata.net Gateway: RDG.myreldata.net Username: myreldata\signtek2.pro1	3:47:39 AM
Sujeet Kumar Suman	Thank you for the information.	3:48:17 AM
	Are you the only one experiencing this issue, or are others affected as well?	3:48:35 AM
matt	We only have one login. I'm not sure when is the last time anyone else has used the login. Might have been this morning or yesterday.	3:49:10 AM
	Nobody mentioned having an issue to me, so I assume this is the first time it has come up.	3:49:32 AM
Sujeet Kumar Suman	Thanks for sharing the information	3:49:52 AM
matt	I logged in and used it fine two days ago	3:50:01 AM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	3:50:52 AM
	Upon checking, we found that a server reboot from the backend is required for the changes to take effect.	3:50:55 AM
matt	Okay	3:51:04 AM
	About how long does the reboot take?	3:51:47 AM
Sujeet Kumar Suman	Since you are currently on the shared server, please note that we have already sent a notification informing all the user on the server will reboot in the next 2 minutes. (Edited)	3:52:45 AM
matt	Okay, sounds good - thanks	3:53:01 AM
Sujeet Kumar Suman	Most welcome Matt.	3:53:11 AM
matt	Should I just give it a few minutes and try again later?	3:53:30 AM
Sujeet Kumar Suman	We will let you know.	3:53:51 AM
matt	Okay, great	3:54:17 AM
	Thanks for your help - will wait for notice back that things are restarted.	3:54:34 AM
Sujeet Kumar Suman	We have rebooted the server from the backend. Once it is back online, we will inform you.	3:54:49 AM
matt	sounds good - thanks for your help!	3:55:04 AM
Sujeet Kumar Suman	Most welcome; it will take a few minutes to boot up.	3:55:38 AM
	Thank you for your patience.	3:56:48 AM

The server is back on. Please log in and let us know if you are still unable to open the QuickBooks application.

3:56:51 AM

Are we still connected here?

3:58:18 AM

Are we still connected here?

4:00:11 AM

Are we still connected here?

4:02:22 AM

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

4:02:26 AM

*Sujeet Kumar Suman has ended this chat session*

4:02:29 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

9 Sep, 1:32:25 PM

### #81315 Mendy Braun

**Email:** mendy@healthdirectny.com ☎ 718-388-9300

**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:** 59 Secs

**City:** EIN NAKUBA

**State:** Jerusalem

**Country:** ISRAEL

## Chat Transcript

Chat Duration : 15 Mins 16 Secs

Mendy Braun	Hello, I am your Acebuddy	9 Sep, 1:32:26 PM
Acebuddy	Hello Mendy Braun, I'm your Ace Buddy. I'll be happy to assist you!	1:32:27 PM
	Whom Would You Like to Connect With?	1:32:27 PM
Mendy Braun	Technical Support (QB & App Hosting)	1:32:46 PM
Acebuddy	Welcome to Ace Support.	1:32:46 PM

	Please chose an option :	1:32:46 PM
Mendy Braun	I'd like to report an Issue	1:32:51 PM
Acebuddy	Please select an option!	1:32:51 PM
Mendy Braun	Other Issue	1:32:57 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:32:57 PM
Mendy Braun	Why did my server just shut down in middle of work by a restart ?	1:34:04 PM
Acebuddy	Please wait while we connect you to a Support Representative	1:34:04 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:34:04 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	1:34:10 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	1:34:19 PM
	I will be surely this. Kindly help me with your server name and user name?	1:35:23 PM
Mendy Braun	Health direct	1:35:52 PM
Shubham Kataria	Thank you for the information. Please allow me a minute to check the same.	1:36:24 PM
	Thank you for your patience.	1:40:08 PM
	I've checked with the engineer handling your ticket regarding the drive space cleanup requested by Berish. As part of the process, a server reboot was required.	1:40:23 PM
	Unfortunately, the reboot was performed because no user were showing active on our end at the time. We sincerely apologize for any disruption this may have caused.	1:40:55 PM
Mendy Braun	So why didnt he ask me to close properly and log out ?	1:41:17 PM
	How can that be that he didnt see on his end ?	1:41:53 PM
Shubham Kataria	It's possible that there was a glitch which caused your session to not appear as online on the server. After the drive space cleanup, a reboot was initiated as part of the process.	1:43:34 PM
	I've informed the engineer not to perform any further actions on the server while you're actively working on it.	1:43:40 PM
	And I really apologize for the inconvenience caused to you.	1:44:04 PM
	You may continue your work. I can assure you that this won't happen again.	1:45:59 PM
	Are we still connected here?	1:47:05 PM
	As you're disconnected from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	1:47:39 PM
	<i>Shubham Kataria has ended this chat session</i>	1:47:43 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

27 Sep, 3:43:01 AM

### #82008 lauro lopez

Email: laurojr@me.com ☎ 19567237245

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 22 Secs

City: SAN ANTONIO

State: Texas

Country: UNITED STATES

## Chat Transcript

Chat Duration : 18 Mins 3 Secs

lauro lopez	Hello, I am your Acebuddy	27 Sep, 3:43:01 AM
Acebuddy	Hello Lauro Lopez, I'm your Ace Buddy. I'll be happy to assist you!	3:43:02 AM
	Whom Would You Like to Connect With?	3:43:02 AM
lauro lopez	Technical Support (QB & App Hosting)	3:43:05 AM
Acebuddy	Welcome to Ace Support.	3:43:05 AM
	Please chose an option :	3:43:05 AM
lauro lopez	I'd like to report an Issue	3:43:13 AM
Acebuddy	Please select an option!	3:43:13 AM
lauro lopez	Other Issue	3:43:18 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:43:18 AM
lauro lopez	i am having issues connecting to sage	3:43:37 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:43:37 AM
<i>Acebuddy (bot) forwarded the chat request</i>		3:43:37 AM
<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>		3:44:50 AM

Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	3:44:55 AM
	I deeply apologize for the inconvenience caused to you.	3:45:01 AM
	I will be surely assisting you with this.	3:45:23 AM
lauro lopez	thank you	3:45:30 AM
Abhay Kumar Saraswat	Is this for account: <b>Lopez and Associates PC ?</b>	3:45:32 AM
lauro lopez	yes it is	3:45:37 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	3:46:00 AM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	3:46:06 AM
lauro lopez	only on this computer	3:46:13 AM
	all other computers can connect	3:46:22 AM
Abhay Kumar Saraswat	Thank you for confirming.	3:46:57 AM
	Since when have you been experiencing this issue?	3:47:20 AM
lauro lopez	just today	3:47:28 AM
	it just started a few minutes ago	3:47:35 AM
Abhay Kumar Saraswat	Okay.	3:47:37 AM
lauro lopez	we just switched internet services. that may be the issue. but kinda strange because other computers no problem	3:48:04 AM
Abhay Kumar Saraswat	Let me assist you in this.	3:48:34 AM
	Kindly allow me two minutes to check the same.	3:48:41 AM
lauro lopez	ok	3:48:49 AM
Abhay Kumar Saraswat	Are you connected with ACE server now?	3:49:17 AM
lauro lopez	mmm idk	3:49:34 AM
Abhay Kumar Saraswat	No worries.	3:49:48 AM
	May I take the remote access of your local computer?	3:49:51 AM
lauro lopez	yes	3:49:57 AM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	3:50:43 AM
	<a href="https://assist.aceclouddhosting.com/join/2462737386">https://assist.aceclouddhosting.com/join/2462737386</a>	3:50:52 AM
	Kindly paste this link in the browser of local computer and join the session.	3:50:56 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	3:52:10 AM

give your confirmation on this chat.

Thank you for your patience.

3:57:26 AM

As you confirmed that the issue has been resolved.

3:57:38 AM

Is there anything else I may help you with ?

3:57:41 AM

Are we still connected here?

3:58:24 AM

Are we still connected here?

3:59:07 AM

Are we still connected here?

4:00:01 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.

4:01:00 AM

*Abhay Kumar Saraswat has ended this chat session*

4:01:05 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

13 Sep, 6:20:49 AM

**#81495 Stephanie Tan**

**Email:** stan@carpathiancapital.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:** BATASAN HILLS

**State:** National Capital Region

**Country:** PHILIPPINES

### Chat Transcript

Chat Duration : 40 Mins 25 Secs

Stephanie Tan	Hello, I am your Acebuddy	13 Sep, 6:20:50 AM
Acebuddy	Hello Stephanie Tan, I'm your Ace Buddy. I'll be happy to assist you!	6:20:51 AM

	Whom Would You Like to Connect With?	6:20:51 AM
Stephanie Tan	Technical Support (QB & App Hosting)	6:29:14 AM
Acebuddy	Welcome to Ace Support.	6:29:14 AM
	Please chose an option :	6:29:14 AM
Stephanie Tan	I'd like to raise a Request	6:29:20 AM
Acebuddy	Please select your request type.	6:29:20 AM
Stephanie Tan	Application Update	6:29:34 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.	6:29:34 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	6:29:34 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.	7:01:15 AM
	<i>Ended due to chat idle timeout</i>	7:01:15 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

9 Sep, 12:22:09 AM

**#81289 Luke Packer**

**Email:** ipacker@redcloudmining.com ☎ +16478075627

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**City:** TORONTO

**State:** Ontario

**Country:** CANADA

## Chat Transcript

Luke Packer	Hello, I am your Acebuddy	9 Sep, 12:22:10 AM
Acebuddy	Hello Luke Packer, I'm your Ace Buddy. I'll be happy to assist you!	12:22:11 AM
	Whom Would You Like to Connect With?	12:22:11 AM
Luke Packer	Technical Support (QB & App Hosting)	12:22:14 AM
Acebuddy	Welcome to Ace Support.	12:22:14 AM
	Please chose an option :	12:22:14 AM
Luke Packer	I'd like to raise a Request	12:22:19 AM
Acebuddy	Please select your request type.	12:22:19 AM
Luke Packer	Change in Applications	12:22:30 AM
Acebuddy	Please select your desired option!	12:22:30 AM
Luke Packer	Application Addition	12:22:41 AM
Acebuddy	Please select your Application	12:22:41 AM
Luke Packer	Other Application	12:22:46 AM
Acebuddy	Kindly email us the below mentioned information on support@acecloudhosting.com from your registered email address and we will update you via email.	12:22:46 AM
	<ul style="list-style-type: none"> <li>• Application name and version</li> <li>• Setup/Installer download link (if any)</li> <li>• Activation Code / License information</li> <li>• Any other info/guide needed to install the application.</li> </ul>	12:22:46 AM
	We will update you via email once the installation is complete.	12:22:46 AM
	Application Addition usually takes 1-2 Hour(s)	
	Do you need any further assistance on the topic?	12:22:46 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	12:59:43 AM
	<i>Ended due to chat idle timeout</i>	12:59:43 AM



# Chat Transcript

# Hello, I am your Acebuddy

## Visitor Details

10 Sep, 8:38:58 PM

### #81389 Kevin Grecco

Email: kgrecco@mgcomputer.com ☎ 18479073700

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: 2 Mins 41 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

## Chat Transcript

Chat Duration : 23 Mins 2 Secs

Kevin Grecco	Hello, I am your Acebuddy	10 Sep, 8:38:59 PM
Acebuddy	Hello Kevin Grecco, I'm your Ace Buddy. I'll be happy to assist you!	8:39:00 PM
	Whom Would You Like to Connect With?	8:39:00 PM
Kevin Grecco	Technical Support (QB & App Hosting)	8:39:21 PM
Acebuddy	Welcome to Ace Support.	8:39:21 PM
	Please chose an option :	8:39:21 PM
Kevin Grecco	I'd like to report an Issue	8:39:27 PM
Acebuddy	Please select an option!	8:39:27 PM
Kevin Grecco	Other Issue	8:39:32 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:39:32 PM
Kevin Grecco	Can't get Ace Connect working	8:39:47 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:39:48 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:39:48 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	8:39:52 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:39:56 PM
	Hello Kevin	8:40:09 PM
	I will surely help you with this issue.	8:40:20 PM
Kevin Grecco	Thank you	8:40:40 PM

Shashwat Verma	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	8:40:53 PM
Kevin Grecco	So we are the IT that set it all up for the users, the Ace Connect app has repeatedly had issues on install and setup using the documentation the Ace onboarding team provided	8:41:38 PM
	I had been told that there were some IP resolution issues in the Chicago region that might have been the cause but its very inconsistent and I'm not sure why	8:42:33 PM
Shashwat Verma	Okay	8:42:39 PM
	May I take the remote access of your local computer?	8:42:46 PM
Kevin Grecco	Sure how would you like to do that	8:43:23 PM
	this is a test computer we are trying the install on first	8:43:34 PM
Shashwat Verma	I will share you the link for remote, just open in any of the PC in which you want to setup the users login for server	8:44:13 PM
	Is that work for you?	8:44:32 PM
Kevin Grecco	yup	8:44:50 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	8:44:59 PM
	<a href="https://assist.acecloudhosting.com/join/5282087696">https://assist.acecloudhosting.com/join/5282087696</a>	8:45:01 PM
	Kindly Click on the link and open the downloaded file.	8:45:05 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:46:46 PM
Kevin Grecco	kk	8:47:05 PM
Shashwat Verma	As per the remote session, we will reboot your local pc and let you know	9:00:54 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:01:58 PM
	<i>Shashwat Verma has ended this chat session</i>	9:02:02 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Sep, 5:35:00 PM

#81680 sarah

**Email:** sarah@aghstore.com

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

**Operator:** Vikas Singh Chauhan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 19 Secs

**City:** PINYAHAN

**State:** National Capital Region

**Country:** PHILIPPINES

Chat Duration : 51 Mins 41 Secs

### Chat Transcript

sarah	Hello, I am your Acebuddy	18 Sep, 5:35:02 PM
Acebuddy	Hello Sarah, I'm your Ace Buddy. I'll be happy to assist you!	5:35:03 PM
	Whom Would You Like to Connect With?	5:35:03 PM
sarah	Technical Support (QB & App Hosting)	5:35:07 PM
Acebuddy	Welcome to Ace Support.	5:35:07 PM
	Please chose an option :	5:35:07 PM
sarah	I'd like to report an Issue	5:35:22 PM
Acebuddy	Please select an option!	5:35:22 PM
sarah	QuickBooks Issue	5:35:26 PM
Acebuddy	What type of QuickBooks Issue are you facing?	5:35:26 PM
sarah	QuickBooks Update	5:35:31 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.	5:35:31 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.	5:35:31 PM
	Do you need any further assistance on the topic?	5:35:31 PM
sarah	Yes	5:35:42 PM
Acebuddy	Please wait while we connect you to our Support Representative	5:35:42 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:35:42 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	5:35:52 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	5:35:58 PM

sarah	Hi needing assistance to setup the email on Quickbooks  every time I tried to send email im prompted to this pop up notif	5:36:33 PM  5:37:01 PM
	<i>5:37:04 PM sarah is sharing a file with you</i> <a href="#"><u>image.png</u></a> - ( Size:22.48 KB )	5:37:04 PM
Vikas Singh Chauhan	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:37:24 PM
sarah	Staff6	5:37:44 PM
Vikas Singh Chauhan	Could you please confirm the account name ?	5:38:02 PM
sarah	For QB? It's under Lexy	5:38:17 PM
Vikas Singh Chauhan	No, I mean the business name.  Is it for American Grill and Hearth ?	5:38:58 PM  5:39:02 PM
sarah	Yes	5:39:08 PM
Vikas Singh Chauhan	Okay	5:39:12 PM
	Thanks for the confirmation !	5:39:18 PM
	May I take the remote access of your local computer?	5:39:35 PM
sarah	yes	5:39:39 PM
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.	5:39:51 PM
sarah	yes	5:39:59 PM
Vikas Singh Chauhan	<a href="https://assist.acecloudhosting.com/join/5332785581">https://assist.acecloudhosting.com/join/5332785581</a>  Kindly paste this link in the browser of local computer and join the session.	5:40:14 PM  5:40:23 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.	5:54:43 PM
	We have just checked with Jesse over the call, she contacted for a different issue.	5:56:41 PM
sarah	he said he's good now. I'll reopen the QB	5:57:32 PM
Vikas Singh Chauhan	Okay	5:57:44 PM
	Do you still want me to assist you for your email setup issue ?	5:57:45 PM
sarah	yes	5:57:52 PM
Vikas Singh Chauhan	Okay sure	5:57:58 PM
	May I take the remote access of your local computer again?	5:58:47 PM
sarah	yes	5:58:54 PM
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.  <a href="https://assist.acecloudhosting.com/join/4632051372">https://assist.acecloudhosting.com/join/4632051372</a>  Kindly paste this link in the browser of local computer and join the session.	5:59:01 PM  5:59:03 PM  5:59:10 PM

	Is there anything else I may help you with ?	6:23:43 PM
	Are we still connected here?	6:24:16 PM
	Are we still connected here?	6:25:17 PM
sarah	you may close this too tahnk you	6:25:29 PM
Vikas Singh Chauhan	Thank you, I will send an email with ticket number for closure of the ticket.	6:26:06 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	6:26:12 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!	6:26:16 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	Have a good one.	6:26:22 PM
	<i>Vikas Singh Chauhan has ended this chat session</i>	6:26:43 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

3 Sep, 4:23:11 AM

**#81107 Daniel Segawa**

**Email:** dan90717@hotmail.com

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

**Operator:** Sujeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 21 Secs

**City:** TORRANCE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 36 Mins 45 Secs

Daniel Segawa	Hello, I am your Acebuddy	3 Sep, 4:23:12 AM
Acebuddy	Hello Daniel Segawa, I'm your Ace Buddy. I'll be happy to assist you!	4:23:12 AM
	Whom Would You Like to Connect With?	4:23:12 AM
Daniel Segawa	Technical Support (QB & App Hosting)	4:23:16 AM
Acebuddy	Welcome to Ace Support.	4:23:16 AM
	Please chose an option :	4:23:16 AM
Daniel Segawa	I'd like to report an Issue	4:23:21 AM
Acebuddy	Please select an option!	4:23:21 AM
Daniel Segawa	QuickBooks Issue	4:23:26 AM
Acebuddy	What type of QuickBooks Issue are you facing?	4:23:26 AM
Daniel Segawa	Other QB related issue	4:23:30 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:23:30 AM
Daniel Segawa	when printing batch checks, it will print the next check on the back????	4:23:53 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:23:53 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:23:54 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	4:24:37 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	4:25:00 AM
Daniel Segawa	Hello again Sujeet	4:25:00 AM
Sujeet Kumar Suman	Hello Daniel.	4:25:11 AM
Daniel Segawa	advancedarmprod	4:25:12 AM
	advancedarmprod	4:25:34 AM
	when printing batch checks it's printing on the back	4:25:46 AM
	user is ArtiM	4:25:53 AM
Sujeet Kumar Suman	Thank you for the information.	4:26:08 AM
Daniel Segawa	dsegawa@armdynamics.com	4:26:21 AM
Sujeet Kumar Suman	May I take the remote access of arti local computer?	4:26:27 AM
Daniel Segawa	yes	4:26:33 AM

Sujeet Kumar Suman	Prior providing the access, I would suggest you to close any important documents at your end.	4:26:52 AM
Daniel Segawa	yes	4:26:57 AM
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/2712228251">https://assist.acecloudhosting.com/join/2712228251</a>	4:27:13 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.	4:29:09 AM
	Thank you for your patience.	4:54:49 AM
	We are still working remotely with Arti. Kindly stay connected on chat.	4:54:51 AM
Daniel Segawa	thank you and have a blessed day ahead	4:58:30 AM
Sujeet Kumar Suman	Thank you for your patience.	4:58:47 AM
	Is there anything else I may help you with ?	4:58:50 AM
	Most welcome.	4:59:00 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.	4:59:45 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:59:48 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	4:59:53 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Sujeet Kumar Suman has ended this chat session</i>	4:59:57 AM



## Chat Transcript

Hello, I am your Acebuddy

**#81201 Christy Shalinsky****Email:** cshalinsky@ipsiscan.com**Department:** Support(QB & App Hosting)**Operator:** Manish Singh**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 1 Min 5 Secs**City:** LANSDALE**State:** Pennsylvania**Country:** UNITED STATES

Chat Duration : 37 Mins 50 Secs

## Chat Transcript

Christy Shalinsky	Hello, I am your Acebuddy	5 Sep, 7:18:30 PM
Acebuddy	Hello Christy Shalinsky, I'm your Ace Buddy. I'll be happy to assist you!	7:18:31 PM
	Whom Would You Like to Connect With?	7:18:31 PM
Christy Shalinsky	Technical Support (QB & App Hosting)	7:18:50 PM
Acebuddy	Welcome to Ace Support.	7:18:50 PM
	Please chose an option :	7:18:50 PM
Christy Shalinsky	I'd like to report an Issue	7:19:01 PM
Acebuddy	Please select an option!	7:19:01 PM
Christy Shalinsky	Other Issue	7:19:06 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:19:06 PM
Christy Shalinsky	My outlook on the server says it is unlicensed	7:19:30 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:19:31 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:19:31 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:20:15 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:20:19 PM
Christy Shalinsky	ok, thank you	7:20:36 PM
Manish Singh	I will surely help you with this issue.	7:20:56 PM
	As I can check you have O365 app for Enterprise installed on the server.	7:21:47 PM
	Are you using your own license?	7:22:00 PM
Christy Shalinsky	I'm not sure	7:22:33 PM
	Accounting email is outlook on the server and is shared	7:22:58 PM

Manish Singh	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	7:23:12 PM
Christy Shalinsky	It's just me and it's happened before but i don't remember how we fixed it	7:23:36 PM
Manish Singh	Alright!	7:24:07 PM
	May I take the remote access of your server?	7:24:13 PM
Christy Shalinsky	yes	7:24:21 PM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	7:24:26 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.	7:24:48 PM
Christy Shalinsky	I don't normally sign in there	7:26:17 PM
Manish Singh	Ok try to reboot your server end.	7:26:44 PM
Christy Shalinsky	It went through	7:42:30 PM
Manish Singh	Yes, we need to repair the o365 application and as you said to do it in night hours, we will schedule the repair and notify you over the email.	7:50:32 PM
	Is there anything else I may help you with ?	7:50:38 PM
Christy Shalinsky	Would everyone have to be off the server to do this	7:50:51 PM
Manish Singh	Yes	7:51:02 PM
Christy Shalinsky	ok	7:51:16 PM
Manish Singh	Alright, then we will schedule it for night hours and will inform you for the same.	7:51:44 PM
	I appreciate your patience, and we will do our best to resolve this issue.	7:52:29 PM
	Is there anything else I may help you with ?	7:52:32 PM
	Kindly check with your local IT and Microsoft partner once in the time being.	7:55:10 PM
Christy Shalinsky	Thank you	7:55:26 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:55:37 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	7:55:44 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
<i>Manish Singh has ended this chat session</i>		7:56:21 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

30 Sep, 8:09:14 PM

### #82079 Rubens S Jacob

**Email:** seflglass@gmail.com 13058233097

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

**Operator:** Sujeeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 24 Secs

**City:** FT LAUDERDALE

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 32 Mins 45 Secs

Rubens S Jacob	Hello, I am your Acebuddy	30 Sep, 8:09:14 PM
Acebuddy	Hello Rubens S Jacob, I'm your Ace Buddy. I'll be happy to assist you!	8:09:15 PM
	Whom Would You Like to Connect With?	8:09:15 PM
Rubens S Jacob	Technical Support (QB & App Hosting)	8:09:33 PM
Acebuddy	Welcome to Ace Support.	8:09:33 PM
	Please chose an option :	8:09:33 PM
Rubens S Jacob	I'd like to raise a Request	8:09:38 PM
Acebuddy	Please select your request type.	8:09:38 PM
Rubens S Jacob	Other Request	8:09:42 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:09:42 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:09:42 PM

Rubens S Jacob	Restart	8:09:48 PM
Acebuddy	Hello Rubens S Jacob, I'm your Ace Buddy. I'll be happy to assist you!	8:09:48 PM
	Whom Would You Like to Connect With?	8:09:48 PM
Rubens S Jacob	Technical Support (QB & App Hosting)	8:09:55 PM
Acebuddy	Welcome to Ace Support.	8:09:55 PM
	Please chose an option :	8:09:55 PM
Rubens S Jacob	I'd like to report an Issue	8:09:59 PM
Acebuddy	Please select an option!	8:09:59 PM
Rubens S Jacob	QuickBooks Issue	8:10:03 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:10:04 PM
Rubens S Jacob	QuickBooks Update	8:10:08 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.	8:10:08 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.	8:10:08 PM
	Do you need any further assistance on the topic?	8:10:08 PM
Rubens S Jacob	Yes	8:10:23 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:10:23 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:10:23 PM
	<i>Arun Sharma declined the transfer request.</i>	8:10:26 PM
Rubens S Jacob	Thank you	8:10:27 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:10:55 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	8:11:05 PM
Rubens S Jacob	Hello Sujeet	8:11:09 PM
	Hello Ace Hosting, I am getting a message saying that starting October 14 we will no longer receive updates for QuickBooks and that we will be at risk, since we are using Windows 10. We understand that Windows is provided by you, and I would like to know what we should do about this. Thank you	8:11:11 PM
Sujeet Kumar Suman	Hello Ruben	8:11:20 PM
	How are you doing?	8:11:26 PM
Rubens S Jacob	Good and you?	8:11:43 PM
Sujeet Kumar Suman	I'm also doing well, thank you!	8:11:58 PM
	We would like to clarify that these update reminders from Intuit relate to QuickBooks Desktop	

installations running on local computers. Since you are accessing QuickBooks through the Ace Cloud Hosting (ACH) server, your application is hosted on a server-based operating system.

8:13:14 PM

There is no action required from your side regarding this Windows 10 notification for your ACH-hosted QuickBooks.

8:13:35 PM

The version of the operating system installed on our servers is fully compatible with your QuickBooks application.

8:13:56 PM

We regularly apply all the latest security patches and updates released by Microsoft without any delay.

8:14:16 PM

Your hosted environment remains fully secure, compliant, and optimized for performance.

8:14:29 PM

Do you have any other concerns or questions related to the QuickBooks alert?

8:15:39 PM

Rubens S Jacob  
Thank you very much for your explanation. Could you please send an email with that explanation to seflglass@gmail.com since the owner is concerned about this?

8:15:45 PM

Sujeet Kumar Suman  
Sure we will.

8:15:56 PM

Is there anything else I may help you with ?

8:16:00 PM

Are we still connected here?

8:17:07 PM

Rubens S Jacob  
yes

8:17:37 PM

I have a question abut bank feeds

8:17:48 PM

Can you take control over my computer in order to show you the alert?

8:18:22 PM

Sujeet Kumar Suman  
Yes , please.

8:18:22 PM

Rubens S Jacob  
User: Margarita

8:18:41 PM

Sujeet Kumar Suman  
Yeah, off course, allow me a moment.

8:19:10 PM

Kindly close all important tabs and documents for not to breach any security concern.

8:19:39 PM

Rubens S Jacob  
Ok

8:19:43 PM

Please allow me two minutes

8:19:58 PM

Sujeet Kumar Suman  
Sure, please take your time

8:20:09 PM

Rubens S Jacob  
thank you

8:21:08 PM

Please go aheader

8:21:08 PM

Sujeet Kumar Suman  
Kindly approve.

8:21:23 PM

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.

8:22:23 PM

Thank you for your patience.

8:37:04 PM

As checked, we found that some updates for QuickBooks are pending.

8:38:07 PM

We will update the QuickBooks application after 4:00 PM EST and will inform you once all your concerns have been addressed.

Are we still connected here?

8:40:27 PM

Rubens S Jacob	Thank you	8:40:30 PM
	Please let us know seflglass@gmail.com	8:40:44 PM
	Thank you. Have a great day. God bless you!!	8:40:54 PM
Sujeet Kumar Suman	Sure, we will proceed once the chat ends."	8:41:29 PM
	Same to you.	8:41:40 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	8:41:52 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:41:55 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!	8:41:58 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Sujeet Kumar Suman has ended this chat session</i>	8:42:00 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 11 Sep, 6:04:31 AM

**#81409 KEITH**

**Email:** ks.partsfast@gmail.com 7133203009

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 47 Secs

**City:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 46 Mins 56 Secs

KEITH	Hello, I am your Acebuddy	11 Sep, 6:04:32 AM
Acebuddy	Hello Ks.partsfast, I'm your Ace Buddy. I'll be happy to assist you!	6:04:33 AM
	Whom Would You Like to Connect With?	6:04:33 AM
KEITH	Technical Support (QB & App Hosting)	6:04:36 AM
Acebuddy	Welcome to Ace Support.	6:04:36 AM
	Please chose an option :	6:04:36 AM
KEITH	I'd like to report an Issue	6:04:42 AM
Acebuddy	Please select an option!	6:04:42 AM
KEITH	QuickBooks Issue	6:04:45 AM
Acebuddy	What type of QuickBooks Issue are you facing?	6:04:45 AM
KEITH	QuickBooks Update	6:04:49 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.	6:04:49 AM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	6:04:49 AM
	Do you need any further assistance on the topic?	6:04:49 AM
KEITH	Yes	6:05:00 AM
Acebuddy	Please wait while we connect you to our Support Representative	6:05:00 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:05:00 AM
	<i>Ankit declined the transfer request.</i>	6:05:09 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	6:05:18 AM
KEITH	OPENING UP A NEW CHAT ON THE LOCAL	6:05:24 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	6:05:32 AM
KEITH	YOUR ALREADY HELPING ME	6:05:39 AM
Anjainay Singh	Hello KS , how are you?	6:07:03 AM
KEITH	FINE. LET ME KNOW AFTER YOUR DONE HELPING ME WITH THE UPDATES AND WHEN I CAN LOG IN	6:07:39 AM
Anjainay Singh		

	Sure let me transfer the chat to the previous agent who was assisting you with the issue.	6:08:06 AM
KEITH	OH OK	6:08:13 AM
	SORRY	6:08:20 AM
	<i>Anjainay Singh is transferring the chat to Abhay Kumar Saraswat.</i>	6:08:25 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	6:08:29 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	6:08:35 AM
KEITH	HELLO,	6:08:56 AM
Abhay Kumar Saraswat	I was looking for you on my chat but didn't get any response.	6:09:04 AM
KEITH	I OPEND THE CHAT BACK UP ON LOCAL	6:09:06 AM
	IT KNOCKED ME OFF THE SERVER CHAT	6:09:18 AM
Abhay Kumar Saraswat	Hello Keith.	6:09:20 AM
	Okay, no worries.	6:09:35 AM
KEITH	DO YOU KNOW WHY IT DOES NOT ALLOW THE SYSTEM TO DO THE UPDATES???? SEEMS LIKE THOSE 2 UPDATES ALWAYS NEED ASSISTANCE	6:11:01 AM
Abhay Kumar Saraswat	Some backend updates need to be applied, which have been released by Intuit.	6:13:23 AM
KEITH	OK. NO WORRIES	6:13:40 AM
	CAN I STEP AWAY FOR 2 MINUTES	6:13:51 AM
Abhay Kumar Saraswat	Sure.	6:13:58 AM
	Take your time.	6:14:01 AM
	I'm still updating the pending updates for you. Please stay with me.	6:21:43 AM
KEITH	OK NO WORRIES. ILL TAKE ANOTHER 2 MIUTES	6:22:03 AM
Abhay Kumar Saraswat	Sure.	6:22:10 AM
	Please allow me 5 more minutes.	6:28:26 AM
KEITH	NO WORRIES	6:29:11 AM
Abhay Kumar Saraswat	Thank you for your patience.	6:30:24 AM
	Please stay with me for few more minutes.	6:30:34 AM
KEITH	OF COURSE	6:31:06 AM
Abhay Kumar Saraswat	Thank you for your patience.	6:36:13 AM
	All pending updated has been completed from our end.	6:36:32 AM

	<p>6:36:38 AMAbhay Kumar Saraswat is sharing a file with you <a href="#">image.png</a> - ( Size:36.62 KB )</p>	6:36:38 AM
	You can jump on the server and test.	6:36:51 AM
KEITH	OK	6:37:10 AM
Abhay Kumar Saraswat	Yes.	6:37:15 AM
KEITH	IM GETTING A POP UP. CAN YOU COME ONTO SERVER AND SEE WHAT THIS IS	6:38:14 AM
Abhay Kumar Saraswat	Sure.	6:38:25 AM
	I'm disconnecting the server remote. And sending you the remote on your local PC.	6:39:39 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	6:39:51 AM
KEITH	OK	6:39:52 AM
Abhay Kumar Saraswat	<a href="https://assist.acecloudhosting.com/join/9562087697">https://assist.acecloudhosting.com/join/9562087697</a>	6:40:02 AM
	Kindly paste this link in the browser of local computer and join the session.	6:40:07 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:41:04 AM
	Thank you for your patience.	6:49:15 AM
	As we discussed over the remote that we'll re-install the Adobe and will update you once it is done.	6:49:42 AM
	Is there anything else I may help you with ?	6:49:45 AM
	Are we connected here?	6:50:44 AM
KEITH	WE ARE GOOD	6:50:50 AM
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	6:51:05 AM
KEITH	I WILL DISCONNECT NOW	6:51:09 AM
Abhay Kumar Saraswat	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	6:51:21 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:51:24 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	6:51:29 AM



# Chat Transcript

Hello, I am your Acebuddy

18 Sep, 6:14:53 PM

## Visitor Details

### #81681 Khushi

**Email:** khusbhu.kachwala@ramhotels.com

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 29 Secs

**City:** SURAT

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

Chat Duration : 18 Mins 35 Secs

Khushi	Hello, I am your Acebuddy	18 Sep, 6:14:56 PM
Acebuddy	Hello Khushi, I'm your Ace Buddy. I'll be happy to assist you!	6:14:58 PM
	Whom Would You Like to Connect With?	6:14:58 PM
Khushi	Sales & Solutions	6:15:06 PM
Acebuddy	Please wait while we connect you to one of our Sales Representative.	6:15:06 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:15:06 PM
	<i>Rishabh Gogia accepted the chat transfer request.</i>	6:15:10 PM
Rishabh Gogia	Hi Khushi!	6:15:19 PM
Khushi	Hi Gogia	6:15:20 PM
Rishabh Gogia	How can I help you today?	6:15:24 PM
Khushi	I am facing issue with remote desktop	6:15:44 PM
	Can you please look into it	6:15:50 PM

	It's not opening	6:16:01 PM
Rishabh Gogia	Can you confirm your client ID (CID) with us?	6:16:12 PM
Khushi	Sure just a sec	6:16:22 PM
	Server name : RHM.myreldata.net	6:16:57 PM
	Username: - myreldata\Vishal_RHM	6:17:05 PM
Rishabh Gogia	Thank you.	6:17:24 PM
	<i>Rishabh Gogia is transferring the chat to Support(QB &amp; App Hosting).</i>	6:17:28 PM
	<i>Manish Singh accepted the chat transfer request.</i>	6:18:04 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	6:18:37 PM
	I will surely help you with this issue.	6:18:54 PM
Khushi	okay sure	6:19:03 PM
Manish Singh	May I know your username?	6:19:44 PM
Khushi	Username: - myreldata\Vishal_RHM	6:19:52 PM
Manish Singh	And is this the first time you are facing this issue and is the issue faced by other users too?	6:20:12 PM
Khushi	No it is first time	6:20:30 PM
Manish Singh	Kindly allow me two minutes to check the same.	6:21:02 PM
Khushi	Sure	6:21:13 PM
Manish Singh	May I take the remote access of your local computer?	6:23:17 PM
Khushi	Yes sure	6:23:41 PM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/6372095222">https://assist.acecloudhosting.com/join/6372095222</a>	6:23:54 PM
	Kindly paste this link in the browser of local computer and join the session.	6:23:58 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	6:24:00 PM
Khushi	Its done	6:25:48 PM
	You can proceed	6:25:55 PM
Manish Singh	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.	6:26:17 PM
Khushi	Hello	6:32:10 PM
Manish Singh	As the issue is resolved.	6:32:18 PM
	Is there anything else I may help you with ?	6:32:20 PM
Khushi	No Thanks	6:32:52 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	6:32:56 PM

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

6:33:03 PM

Khushi It's done

6:33:11 PM

You tooo

6:33:13 PM

Manish Singh 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!

6:33:19 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/>)

*Manish Singh has ended this chat session*

6:33:31 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Sep, 7:54:13 PM

**#81979 Justin (Ntiva Support)**

**Email:** majorj@ntiva.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:** BOLINGBROOK

**State:** Illinois

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 7 Secs

Justin (Ntiva Support)

Hello, I am your Acebuddy

26 Sep, 7:54:14 PM

Acebuddy	Hello Justin (ntiva Support), I'm your Ace Buddy. I'll be happy to assist you!	7:54:15 PM
	Whom Would You Like to Connect With?	7:54:15 PM
Justin (Ntiva Support)	Technical Support (QB & App Hosting)	7:54:44 PM
Acebuddy	Welcome to Ace Support.	7:54:44 PM
	Please chose an option :	7:54:44 PM
Justin (Ntiva Support)	I'd like to raise a Request	7:54:54 PM
Acebuddy	Please select your request type.	7:54:54 PM
Justin (Ntiva Support)	Password Reset	7:55:08 PM
Acebuddy	Please select an option below	7:55:08 PM
Justin (Ntiva Support)	Not Enrolled to Selfcare Portal	7:55:16 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.	7:55:16 PM
	Do you need any further assistance on the topic?	7:55:16 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:31:21 PM
	<i>Ended due to chat idle timeout</i>	8:31:21 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

4 Sep, 12:14:19 AM

#### #81139 Karel

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

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 16 Secs

**City:** MINNEAPOLIS

**State:** Minnesota

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 16 Mins 49 Secs

Kareb	Hello, I am your Acebuddy	4 Sep, 12:14:20 AM
Acebuddy	Hello Karen, I'm your Ace Buddy. I'll be happy to assist you!	12:14:20 AM
	Whom Would You Like to Connect With?	12:14:20 AM
Kareb	Technical Support (QB & App Hosting)	12:14:33 AM
Acebuddy	Welcome to Ace Support.	12:14:33 AM
	Please chose an option :	12:14:33 AM
Kareb	I'd like to report an Issue	12:14:38 AM
Acebuddy	Please select an option!	12:14:38 AM
Kareb	Password Reset	12:14:42 AM
Acebuddy	Please select an option below	12:14:43 AM
Kareb	Not Enrolled to Selfcare Portal	12:14:46 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.	12:14:46 AM
	Do you need any further assistance on the topic?	12:14:46 AM
Kareb	Yes	12:16:01 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:16:01 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:16:01 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	12:16:10 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	12:16:23 AM
	Hello . how are you doing	12:16:52 AM
Kareb	Hi. I am getting a prompt to change my password, but it will not let me change it.	12:17:18 AM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:17:56 AM
Kareb	Grace Franchise Operating Company, Inc.	12:18:27 AM
Sanyam Madan	May I take the remote access of your local computer?	12:18:33 AM
Kareb	myrealdata\KarenK.pro1	12:18:40 AM
	yes	12:18:43 AM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	12:18:54 AM
Kareb	ok	12:19:05 AM
Sanyam Madan	<a href="https://assist.acecloudhosting.com/join/2132202476">https://assist.acecloudhosting.com/join/2132202476</a>	12:19:05 AM

	Kindly paste this link in the browser of local computer and join the session.	12:19:09 AM
Kareb	I remote into the computer that I need help with.	12:19:26 AM
Sanyam Madan	Kindly paste this link in the browser of local computer and join the session.	12:19:56 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:21:14 AM
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the password reset request. (Edited)	12:25:46 AM
	Are we still connected here?	12:27:21 AM
	Are we still connected here?	12:29:05 AM
	Are we still connected here?	12:31:02 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	12:31:07 AM
	<i>Sanyam Madan has ended this chat session</i>	12:31:09 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

16 Sep, 8:38:35 PM

#### #81586 Melissa Banuelos

**Email:** melissab\_hub@yahoo.com 15124618647

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

**Operator:** Sujeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 51 Secs

**City:** LEANDER

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 30 Mins 26 Secs

Melissa Banuelos	Hello, I am your Acebuddy	16 Sep, 8:38:36 PM
Acebuddy	Hello Melissa Banuelos, I'm your Ace Buddy. I'll be happy to assist you!	8:38:36 PM
	Whom Would You Like to Connect With?	8:38:36 PM
Melissa Banuelos	Technical Support (QB & App Hosting)	8:39:01 PM
Acebuddy	Welcome to Ace Support.	8:39:01 PM
	Please chose an option :	8:39:01 PM
Melissa Banuelos	I'd like to report an Issue	8:39:07 PM
Acebuddy	Please select an option!	8:39:07 PM
Melissa Banuelos	QuickBooks Issue	8:39:11 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:39:11 PM
Melissa Banuelos	QuickBooks is Frozen	8:39:18 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	8:39:18 PM
	Was that helpful?	8:39:18 PM
Melissa Banuelos	No	8:39:22 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:39:22 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:39:22 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:39:56 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	8:40:03 PM
	Hello Melissa	8:40:14 PM
Melissa Banuelos	Company Name: Melissa Banuelos, this is Melissa Banuelos. Quickbooks will not open and I have tried unfreezing it several times as well as logging off and back on. Can you please reset it?	8:41:12 PM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	8:41:33 PM
	Let me check, I will surely help you with this issue.	8:41:59 PM
	Are you the only one experiencing this issue, or are others affected as well?	8:42:48 PM
Melissa Banuelos	I don't know	8:42:57 PM
Sujeet Kumar Suman	Are you experiencing freezing issues while accessing a particular company file, or does it happen with all company files?	8:44:16 PM
Melissa Banuelos	I can't get quickbooks to open at all and have been trying for over 45 minutes.	8:44:42 PM
	can you please reset? I am wasting a lot of time that I need to be working.	8:44:56 PM
Sujeet Kumar Suman	We apologize for the inconvenience	8:45:03 PM
	May I take the remote access of your server?	8:45:28 PM

Melissa Banuelos	yes	8:45:35 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	8:45:43 PM
	Kindly approve the request.	8:46:21 PM
Melissa Banuelos	approve	8:46:26 PM
	Those are the same steps I have tried several times.	8:49:02 PM
	Can you please reset the server?	8:49:17 PM
Sujeet Kumar Suman	Allow me a moment, we are checking from the back end.	8:49:29 PM
	Thank you for your patience.	8:57:38 PM
	As checked from the back end, we need to reboot the server for the changes to take effect.	8:57:39 PM
Melissa Banuelos	Please as I've been asking that since the beginning.	8:58:15 PM
Sujeet Kumar Suman	We completely understand your situation; however, we need to follow the procedure to perform the required steps.	8:59:33 PM
Melissa Banuelos	How long do I need to wait before trying again?	9:00:13 PM
Sujeet Kumar Suman	We are waiting for the other users to log off from the server. Once they log off, we will proceed with the server reboot.	9:01:52 PM
	Alternatively, we will wait for 2 more minutes, after which we will reboot the server from the back end.	9:02:22 PM
	The server has now been rebooted. Once it is back online, we will let you know.	9:04:57 PM
	We really appreciate your patience and cooperation.	9:05:22 PM
	The server is back online. Please log in and let us know if you are still facing any issues.	9:06:32 PM
Melissa Banuelos	Yes, it seems to be working now, thank you.	9:08:08 PM
Sujeet Kumar Suman	Thanks for the confirmation !	9:08:15 PM
	Is there anything else I may help you with ?	9:08:18 PM
Melissa Banuelos	no thank you.	9:08:42 PM
Sujeet Kumar Suman	Most welcome, Melissa.	9:08:48 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	9:08:54 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:08:58 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	9:08:59 PM
Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).		

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

Sujeet Kumar Suman has ended this chat session

9:09:02 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

9 Sep, 3:00:16 PM

#### #81319 Steve Frisbie

Email: sfrisbie@ifsgroupusa.com ☎ 18165478338

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 30 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

### Chat Transcript

Chat Duration : 20 Mins

Steve Frisbie	Hello, I am your Acebuddy	9 Sep, 3:00:17 PM
Acebuddy	Hello Sfrisbie, I'm your Ace Buddy. I'll be happy to assist you!	3:00:18 PM
	Whom Would You Like to Connect With?	3:00:18 PM
Steve Frisbie	Technical Support (QB & App Hosting)	3:00:29 PM
Acebuddy	Welcome to Ace Support.	3:00:30 PM
	Please chose an option :	3:00:30 PM
Steve Frisbie	I'd like to report an Issue	3:00:41 PM
Acebuddy	Please select an option!	3:00:41 PM
Steve Frisbie	QuickBooks Issue	3:00:45 PM
Acebuddy	What type of QuickBooks Issue are you facing?	3:00:45 PM

Steve Frisbie	QuickBooks Login Issue	3:00:53 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	3:00:54 PM
	Was that helpful?	3:00:54 PM
Steve Frisbie	No	3:01:00 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	3:01:00 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:01:00 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	3:01:58 PM
	<i>Vikas Singh Chauhan is transferring the chat to Yash Ahi.</i>	3:02:15 PM
	<i>Yash Ahi accepted the chat transfer request.</i>	3:02:17 PM
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.	3:02:23 PM
Steve Frisbie	I am loggin as admin and am trying to go into single user mode. It won't let me because it said that admin was al ready signed in. I signed out and in again but still it won't let me can you help me get to single user mode?	3:03:00 PM
Yash Ahi	I will surely help you with that Steve.	3:03:36 PM
	This message has been deleted	3:03:41 PM
	Could you please help me with your server name or business name?	3:03:54 PM
Steve Frisbie	IFSUSA	3:04:12 PM
Yash Ahi	Thankyou for the information.	3:04:25 PM
	Kindly allow me two minutes to check the same.	3:04:27 PM
	Thank you for your patience.	3:07:36 PM
	May I take the remote access of your server?	3:07:43 PM
Steve Frisbie	yes	3:07:48 PM
Yash Ahi	It seems like it is working now	3:09:05 PM
	You were able to switch company file to single user mode.	3:09:25 PM
Steve Frisbie	Sorry, I don't know what happend. Thanks, Good Bye.	3:10:24 PM
Yash Ahi	My pleasure.	3:10:26 PM
	Is there anything else I may help you with ?	3:10:28 PM
	Are we still connected here?	3:13:19 PM
	Are we still connected here?	3:15:07 PM
	Are we still connected here?	3:16:49 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.	3:20:12 PM

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

3:20:14 PM

*Yash Ahi has ended this chat session*

3:20:18 PM



## Chat Transcript

I have been trying all week to get someone to give me access to Excel. I still do not have it.

### Visitor Details

26 Sep, 6:04:51 PM

#### #81971 Laura

**Email:** laura@familyowned.net 18177263866

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

**Operator:** Shubham Maurya

**Website:** <https://www.acecloudhosting.com/microsoft-365/>

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 2 Mins 28 Secs

**City:** HURST

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 1 Hour 24 Mins

Laura	I have been trying all week to get someone to give me access to Excel. I still do not have it.	26 Sep, 6:04:52 PM
Amit	Thank you for contacting ACE. My name is Amit. I will be assisting you further.	6:04:53 PM
	Let me transfer you to our technical team to assist.	6:05:19 PM
	<i>Amit is transferring the chat to Support(QB &amp; App Hosting).</i>	6:05:28 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	6:05:34 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	6:05:53 PM
Laura	I am happy to pay for Excel. It shouldn't be taking all week to grant access to me	6:06:11 PM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:06:22 PM
Laura	laura.m1@myrealdatal.net	6:07:08 PM

	CID72869	6:07:21 PM
Shubham Maurya	Thanks for sharing details, please hold on let me check.	6:08:13 PM
	Thanks for the patience Laura, Please do let me know if you have any existing ticket number on which you have already requested for Excel?	6:11:16 PM
Laura	they didn't give me a ticket number	6:11:52 PM
	Yash Sandhu (Customer Success Associate)	6:11:53 PM
	that's who I have been working with	6:11:58 PM
Shubham Maurya	Alright, let me try to fetch the details whether they have proceeded with the request or not please stay connected.	6:12:48 PM
Laura	Thank you	6:12:57 PM
Shubham Maurya	Thank you for your patience, Laura. I'm sorry, but I couldn't locate any ticket related to this request. Could you please send an email requesting Excel access to support@acecloudhosting.com	6:24:34 PM
	So that we can proceed without any further delay on this.	6:24:55 PM
Laura	Sent. Is this going to take another week? If so, I need to find someone else to format this file I need to upload. please advise	6:27:00 PM
Shubham Maurya	Thanks for sharing it, this will only take couple of minutes If you want you can stay connected or else we will email you the confirmation.	6:28:15 PM
Laura	They are looking in to it. Says they will respond in 1-2 hours.	6:32:06 PM
Shubham Maurya	Yes, I do have received your ticket for excel request with ticket number #774217	6:32:42 PM
	Please confirm only single user laura.m1@myrealdatal.net want excel access?	6:33:43 PM
Laura	the rest of the users already have excel.	6:34:04 PM
	I am new and do not have it on my hosted environment. I do not want their access revoked. I want access given to me as well	6:34:33 PM
Shubham Maurya	Noted that ! Please hold on let me proceed with the request, Once done I will update you over here.	6:35:32 PM
	Thank you for your patience, Laura. We have confirmed that other users have O365 Pre-Owned licenses, which means this license is managed solely by you. Therefore, only you can add more users to it via the Microsoft Partner Portal.	6:43:00 PM
Laura	Any clue on how to do that?	6:43:34 PM
	I don't have access to that portal...	6:43:45 PM
Shubham Maurya	Sure, let me check if we can help you with the steps on this.	6:44:25 PM
	May I take the remote access of your server?	6:46:37 PM
Laura	sure	6:46:45 PM
Shubham Maurya	Please use email ID that you remember for the office account.	6:48:23 PM
Laura	if it's Denises email. (the previous employee) I have not idea what her password would be	6:49:10 PM
	not her email either. just tried that	6:50:00 PM

Shubham Maurya	As per the error that we saw it refers that office license version that you have is not compatible with Ace environment. Do you have any person or IT team who takes care of your office license?	6:51:28 PM
Laura	Greg handles that.	6:53:05 PM
	I will reach out to him. I'm not sure how that is going to help since it is a hosted environment and the office charges are coming from Ace	6:53:39 PM
Shubham Maurya	We do completely understand the urgency of this issue Laura, but according to our database, we don't have your business registered for Office 365 since the license is fully owned and managed by you. So only the person having access of Microsoft partner portal can manage that.	6:58:06 PM
	Please try to check with Greg and let us know if other users are also using same license type or it's changed.	6:58:57 PM
	As the email ID which you used for signing in is not having right license type.	6:59:36 PM
Laura	ok	7:00:54 PM
Shubham Maurya	We will keep this ticket open for you, so that once you get it checked with Greg then we can move further on this. (Edited)	7:00:56 PM
	Thanks for your understanding with us, we will keep waiting for the update on ticket for your confirmation on this.	7:02:17 PM
	Is there anything else I may help you with ?	7:02:19 PM
Laura	Quick question. Why am I being charged for Office on my invoice, but you are not the ones maintaining it?	7:03:23 PM
	ACTIVITY QTY RATE AMOUNT Private Cloud:Private Cloud Quick Books Quick Books Private Cloud (NTFH.myrealdata.net) with 5 users (myrealdata\DeniseHoagland, myrealdata\PaulaLerew, myrealdata\JoyceWilliams, myrealdata\JimmyLucas, myrealdata\MatthewMorian) and application (O365 Other) @ \$49.99/User/Month. 5% Price Increase effective 1st Mar'25	7:03:25 PM
	Or am I reading that wrong?	7:03:33 PM
Shubham Maurya	This denotes that we are charging for 5 users and one application which is <b>additionally installed on user request</b> apart from Quickbooks (free). Still please hold on let me get this confirm with the Billing team once as we are from server support team.	7:11:23 PM
	Only Billing team can share confirmation for the above message.	7:12:04 PM
	I just checked, but the billing team is currently unavailable on chat. We will forward your request to them for clarification on these charges, and you will receive an update via email under the same ticket number. You can also get back to chat after 2 hours when the billing team is available.	7:16:18 PM
Laura	ok	7:20:17 PM
Shubham Maurya	We understand the situation, Laura, and will prioritize following up with the billing team to ensure you receive an update as soon as possible.	7:22:56 PM
	Is there anything else I may help you with ?	7:22:59 PM
Laura	No. I'm good. Thank you	7:25:57 PM
Shubham Maurya	You're very welcome, and I apologize again for not being able to assist you better this time Laura.	7:27:29 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:27:50 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

5 Sep, 5:38:51 PM

### #81196 gemma

**Email:** gemma@am.consulting +639178137837

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

**Operator:** Vikas Singh Chauhan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 56 Secs

**City:** MAYSANTOL

**State:** Cavite

**Country:** PHILIPPINES

## Chat Transcript

Chat Duration : 39 Mins 35 Secs

gemma	Hello, I am your Acebuddy	5 Sep, 5:38:52 PM
Acebuddy	Hello Gemma, I'm your Ace Buddy. I'll be happy to assist you!	5:38:54 PM
	Whom Would You Like to Connect With?	5:38:54 PM
gemma	Technical Support (QB & App Hosting)	5:39:01 PM
Acebuddy	Welcome to Ace Support.	5:39:01 PM
	Please chose an option :	5:39:01 PM
gemma	I'd like to report an Issue	5:39:09 PM
Acebuddy	Please select an option!	5:39:09 PM
gemma	QuickBooks Issue	5:39:18 PM
Acebuddy	What type of QuickBooks Issue are you facing?	5:39:18 PM
gemma	QuickBooks is Frozen	5:39:40 PM

Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	5:39:40 PM
	Was that helpful?	5:39:40 PM
gemma	No	5:40:02 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	5:40:02 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:40:02 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	5:40:12 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	5:40:27 PM
gemma	Hi Vikas	5:40:40 PM
Vikas Singh Chauhan	I deeply apologize for the inconvenience caused to you.	5:40:41 PM
gemma	The other day I talked to Rohan. He said I need to restart my laptop to avoid slowness of QB. How come today, I just restarted then log on to QB , but it is frozen already?	5:42:01 PM
Vikas Singh Chauhan	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:42:25 PM
gemma	ticket number 759524	5:42:41 PM
Vikas Singh Chauhan	Thank you, let me check this, please allow me 3-4 minutes.	5:43:11 PM
gemma	Alliancemgmt.myreldata.net	5:43:14 PM
	user name: Gemma	5:43:20 PM
Vikas Singh Chauhan	Okay, I have checked the ticket.	5:47:34 PM
	Could you please let me know where exactly Quickbook is freezing ?	5:48:15 PM
	Just after opening it or if you do something on Quickbook ?	5:48:49 PM
gemma	would not even allow me to open a company file	5:49:03 PM
	I was just able to log in, then no more	5:49:17 PM
	the whole desktop is frozen	5:49:51 PM
Vikas Singh Chauhan	Okay, thank you so much for the details.	5:50:11 PM
	What about the server, is that also slow ? I mean the other applications ?	5:50:36 PM
gemma	only QB is slow	5:50:58 PM
	my Outllok is okay	5:51:04 PM
	the other apps that I use a working fine	5:51:17 PM
Vikas Singh Chauhan	Got it, thank you for confirmation.	5:51:39 PM
	Kindly allow me 3-4 minutes to check the same. I am connecting to the server.	5:52:08 PM
	May I take the remote access of your local computer?	5:53:32 PM
gemma	ok	5:53:38 PM
Vikas Singh Chauhan		

Prior providing the access, I would suggest you to close any important documents at your end.

5:54:04 PM

<https://assist.acecloudhosting.com/join/6142664254>

5:54:06 PM

Kindly paste this link in the browser of local computer and join the session.

5:54:18 PM

Are you facing any issue while accessing the remote link ?

5:59:18 PM

Are we still connected here?

6:00:32 PM

gemma yes, it's downloading the zoho assist

6:01:26 PM

Vikas Singh Chauhan Okay

6:01:50 PM

gemma hi Vikas, apparently my intenet connection now is really slow at 25mbps. Normally it is 170 or 165mbps

6:04:19 PM

Vikas Singh Chauhan Okay, would you like me to wait as once we have the access of your computer, we can check more and try to isolate the issue.

6:05:35 PM

gemma I will just send a chat message when my connection is better

6:06:13 PM

Vikas Singh Chauhan Low internet speed could also cause issue in launching and using the Quickbook application.

6:06:41 PM

gemma yes

6:06:49 PM

Vikas Singh Chauhan Okay, so you would like me to stay on the chat here, right ?

6:07:16 PM

gemma no, let's end this for now.

6:07:35 PM

thank you for your time

6:08:25 PM

Vikas Singh Chauhan No worries, thank you for your time and have a good one.

6:09:23 PM

*Vikas Singh Chauhan has ended this chat session*

6:18:28 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

22 Sep, 11:27:55 PM

**#81803 Casey Payne**

**Email:** cpayne@dkmhvac.com 19166524478

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 33 Secs

**City:** REPRESA

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 9 Mins 1 Sec

Casey Payne	Hello, I am your Acebuddy	22 Sep, 11:27:56 PM
Acebuddy	Hello Casey Payne, I'm your Ace Buddy. I'll be happy to assist you!	11:27:57 PM
	Whom Would You Like to Connect With?	11:27:57 PM
Casey Payne	Technical Support (QB & App Hosting)	11:28:05 PM
Acebuddy	Welcome to Ace Support.	11:28:05 PM
	Please chose an option :	11:28:05 PM
Casey Payne	I'd like to report an Issue	11:28:11 PM
Acebuddy	Please select an option!	11:28:11 PM
Casey Payne	Other Issue	11:28:15 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:28:15 PM
Casey Payne	uniprint is not working on our workstations	11:28:25 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:28:25 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:28:25 PM
	<i>Manish Singh accepted the chat transfer request.</i>	11:29:13 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	11:29:16 PM
	I will surely help you with this issue.	11:29:57 PM
	Kindly allow me two minutes to check the same.	11:30:00 PM
	We have restarted the services of Uniprint from the backend kindly check now. (Edited)	11:32:58 PM
Casey Payne	checking right now	11:33:55 PM
	It's working. So we restart the uniprint service from task manager if this happens again?	11:35:21 PM
	On the admin account?	11:35:27 PM
Manish Singh	No, this will not happen again it was from the Uniprint server.	11:35:57 PM
	Let us know if you will face any issue, we would be happy to assist you.	11:36:20 PM
Casey Payne	Thanks for the help	11:36:31 PM
Manish Singh	Is there anything else I may help you with ?	11:36:33 PM
Casey Payne		

Nope we are good.

11:36:42 PM

Manish Singh

Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.

11:36:48 PM

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

11:36:53 PM

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

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

Thanks!

11:36:56 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/>)

*Manish Singh has ended this chat session*

11:36:58 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Sep, 9:45:36 PM

**#81168 Kristen Pollard**

**Email:** kristenp@setacorporation.com

**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:** 21 Secs

**City:** SATSUMA

**State:** Florida

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 31 Secs

Kristen Pollard

Hello, I am your Acebuddy

4 Sep, 9:45:37 PM

Acebuddy	Hello Kristen Pollard, I'm your Ace Buddy. I'll be happy to assist you!	9:45:38 PM
	Whom Would You Like to Connect With?	9:45:38 PM
Kristen Pollard	Technical Support (QB & App Hosting)	9:45:52 PM
Acebuddy	Welcome to Ace Support.	9:45:52 PM
	Please chose an option :	9:45:52 PM
Kristen Pollard	I'd like to report an Issue	9:45:56 PM
Acebuddy	Please select an option!	9:45:56 PM
Kristen Pollard	Other Issue	9:46:02 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:46:02 PM
Kristen Pollard	I cannot access the Ace Cloud account set up for me, it needs to be MAC friendly	9:46:25 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:46:26 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:46:26 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:46:34 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:46:39 PM
Kristen Pollard	Hello	9:46:51 PM
Manish Singh	I will surely help you with this issue.	9:47:04 PM
	May I take the remote access of your local computer?	9:47:12 PM
Kristen Pollard	Thank you	9:47:14 PM
Manish Singh	May I take the remote access of your local computer?	9:48:04 PM
Kristen Pollard	yes	9:48:13 PM
Manish Singh	<a href="https://assist.aceclouddhosting.com/join/9102748520">https://assist.aceclouddhosting.com/join/9102748520</a>	9:48:30 PM
	Kindly paste this link in the browser of local computer and join the session.	9:48:43 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:48:51 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:53:50 PM
	Once the Windows application is installed on your local system, kindly initiate the chat again so that we can help set up the account for you, as a credentials error is currently preventing the application from being installed.	10:07:13 PM
	Is there anything else I may help you with ?	10:07:46 PM
	Kindly contact your local IT team.	10:08:20 PM
	Are we still connected here?	10:09:13 PM
	Are we still connected here?	10:10:05 PM

Are we still connected here?

10:11:03 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.

10:11:08 PM

*Manish Singh has ended this chat session*

10:11:09 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

25 Sep, 8:46:20 PM

**#81950 david**

**Email:** david@1800safety2.com ☎ 19146983631

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 6 Secs

**City:** DEDHAM

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 3 Mins 9 Secs

david	Hello, I am your Acebuddy	25 Sep, 8:46:21 PM
Acebuddy	Hello David Krinsky, I'm your Ace Buddy. I'll be happy to assist you!	8:46:21 PM
	Whom Would You Like to Connect With?	8:46:21 PM
david	Technical Support (QB & App Hosting)	8:46:31 PM
Acebuddy	Welcome to Ace Support.	8:46:31 PM
	Please chose an option :	8:46:31 PM
david	I'd like to report an Issue	8:46:37 PM
Acebuddy	Please select an option!	8:46:37 PM

david	Other Issue	8:46:42 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:46:42 PM
david	rdp connection not working	8:46:58 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:46:58 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:46:58 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	8:47:18 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:47:21 PM
	Hello David	8:47:27 PM
	How are you? (Edited)	8:47:35 PM
david	sorry, i was just trying again and it worked. i'm in. thanks	8:48:11 PM
Shashwat Verma	Perfect (Edited)	8:48:22 PM
	Is there anything else I may help you with ?	8:48:24 PM
david	no thanks	8:49:20 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	8:49:26 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:49:28 PM
	<i>Shashwat Verma has ended this chat session</i>	8:49:30 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

3 Sep, 11:15:58 PM

#### #81133 Dan Dan Segawa

**Email:** accounting@armdynamics.com 14242752415

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 19 Secs

**City:** TORRANCE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 27 Mins 14 Secs

Dan Dan Segawa	Hello, I am your Acebuddy	3 Sep, 11:15:58 PM
Acebuddy	Hello Dan S Segawa, I'm your Ace Buddy. I'll be happy to assist you!	11:15:59 PM
	Whom Would You Like to Connect With?	11:15:59 PM
Dan Dan Segawa	Technical Support (QB & App Hosting)	11:16:02 PM
Acebuddy	Welcome to Ace Support.	11:16:02 PM
	Please chose an option :	11:16:02 PM
Dan Dan Segawa	I'd like to report an Issue	11:16:07 PM
Acebuddy	Please select an option!	11:16:07 PM
Dan Dan Segawa	Other Issue	11:16:11 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:16:12 PM
Dan Dan Segawa	I reported a password issue, the link the agent sent me does not work	11:16:30 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:16:30 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:16:30 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	11:16:36 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	11:16:41 PM
	Hello Dan , how are you doing (Edited)	11:17:04 PM
Dan Dan Segawa	i requested a password reset, the link the agent sent me doesn't work	11:17:11 PM
	Hello Sanyam\	11:17:16 PM
Sanyam Madan	Can you please help me with the ticket id	11:17:47 PM
Dan Dan Segawa	761164	11:18:02 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	11:18:08 PM
Dan Dan Segawa	forgot password > invalid user id....	11:20:01 PM
	self portal is of no use if it doesn't work	11:20:26 PM
Sanyam Madan	May we take remote access to guide you through the process, so you'll be able to reset the password on your own in the future?	11:21:00 PM
Dan Dan Segawa	sure	11:21:08 PM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	11:21:14 PM
Dan Dan Segawa	yes	11:21:20 PM

Sanyam Madan	<a href="https://assist.acecloudhosting.com/join/5682051292">https://assist.acecloudhosting.com/join/5682051292</a>	11:21:25 PM
	Kindly paste this link in the browser of local computer and join the session.	11:21:29 PM
	<i>The visitor's name, email address and phone number were changed.</i>	11:31:55 PM
	Is there anything else I may help you with ?	11:37:26 PM
	Are we still connected here?	11:39:14 PM
	Are we still connected here?	11:41:04 PM
	Are we still connected here?	11:43:05 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.	11:43:11 PM
	<i>Sanyam Madan has ended this chat session</i>	11:43:13 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details ----- 2 Sep, 6:24:36 AM

**#81051 Melinda Garces**

**Email:** mgarces@crenshawroyalty.com 2109304998

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 47 Secs

**City:** SAN ANTONIO

**State:** Texas

**Country:** UNITED STATES

Chat Transcript ----- Chat Duration : 13 Mins 44 Secs

Melinda Garces	Hello, I am your Acebuddy	2 Sep, 6:24:36 AM
Acebuddy	Hello Melinda Garces, I'm your Ace Buddy. I'll be happy to assist you!	6:24:37 AM

	Whom Would You Like to Connect With?	6:24:37 AM
Melinda Garces	Technical Support (QB & App Hosting)	6:24:44 AM
Acebuddy	Welcome to Ace Support.	6:24:44 AM
	Please chose an option :	6:24:44 AM
Melinda Garces	I'd like to report an Issue	6:24:52 AM
Acebuddy	Please select an option!	6:24:52 AM
Melinda Garces	Other Issue	6:24:57 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:24:57 AM
Melinda Garces	cant logout of Ace Cloud Hosting	6:25:13 AM
Acebuddy	Please wait while we connect you to a Support Representative	6:25:13 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:25:13 AM
	<i>Rohan accepted the chat transfer request.</i>	6:25:27 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	6:25:33 AM
	Hello Melinda, How are you doing today ?	6:25:51 AM
Melinda Garces	I am doing well. I am not able to disconnect from the server	6:26:13 AM
Rohan	Melina, Do you want to sign out yourself from the server?	6:27:06 AM
Melinda Garces	yes I do. I am not sure why it is nto working.	6:27:26 AM
Rohan	Okay Melinda. Is there any specific reason or you just want to sign out ?	6:29:00 AM
Melinda Garces	I am done working in it.	6:29:21 AM
Rohan	Thanks for the confirmation !	6:29:55 AM
	Please allow me a min	6:30:01 AM
Melinda Garces	okay	6:30:11 AM
Rohan	Thank you for your patience.	6:31:23 AM
	We have signed out your user from the server. Additionally, since your account is being handled by the Onboarding Team, we are moving your chat to the concerned department, and you can let them know the exact issue	6:33:56 AM
Melinda Garces	ok	6:34:10 AM
	<i>Rohan is transferring the chat to Mayank.</i>	6:34:28 AM
	just disconnect me . this is taking too long	6:34:38 AM
Rohan	Melinda, I have already Signed out your user from the server.	6:36:21 AM
	You can check now	6:36:37 AM
Melinda Garces	nope, I am still logged in	6:37:10 AM
Rohan	Please Check now	6:37:32 AM

Melinda Garces	yes. now I am logged out.	6:37:50 AM
	thankyou	6:37:56 AM
Rohan	Is there anything else I may help you with ?	6:37:57 AM
Melinda Garces	no . thank you for your help	6:38:07 AM
Rohan	Thanks for the confirmation !	6:38:12 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:38:15 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	6:38:17 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Rohan has ended this chat session</i>	6:38:20 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

19 Sep, 4:39:48 PM

#### #81714 leahbeth

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

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** FRAMINGHAM

**State:** Massachusetts

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 10 Mins 9 Secs

leahbeth	Hello, I am your Acebuddy	19 Sep, 4:39:49 PM
Acebuddy	Hello Leahbeth, I'm your Ace Buddy. I'll be happy to assist you!	4:39:51 PM
	Whom Would You Like to Connect With?	4:39:51 PM
leahbeth	Technical Support (QB & App Hosting)	4:40:01 PM
Acebuddy	Welcome to Ace Support.	4:40:01 PM
	Please chose an option :	4:40:01 PM
leahbeth	I'd like to report an Issue	4:40:08 PM
Acebuddy	Please select an option!	4:40:08 PM
leahbeth	Other Issue	4:40:12 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:40:12 PM
leahbeth	I am unable to connect to the remote desktop	4:40:29 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:40:30 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:40:30 PM
	<i>Gaurava Tyagi declined the transfer request.</i>	4:40:38 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	4:40:39 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	4:40:49 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:41:01 PM
leahbeth	Thank you - the system says the user account is not authorized for remote login. (even though I was on earlier today). The server is: WhitneyG.NENT@myreldata.net	4:41:34 PM
Shubham Maurya	Thanks for the details Leahbeth, We do understand the trouble this may have caused, please allow me few minutes to check the server and your account status so that I can help you accordingly.	4:43:11 PM
leahbeth	great, thanks!	4:43:20 PM
Shubham Maurya	You are using QbNXTENT.myreldata.net Correct?	4:43:30 PM
leahbeth	yes	4:44:05 PM
Shubham Maurya	Thanks for your patience Leahbeth, As I have checked that there is some update going on with this server so that's the reason you are unable to login right now, No need to worry everything is fine at your end it's just the server is under maintenance for a while.	4:48:21 PM
	You can try to login back after 30-40 minutes and it should work without any issue.	
leahbeth	OK, thank you for the update!	4:48:37 PM
Shubham Maurya	We do apologize for the trouble Leahbeth and appreciate your understanding with us.	4:49:00 PM

	Is there anything else I may help you with ?	4:49:02 PM
leahbeth	All set for now, thanks!	4:49:34 PM
Shubham Maurya	Your are most welcome !	4:49:47 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	4:49:51 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:49:56 PM
	<i>Shubham Maurya has ended this chat session</i>	4:49:58 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

22 Sep, 10:21:12 PM

#### #81794 Jessica Martinez

**Email:** jessica@adducibookkeepingservices.com 18607593747

**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 10 Secs

**City:** CHESHIRE

**State:** Connecticut

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 1 Hour 5 Mins

Jessica Martinez	Hello, I am your Acebuddy	22 Sep, 10:21:13 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	10:23:47 PM
Jessica Martinez	Ok Sujeeet was going to help Elizabeth set up a new person but she got called away and I'm helping out. We already went to the portal and set up the user. We also generated the RDP but we aren't sure what to do next. He was going to log in to Sam's computer to get it set up but they got disconnected	10:25:12 PM
Ashutosh Mishra	I will surely help you with this. Please click and open the RDP file, it would ask for the credentials such as username and password.	10:25:57 PM
	Once you have entered the credentials it will connect to your server.	10:26:22 PM
Jessica Martinez	so I log in to that employee computer and open the rdp file and enter the users credentials that I set up in the portla and that's it?	10:28:05 PM
Ashutosh Mishra	Yes, you can also open the RDP file on your computer too.	10:28:56 PM
Jessica Martinez	but then how does the employee then access the server?	10:29:40 PM
	it needs to be on their computer	10:29:50 PM
Ashutosh Mishra	I mean to say the RDP file can be opened on any windows computer.	10:30:59 PM
	Yes, the user can download the RDP file on his computer. The credentials need to be of the new user, as long as correct credentials are entered the server can be logged in from any Windows computer.	10:33:45 PM
Jessica Martinez	is there a way that I can get someone to log in to his computer and do it with him?	10:34:48 PM
Ashutosh Mishra	Sure I will share a link with you please inform the user to open the link in the browser and follow on screen instructions to join remote session.	10:36:16 PM
	Prior providing the access, please inform user to close any important documents at his end.	10:36:50 PM
Jessica Martinez	ok thanks	10:37:08 PM
Ashutosh Mishra	Kindly inform user to paste this link in the browser of local computer and join the session.	10:37:31 PM
	<a href="https://assist.acecloudhosting.com/join/6152492766">https://assist.acecloudhosting.com/join/6152492766</a>	10:37:33 PM
Jessica Martinez	ok	10:41:17 PM
Ashutosh Mishra	Please allow me to inform the server access is very convenient, the user simply has to double click on the RDP file and enter the password created during user addition and click on connect to login.	10:42:50 PM
Jessica Martinez	I sent him the link. I'm just waiting to hear back that he received it and is ready for your assistance	10:44:50 PM
Ashutosh Mishra	Sure	10:46:59 PM
Jessica Martinez	ok he is on	10:49:07 PM
	he's opening the link now or trying to at least	10:50:04 PM
	this isn't working....can someone actually get on with him please	10:51:47 PM
Ashutosh Mishra	Would it be possible if user can initiate a chat session directly?	10:52:08 PM
Jessica Martinez	yes	10:52:16 PM
	that is what we would like	10:52:22 PM

	what does he need to do?	10:52:29 PM
Ashutosh Mishra	Thanks for the confirmation !	10:52:46 PM
	Please inform user to click on this link <a href="https://www.acecloudhosting.com/support-chat.php">https://www.acecloudhosting.com/support-chat.php</a>	10:53:24 PM
Jessica Martinez	Ok i sent it to him.	10:54:51 PM
Ashutosh Mishra	Thanks for the confirmation !	10:54:56 PM
Jessica Martinez	who ius he connecting with??	10:56:24 PM
Ashutosh Mishra	Once we receive the chat one of the agents will proceed to assist them.	10:56:53 PM
Jessica Martinez	why is this so hard? Sujeet was ready to get on a call and do it	10:57:23 PM
Ashutosh Mishra	Sure if that is preferred i can schedule a callback, please share the phone number for the user and we will contact them.	10:59:06 PM
Jessica Martinez	7633607411	10:59:47 PM
	Sam Friederichs.	10:59:57 PM
	He's already set up as a user he just needs it set up on his computer	11:00:22 PM
Ashutosh Mishra	I have scheduled the callback, the senior engineer is contacting him right away. (Edited)	11:03:16 PM
	Sam is now connected over the call.	11:04:45 PM
	Are we still connected here?	11:06:20 PM
	Are we still connected here?	11:08:31 PM
Jessica Martinez	yes	11:09:51 PM
Ashutosh Mishra	We are assisting Sam over the call now, may I know if we can close this chat session.	11:10:30 PM
	Are we still connected here?	11:13:12 PM
	Are we still connected here?	11:15:17 PM
	Are we still connected here?	11:17:13 PM
Jessica Martinez	yes	11:17:18 PM
Ashutosh Mishra	Is there anything else I may help you with ?	11:17:34 PM
	Are we still connected here?	11:26:15 PM
	Are we still connected here?	11:27:27 PM
	Are we still connected here?	11:28:13 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.	11:29:31 PM
	<i>Ashutosh Mishra has ended this chat session</i>	11:29:34 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

10 Sep, 6:34:09 AM

#81367 Morgan Skokan

Email: morganskokan@gmail.com ☎ 8326549995

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: HOUSTON

State: Texas

Country: UNITED STATES

## Chat Transcript

Chat Duration : 30 Mins 35 Secs

Morgan Skokan	Hello, I am your Acebuddy	10 Sep, 6:34:10 AM
Acebuddy	Hello Morgan Skokan, I'm your Ace Buddy. I'll be happy to assist you!	6:34:11 AM
	Whom Would You Like to Connect With?	6:34:11 AM
Morgan Skokan	Technical Support (QB & App Hosting)	6:34:15 AM
Acebuddy	Welcome to Ace Support.	6:34:15 AM
	Please chose an option :	6:34:15 AM
Morgan Skokan	I'd like to report an Issue	6:34:21 AM
Acebuddy	Please select an option!	6:34:21 AM
Morgan Skokan	Password Reset	6:34:26 AM
Acebuddy	Please select an option below	6:34:26 AM
Morgan Skokan	Not Enrolled to Selfcare Portal	6:34:31 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	6:34:31 AM
	Do you need any further assistance on the topic?	6:34:31 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.	7:04:46 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

18 Sep, 5:15:23 PM

### #81677 Manoj Dabhi

**Email:** manoj@accseed.us

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 47 Secs

**City:** SURAT

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

Chat Duration : 23 Mins 56 Secs

Manoj Dabhi	Hello, I am your Acebuddy	18 Sep, 5:15:26 PM
Acebuddy	Hello Manoj Dabhi, I'm your Ace Buddy. I'll be happy to assist you!	5:15:28 PM
	Whom Would You Like to Connect With?	5:15:28 PM
Manoj Dabhi	Managed IT	5:15:35 PM
Acebuddy	Please wait while we connect you to an available Representative.	5:15:35 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:15:35 PM
	<i>Himanshu accepted the chat transfer request.</i>	5:15:45 PM
	<i>Himanshu is transferring the chat to Support(QB &amp; App Hosting).</i>	5:15:57 PM
Manoj Dabhi	Can you please call vikas Singh ?	5:16:02 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	5:16:05 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you	

	today.	5:16:14 PM
Manoj Dabhi	Can you please call vikas Singh ?	5:16:24 PM
	Again, same issue my RDP is not working.	5:16:55 PM
Shubham Maurya	If you want I can help you for this or else please stay connected let me check for Vikas availability.	5:18:27 PM
Manoj Dabhi	Ok	5:18:40 PM
Shubham Maurya	Please do let me know what exact issue you are facing right now so that I can help in this?	5:19:56 PM
Manoj Dabhi	We have changed pwd and success login but still same error while i login again can i share my screen?	5:20:50 PM 5:20:59 PM 5:21:08 PM
Shubham Maurya	Please can you share screen shot of the error message?	5:21:14 PM
	Any other user is also facing this issue?	5:21:34 PM
	<i>5:21:49 PM Manoj Dabhi is sharing a file with you <a href="#">image.png</a> - ( Size:31.53 KB )</i>	5:21:49 PM
Manoj Dabhi	Vikas sing has done the issue by pwd changed	5:22:40 PM
Shubham Maurya	Your account name is : <b>Heroic Solutions</b>	5:22:48 PM
	Please confirm	
Manoj Dabhi	yes	5:22:52 PM
Shubham Maurya	May I take the remote access of your local computer?	5:22:55 PM
Manoj Dabhi	yes	5:23:00 PM
Shubham Maurya	<a href="https://assist.acecloudhosting.com/join/2712999583">https://assist.acecloudhosting.com/join/2712999583</a>	5:23:18 PM
	Kindly paste this link in the browser of local computer and join the session.	5:23:24 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	5:23:29 PM
	You are most welcome Manoj !	5:30:54 PM
	Is there anything else I may help you with ?	5:30:56 PM
	Are we still connected here?	5:33:51 PM
	Are we still connected here?	5:35:47 PM
	Are we still connected here?	5:38:50 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	5:39:20 PM
	<i>Shubham Maurya has ended this chat session</i>	5:39:23 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

18 Sep, 2:27:03 AM

### #81659 Brooke Van Oort

**Email:** brooke@boone-crockett.org

**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:** FRENCHTOWN

**State:** Montana

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 40 Secs

Brooke Van Oort	Hello, I am your Acebuddy	18 Sep, 2:27:05 AM
Acebuddy	Hello Brooke Van Oort, I'm your Ace Buddy. I'll be happy to assist you!	2:27:05 AM
	Whom Would You Like to Connect With?	2:27:05 AM
Brooke Van Oort	Technical Support (QB & App Hosting)	2:27:11 AM
Acebuddy	Welcome to Ace Support.	2:27:11 AM
	Please chose an option :	2:27:11 AM
Brooke Van Oort	I'd like to raise a Request	2:27:17 AM
Acebuddy	Please select your request type.	2:27:17 AM
Brooke Van Oort	Other Request	2:27:36 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.	2:27:36 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:27:36 AM
Brooke Van Oort	No, That'll be all!	2:27:45 AM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	2:27:45 AM

Acebuddy has ended this chat session

2:27:45 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

13 Sep, 5:11:23 PM

**#81500 fady.hocheimy**

**Email:** fady.hocheimy@mfhgroup.com ☎ +2207751010

**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:** KER BAKARY

**State:** Banjul

**Country:** GAMBIA

## Chat Transcript

Chat Duration : 13 Mins 18 Secs

fady.hocheimy	Hello, I am your Acebuddy	13 Sep, 5:11:24 PM
Acebuddy	Hello Fady.hocheimy, I'm your Ace Buddy. I'll be happy to assist you!	5:11:25 PM
	Whom Would You Like to Connect With?	5:11:25 PM
fady.hocheimy	Technical Support (QB & App Hosting)	5:11:35 PM
Acebuddy	Welcome to Ace Support.	5:11:35 PM
	Please chose an option :	5:11:35 PM
fady.hocheimy	I'd like to report an Issue	5:11:39 PM
Acebuddy	Please select an option!	5:11:40 PM
fady.hocheimy	QuickBooks Issue	5:11:44 PM
Acebuddy	What type of QuickBooks Issue are you facing?	5:11:44 PM
fady.hocheimy	QuickBooks is Frozen	5:11:49 PM

Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	5:11:49 PM
	Was that helpful?	5:11:49 PM
fady.hocheimy	No	5:13:29 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	5:13:29 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:13:29 PM
fady.hocheimy	ok	5:14:38 PM
	?	5:16:14 PM
	ayone there?	5:18:55 PM
	<i>fady.hocheimy has ended this chat session</i>	5:24:43 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

16 Sep, 1:49:00 AM

**#81563 eric**

**Email:** eric@totalfeeds.com

**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:** WEATHERFORD

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 36 Mins 24 Secs

eric	Hello, I am your Acebuddy	16 Sep, 1:49:01 AM
Acebuddy	Hello Eric Anderson, I'm your Ace Buddy. I'll be happy to assist you!	1:49:02 AM
	Whom Would You Like to Connect With?	1:49:02 AM
eric		

	Technical Support (QB & App Hosting)	1:49:07 AM
Acebuddy	Welcome to Ace Support.	1:49:07 AM
	Please chose an option :	1:49:07 AM
eric	I'd like to raise a Request	1:49:15 AM
Acebuddy	Please select your request type.	1:49:15 AM
eric	Office 365 Addition	1:49:27 AM
Acebuddy	Please specify if you already have an Office365 subscription	1:49:27 AM
eric	I already have O365 license	1:49:32 AM
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windows Server Operating Systems :	1:49:32 AM
	<ul style="list-style-type: none"> <li>• O365 E3</li> <li>• O365 E5</li> <li>• O365 Apps for Enterprise</li> </ul>	1:49:32 AM
	If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.	1:49:32 AM
	If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one mentioned above or you may purchase a compatible license from Ace.	1:49:32 AM
	Do you need any further assistance on the topic?	1:49:32 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.	2:25:25 AM
	<i>Ended due to chat idle timeout</i>	2:25:25 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Sep, 2:10:27 AM

**#81352 Jessica Dubay**

**Email:** jessica@booksunified.com 15026407798

**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:** FRENCH LICK

**State:** Indiana

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 35 Mins 7 Secs

Jessica Dubay	Hello, I am your Acebuddy	10 Sep, 2:10:29 AM
Acebuddy	Hello Jessica Dubay, I'm your Ace Buddy. I'll be happy to assist you!	2:10:29 AM
	Whom Would You Like to Connect With?	2:10:29 AM
Jessica Dubay	Technical Support (QB & App Hosting)	2:11:27 AM
Acebuddy	Welcome to Ace Support.	2:11:27 AM
	Please chose an option :	2:11:27 AM
Jessica Dubay	I'd like to raise a Request	2:11:32 AM
Acebuddy	Please select your request type.	2:11:32 AM
Jessica Dubay	Change in Applications	2:11:40 AM
Acebuddy	Please select your desired option!	2:11:40 AM
Jessica Dubay	Application Addition	2:11:48 AM
Acebuddy	Please select your Application	2:11:48 AM
Jessica Dubay	QuickBooks	2:11:52 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.	2:11:52 AM
	<ul style="list-style-type: none"><li>• QuickBooks Version (Pro/Premier/Enterprise) with year</li><li>• License Number and Product Code</li></ul>	2:11:52 AM
	An email update will be shared once the request is completed.	2:11:52 AM
	Do you need any further assistance on the topic?	2:11:52 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.	2:45:36 AM
	<i>Ended due to chat idle timeout</i>	2:45:36 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

26 Sep, 7:35:17 PM

### #81977 alexyanbookkeeping

**Email:** alexyanbookkeeping@gmail.com 5109120883  
**Department:** Support(QB & App Hosting)  
**Operator:** Sanyam Madan  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 10 Secs  
**City:** UNION CITY  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Hour 5 Mins

alexyanbookkeeping	Hello, I am your Acebuddy	26 Sep, 7:35:18 PM
Acebuddy	Hello Alexyanbookkeeping, I'm your Ace Buddy. I'll be happy to assist you!	7:35:19 PM
	Whom Would You Like to Connect With?	7:35:19 PM
alexyanbookkeeping	Technical Support (QB & App Hosting)	7:35:30 PM
Acebuddy	Welcome to Ace Support.	7:35:30 PM
	Please chose an option :	7:35:30 PM
alexyanbookkeeping	I'd like to report an Issue	7:35:38 PM
Acebuddy	Please select an option!	7:35:38 PM
alexyanbookkeeping	Other Issue	7:35:45 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:35:45 PM
alexyanbookkeeping	I am using Ace to host Proseries. Technical Support assist me to transfer data from 2020 to 2024. But I found out Data in 2019 to 2022 located in different location . Can you transfer to the same location?	7:38:29 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:38:30 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:38:30 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	7:38:47 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	7:38:57 PM

alexyanbookkeeping	Hi	7:39:09 PM
Sanyam Madan	Hello, how are you doing today	7:39:10 PM
alexyanbookkeeping	Good	7:39:19 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:39:23 PM
alexyanbookkeeping	How to locate my server name	7:39:41 PM
Sanyam Madan	Please confirm your registered business name, this will help me to fetch the details	7:40:39 PM
alexyanbookkeeping	Alex Yan bookkeeping Services	7:40:56 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	7:41:53 PM
alexyanbookkeeping	Take your time.	7:42:20 PM
Sanyam Madan	Can you help us with the location of 2019 to 2022 data and where to transfer it, please confirm both the locations	7:45:53 PM
alexyanbookkeeping	2022 data	7:47:18 PM
	C:\ProSeries\ProNet22\22data	7:47:23 PM
	2023 data	7:47:32 PM
	C:\ProSeries\ProNet22\22data	7:47:55 PM
	C:\ProWin23\23Data	7:48:24 PM
Sanyam Madan	Please also confirm where to transfer this data	7:50:24 PM
alexyanbookkeeping	I think transfer data to C:\ProWin22\22Data	7:51:17 PM
Sanyam Madan	Can you please confirm did the proseries application support team advised you to transfer the data ?	7:52:35 PM
alexyanbookkeeping	No, I just found out this problem.	7:53:16 PM
Sanyam Madan	Please be informed that if you have to fetch any previous data inside proseries 2024 then you have to do it inside the application	7:55:32 PM
	Are we still connected here?	7:57:37 PM
	Are we still connected here?	7:59:20 PM
alexyanbookkeeping	yes	8:00:18 PM
	I don't get you	8:00:39 PM
	So how can we locate Proseries\pronet22\22Data	8:01:37 PM
Sanyam Madan	You can access these from proseries 2022 application (Edited)	8:03:24 PM
alexyanbookkeeping	I try to access through 2023 and browse and I cannot locate the drive	8:04:16 PM
Sanyam Madan	May I take the remote access of your server?	8:05:21 PM
	I will show you the data there	8:05:29 PM
alexyanbookkeeping	yes	8:05:34 PM
Sanyam Madan		

	Please accept the prompt on the server	8:05:46 PM
	Please check now	8:06:27 PM
	Your screen is showing very small	8:08:04 PM
	May I take the remote access of your local computer?	8:08:11 PM
	From there i will be able to see Cleary	8:08:34 PM
alexyanbookkeeping	Yes	8:09:20 PM
Sanyam Madan	<a href="https://assist.acecloudhosting.com/join/6802467851">https://assist.acecloudhosting.com/join/6802467851</a>	8:09:39 PM
	Kindly paste this link in the browser of local computer and join the session.	8:09:42 PM
alexyanbookkeeping	I am using an ultra wide monitor	8:11:06 PM
Sanyam Madan	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:11:30 PM
	<i>8:13:00 PM Sanyam Madan is sharing a file with you <a href="#">image.png</a> - ( Size:285.09 KB )</i>	8:13:00 PM
	I am not able to see the screen clearly	8:13:13 PM
	Please provide the snip of the propmt appearing on screen	8:15:16 PM
	As discussed over remote session , due to your monitor being extra wide , your screen is appearing very small	8:20:45 PM
alexyanbookkeeping	Thanks	8:21:08 PM
Sanyam Madan	Hence making it difficult to assist you with the issue	8:21:11 PM
	As mentioned by you that you will be reconnecting with us with different pc	8:22:04 PM
	Till then we will be creating a ticket for you and we will share the details over email (Edited)	8:22:08 PM
	Are we still connected here?	8:23:02 PM
	<i>Sanyam Madan has ended this chat session</i>	8:40:25 PM



# Chat Transcript

Hello, I am your Acebuddy

**#81486 Kelly Jo Porter****Email:** creeksidebookkeepingllc@outlook.com  15416609841**Department:** Support(QB & App Hosting)**Operator:** Sujeeet Kumar Suman**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 2 Mins 38 Secs**City:** TACOMA**State:** Idaho**Country:** UNITED STATES

Chat Duration : 30 Mins 55 Secs

**Chat Transcript**

Kelly Jo Porter	Hello, I am your Acebuddy	13 Sep, 12:48:08 AM
Acebuddy	Hello Kelly Porter, I'm your Ace Buddy. I'll be happy to assist you!	12:48:09 AM
	Whom Would You Like to Connect With?	12:48:09 AM
Kelly Jo Porter	Technical Support (QB & App Hosting)	12:48:15 AM
Acebuddy	Welcome to Ace Support.	12:48:15 AM
	Please chose an option :	12:48:15 AM
Kelly Jo Porter	I'd like to report an Issue	12:48:40 AM
Acebuddy	Please select an option!	12:48:40 AM
Kelly Jo Porter	Other Issue	12:48:46 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:48:46 AM
Kelly Jo Porter	I am unable to connect into my Ace Cloud Hosting Remote Server app with my exsisting username and password	12:49:28 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:49:29 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:49:29 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	12:50:05 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeeet Kumar Suman. I will be assisting you today.	12:50:09 AM
	Hello Kelly	12:50:13 AM
Kelly Jo Porter	Hi there. Thank you for being available to help me. I modified multi screen option within the settings configuration when you first open the Ace app. Now I am unable to login to the remote server with my exsisting username and password.	12:51:55 AM
Sujeet Kumar Suman	It would be my pleasure to assist in resolving your issue.	12:52:28 AM

	Are you encountering any errors when trying to access it?	12:52:39 AM
Kelly Jo Porter	Yes, I have tried to enter my normal username and password and it wouldn't work. I also tried to enter my domain name with the .myrealdata.net and it also wouldn't work. It wouldn't prompt me that my username or password was wrong either, it just won't do anything.	12:54:14 AM
Sujeet Kumar Suman	When was the last time you were able to access the server?	12:54:20 AM
Kelly Jo Porter	I was within the remote server about 15 minutes ago before I disconnected to change the multi screen setting	12:54:52 AM
Sujeet Kumar Suman	No worries, I will be surely assisting you with this.	12:55:32 AM
	May I take the remote access of your local computer?	12:55:48 AM
Kelly Jo Porter	Yes of course	12:56:06 AM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	12:56:35 AM
	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/8972770933">https://assist.acecloudhosting.com/join/8972770933</a>	12:57:06 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:58:22 AM
Kelly Jo Porter	Okay will do, thank you!	12:58:34 AM
Sujeet Kumar Suman	Thank you for your patience.	1:17:46 AM
	As per discussion over the remote session, The issue is resolved.	1:17:54 AM
Kelly Jo Porter	Confirmed. Thank you for all your help!	1:18:16 AM
Sujeet Kumar Suman	Thanks for the confirmation !	1:18:17 AM
	And most welcome Kelly	1:18:25 AM
	Is there anything else I may help you with ?	1:18:30 AM
Kelly Jo Porter	I think that is it for today!	1:18:50 AM
Sujeet Kumar Suman	Thanks for the confirmation !	1:18:50 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	1:18:54 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:18:58 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!	1:19:02 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	

Sujeet Kumar Suman has ended this chat session

1:19:04 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

18 Sep, 11:31:07 PM

### #81698 Dean Nguyen

**Email:** dean.n@enagic.com ☎ 13105427700

**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:** BREA

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 41 Mins 52 Secs

Dean Nguyen	Hello, I am your Acebuddy	18 Sep, 11:31:08 PM
Acebuddy	Hello Dean Nguyen, I'm your Ace Buddy. I'll be happy to assist you!	11:31:09 PM
	Whom Would You Like to Connect With?	11:31:09 PM
Dean Nguyen	Technical Support (QB & App Hosting)	11:31:25 PM
Acebuddy	Welcome to Ace Support.	11:31:25 PM
	Please chose an option :	11:31:25 PM
Dean Nguyen	I'd like to raise a Request	11:31:35 PM
Acebuddy	Please select your request type.	11:31:35 PM
Dean Nguyen	Server Resource Addition	11:31:40 PM
Acebuddy	Please select the resource type you'd like to add	11:31:41 PM
Dean Nguyen	Disk Space	11:31:44 PM

Acebuddy	Please be informed that we have automated junk/temp cleaning and residual file erasing mechanism enabled on all our servers by default.	11:31:45 PM
	This ensures that the disk space on the servers do not get used up by unnecessary temporary files and you won't have to manually do a cleanup.	11:31:45 PM
	If you wish to free up additional disk space or want to explore our Disk Space Plans & Pricing, Please refer to the below links :	11:31:45 PM
	Do you need any further assistance on the topic?	11:31:45 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.	19 Sep, 12:13:01 AM
	<i>Ended due to chat idle timeout</i>	12:13:01 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 10 Sep, 2:42:45 PM

**#81373 mpore chriss**

**Email:** mporechriss12@gmail.com ☎ +250793877976

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 2 Mins 11 Secs

**City:** NYAGAHINGA

**State:** Ville De Kigali

**Country:** RWANDA

Chat Transcript Chat Duration : 45 Mins 11 Secs

mpore chriss	Hello, I am your Acebuddy	10 Sep, 2:42:48 PM
Acebuddy	Hello Mpore Chriss, I'm your Ace Buddy. I'll be happy to assist you!	2:42:48 PM
	Whom Would You Like to Connect With?	2:42:48 PM
mpore chriss		

	Technical Support (QB & App Hosting)	2:43:04 PM
Acebuddy	Welcome to Ace Support.	2:43:05 PM
	Please chose an option :	2:43:05 PM
mpore chriss	Restart	2:43:13 PM
Acebuddy	Hello M pore Chriss, I'm your Ace Buddy. I'll be happy to assist you!	2:43:13 PM
	Whom Would You Like to Connect With?	2:43:13 PM
mpore chriss	Technical Support (QB & App Hosting)	2:43:18 PM
Acebuddy	Welcome to Ace Support.	2:43:18 PM
	Please chose an option :	2:43:18 PM
mpore chriss	I'd like to report an Issue	2:43:28 PM
Acebuddy	Please select an option!	2:43:28 PM
mpore chriss	QuickBooks Issue	2:43:32 PM
Acebuddy	What type of QuickBooks Issue are you facing?	2:43:32 PM
mpore chriss	QuickBooks Update	2:43:39 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.	2:43:39 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.	2:43:39 PM
	Do you need any further assistance on the topic?	2:43:39 PM
mpore chriss	Setback	2:43:47 PM
Acebuddy	What type of QuickBooks Issue are you facing?	2:43:47 PM
mpore chriss	Setback	2:43:55 PM
Acebuddy	Please select an option!	2:43:55 PM
mpore chriss	Other Issue	2:44:01 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:44:01 PM
mpore chriss	Setback	2:44:10 PM
Acebuddy	Please select an option!	2:44:10 PM
mpore chriss	Setback	2:44:13 PM
Acebuddy	Welcome to Ace Support.	2:44:13 PM
	Please chose an option :	2:44:13 PM
mpore chriss	I'd like to raise a Request	2:44:34 PM

Acebuddy	Please select your request type.	2:44:34 PM
mpore chriss	Setup Ace Server	2:44:43 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	2:44:43 PM
mpore chriss	Microsoft Windows	2:44:48 PM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	2:44:48 PM
	Do you need any further assistance on the topic?	2:44:48 PM
mpore chriss	Yes	2:44:55 PM
Acebuddy	Please wait while we connect you to our Support Representative	2:44:55 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:44:55 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	2:45:08 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	2:45:27 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:46:06 PM
mpore chriss	i want to build quickbooks on server where everyone can access it remotely and to host quickbooks on cloud server	2:47:58 PM 2:48:40 PM
Shubham Maurya	Please help me to understand that you already do have a server from Ace cloud and want to setup on local computer to access your Quickbook application, Or you are looking for a new setup to purchase from us?	2:50:12 PM
mpore chriss	yeah i don't have any server it's just beginning	2:52:44 PM
Shubham Maurya	Alright, Please can you share me your requirements with server so that I can arrange a follow up call with the concern team for this.  Like number of user, storage space, RAM, Quickbooks version and if any other application is required.	2:54:55 PM 2:55:41 PM
	Also please share your call back number and a good time to reach you along with time zone or you can call us at 888-415-5240 at your own leisure.	2:57:34 PM
mpore chriss	mine is +250793877976	2:58:12 PM
Shubham Maurya	Thank you for the information ! Please can you forward your requirement over email so that we can proceed with the request and share you a documented ticket number.  User below email ID to share your details,	3:02:13 PM 3:02:49 PM
	Email: <b>[support@acecloudhosting.com](mailto:support@acecloudhosting.com)</b>	
	Once you have shared a mail please kindly do let me know over here so that I can share you a ticket number.	3:03:20 PM
	Are we still connected here?	3:14:41 PM
	Are we still connected here?	3:19:05 PM

Are we still connected here?

3:20:24 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.

3:27:57 PM

*Shubham Maurya has ended this chat session*

3:27:59 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

8 Sep, 10:52:10 PM

#### #81274 samantha

**Email:** samantha@ultimatepower.com 18142743233

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

**Operator:** Sujeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 28 Secs

**City:** READING

**State:** Pennsylvania

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 28 Mins 7 Secs

samantha Hello, I am your Acebuddy 8 Sep, 10:52:11 PM

Acebuddy Hello Samantha, I'm your Ace Buddy. I'll be happy to assist you! 10:52:12 PM

Whom Would You Like to Connect With? 10:52:12 PM

samantha Technical Support (QB & App Hosting) 10:52:26 PM

Acebuddy Welcome to Ace Support. 10:52:26 PM

Please chose an option : 10:52:26 PM

samantha I'd like to report an Issue 10:52:30 PM

Acebuddy Please select an option! 10:52:30 PM

samantha	Other Issue	10:52:35 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:52:35 PM
samantha	My administrator reset my password but I am still unable to log in.	10:52:49 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:52:50 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:52:50 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	10:52:52 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	10:52:58 PM
samantha	Hello, Sujeet!	10:53:00 PM
Sujeet Kumar Suman	Hello Samantha	10:53:03 PM
	How are you doing?	10:53:11 PM
samantha	I'm well, thank you!	10:53:16 PM
	I'm struggling to log into my Ace Connect server. Jack reset my password on Friday, but he said there's a lock symbol that he cannot remove.	10:53:43 PM
Sujeet Kumar Suman	No worries, I will surely help you with this issue. (Edited)	10:54:04 PM
	When was the last time you were able to access the server?	10:55:12 PM
samantha	Truthfully, I think 8/29.	10:56:43 PM
Sujeet Kumar Suman	Are you getting an error while trying to access the server? If possible, please share a screenshot so we can identify and resolve the issue.	10:56:50 PM
samantha	I had a long labor day weekend and came back on Thursday, but wasn't able to access.	10:56:59 PM
	<i>10:57:31 PM samantha is sharing a file with you <a href="#">1_image.png</a> - ( Size:342.09 KB )</i>	10:57:31 PM
Sujeet Kumar Suman	Thank you for the screenshot.	10:58:24 PM
	As checked, your account was locked. We have unlocked it from the backend. Kindly try accessing the server and let us know if you are still facing any issues	10:58:34 PM
samantha	I'm still unable to log in with the password he gave me last week. Can you send me a reset?	11:00:00 PM
Sujeet Kumar Suman	May I take the remote access of your local computer?	11:00:06 PM
samantha	You may, though I'm on a Teams meeting so quick and quiet. LOL	11:00:48 PM
Sujeet Kumar Suman	Okay.	11:01:12 PM
	<b>Kindly delete the saved password from the RDP file by following these steps:</b> Right-click on the RDP setup file. Click on <b>Show More Options</b> and select <b>Edit</b> . Go to the <b>General</b> tab and click <b>Delete</b> to remove the saved credentials.	11:03:35 PM
	Are we still connected here?	11:05:16 PM
samantha	Yes still connected	11:05:32 PM

Sujeet Kumar Suman	Please let me know if you would like me to troubleshoot the issue now, or if you would prefer that we connect once you are free.	11:06:32 PM
samantha	I'm not seeing a delete option on the General tab, but maybe I'm looking in the wrong place.	11:07:49 PM
	<i>11:08:25 PM samantha is sharing a file with you</i> <u><a href="#">1_image.png</a></u> - ( Size:82.81 KB )	11:08:25 PM
	<i>11:08:37 PM Sujeet Kumar Suman is sharing a file with you</i> <u><a href="#">image.png</a></u> - ( Size:2.46 KB )	11:08:37 PM
	<i>Please see the screenshot for reference.</i>	
	<i>11:08:42 PM samantha is sharing a file with you</i> <u><a href="#">image.png</a></u> - ( Size:124.63 KB )	11:08:42 PM
Sujeet Kumar Suman	Okay, your are in the Ace cloud.	11:09:04 PM
	May I take the remote access of your local computer?	11:09:16 PM
samantha	Yes	11:09:20 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	11:09:27 PM
	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/5892487940">https://assist.acecloudhosting.com/join/5892487940</a>	11:09:48 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:11:07 PM
	Thank you for your patience.	11:18:56 PM
samantha	Will reach out to Jack for password reset. Thanks Sujeet.	11:18:57 PM
Sujeet Kumar Suman	As checked, you are not enrolled in SelfCare and are not the POC. We suggest you connect with Jacob Holmberg to reset your account.	11:19:52 PM
	Is there anything else I may help you with ?	11:19:56 PM
samantha	Nope, all set. Thanks	11:20:03 PM
Sujeet Kumar Suman	Thanks for the confirmation !	11:20:06 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	11:20:10 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:20:14 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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!	11:20:16 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	

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

*Sujeet Kumar Suman has ended this chat session*

11:20:19 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

2 Sep, 4:55:57 AM

**#81049 David Nguyen**

**Email:** hometownadvertising@gmail.com ☎ 9492007518

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

**Operator:** Sujeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 25 Secs

**City:** TUSTIN

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 24 Mins 25 Secs

David Nguyen	Hello, I am your Acebuddy	2 Sep, 4:55:57 AM
Acebuddy	Hello David Nguyen, I'm your Ace Buddy. I'll be happy to assist you!	4:55:58 AM
	Whom Would You Like to Connect With?	4:55:58 AM
David Nguyen	Technical Support (QB & App Hosting)	4:56:03 AM
Acebuddy	Welcome to Ace Support.	4:56:03 AM
	Please chose an option :	4:56:03 AM
David Nguyen	I'd like to report an Issue	4:56:10 AM
Acebuddy	Please select an option!	4:56:10 AM
David Nguyen	Other Issue	4:56:15 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:56:15 AM

David Nguyen	Quickbook issue	4:56:24 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:56:25 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:56:25 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	4:57:52 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	4:58:03 AM
	Hello David.	4:58:09 AM
David Nguyen	My QB froze	4:58:11 AM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	4:58:28 AM
	Are you the only one experiencing this issue, or are others affected as well?	4:58:39 AM
David Nguyen	only this issue	4:58:51 AM
Sujeet Kumar Suman	No worries, I will definitely assist you with this.	4:59:30 AM
David Nguyen	thanks	5:00:36 AM
Sujeet Kumar Suman	Are you facing this problem while opening any particular company file, or is it occurring with all files?	5:00:42 AM
David Nguyen	when I try to process a payment	5:00:54 AM
	then when I abort the payment, it gets stuck	5:01:11 AM
Sujeet Kumar Suman	Let me check from the backend	5:02:19 AM
	Checked and found that the QuickBooks application has a pending update, which needs to be applied from the backend. Could you please log out from the server, as we also need to reboot it to apply the changes?	5:03:24 AM
	Once the server is back online, we will let you know.	5:03:54 AM
David Nguyen	I'm already inside	5:04:01 AM
	It's just frozen	5:04:04 AM
Sujeet Kumar Suman	Okay.	5:04:13 AM
David Nguyen	can't logout	5:04:14 AM
	since it's frozen	5:04:18 AM
	I exited the cloud completedly now	5:04:39 AM
Sujeet Kumar Suman	Thanks for the confirmation !	5:04:46 AM
	Once the server is back online, we will let you know.	5:04:50 AM
	Thank you in advance for your patience.	5:05:01 AM
David Nguyen	Please let me know status	5:12:34 AM
Sujeet Kumar Suman	Thank you for your patience. The server is back on. Please log in to the server and let us know if you are still facing the problem.	5:12:50 AM

David Nguyen	thanks	5:14:38 AM
	it works	5:14:39 AM
Sujeet Kumar Suman	Thanks for the confirmation !	5:14:48 AM
	Is there anything else I may help you with ?	5:14:52 AM
	Are we still connected here?	5:16:19 AM
	Are we still connected here?	5:18:08 AM
	Are we still connected here?	5:20:12 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	5:20:15 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:20:18 AM
	<i>Sujeet Kumar Suman has ended this chat session</i>	5:20:23 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details	5 Sep, 12:10:13 AM
<b>#81175 jgao</b>	
<b>Email:</b> jgao@npftax.com ☎ 16263228826	
<b>Department:</b> Support(QB & App Hosting)	
<b>Operator:</b> Anjainay Singh	
<b>Website:</b> <a href="https://www.acecloudhosting.com/support-chat.php">https://www.acecloudhosting.com/support-chat.php</a>	
<b>Operating System:</b> Microsoft Windows	
<b>Browser:</b> Microsoft Edge	
<b>Device:</b> Desktop	
<b>Average Response Time:</b> 6 Secs	
<b>City:</b> IRVINE	
<b>State:</b> California	
<b>Country:</b> UNITED STATES	

Chat Transcript	Chat Duration : 5 Mins 57 Secs
jgao	5 Sep, 12:10:14 AM

Hello, I am your Acebuddy

Acebuddy	Hello Jgao, I'm your Ace Buddy. I'll be happy to assist you!	12:10:15 AM
	Whom Would You Like to Connect With?	12:10:15 AM
jgao	Technical Support (QB & App Hosting)	12:10:35 AM
Acebuddy	Welcome to Ace Support.	12:10:35 AM
	Please chose an option :	12:10:35 AM
jgao	I'd like to report an Issue	12:10:44 AM
Acebuddy	Please select an option!	12:10:44 AM
jgao	Other Issue	12:10:53 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:10:53 AM
jgao	Lacerte update	12:11:06 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:11:07 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:11:07 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	12:11:15 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	12:11:21 AM
	Are we still connected here?	12:13:23 AM
	Are we still connected here?	12:14:22 AM
	Are we still connected here?	12:15:20 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	12:16:08 AM
	<i>Anjainay Singh has ended this chat session</i>	12:16:12 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Sep, 4:13:16 AM

#81570 mtorbey

Email: mtorbey@prism-med.com ☎ 8152559853

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 54 Secs

**City:** LEXINGTON

**State:** Kentucky

**Country:** UNITED STATES

Chat Duration : 30 Mins 11 Secs

### Chat Transcript

mtorbey	Hello, I am your Acebuddy	16 Sep, 4:13:18 AM
Acebuddy	Hello Mindy Torbey, I'm your Ace Buddy. I'll be happy to assist you!	4:13:19 AM
	Whom Would You Like to Connect With?	4:13:19 AM
mtorbey	Technical Support (QB & App Hosting)	4:13:21 AM
Acebuddy	Welcome to Ace Support.	4:13:21 AM
	Please chose an option :	4:13:21 AM
mtorbey	I'd like to report an Issue	4:13:25 AM
Acebuddy	Please select an option!	4:13:25 AM
mtorbey	QuickBooks Issue	4:13:30 AM
Acebuddy	What type of QuickBooks Issue are you facing?	4:13:30 AM
mtorbey	QuickBooks Login Issue	4:13:33 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	4:13:34 AM
	Was that helpful?	4:13:34 AM
mtorbey	No	4:13:40 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	4:13:40 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:13:40 AM
	<i>Gaurav kumar declined the transfer request.</i>	4:13:54 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	4:15:00 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	4:15:09 AM
mtorbey	Hello, The owner of the company is unable to log into ace or quickbooks	4:15:34 AM
Ashutosh Mishra	Hello Mindy, I will be surely assisting you with this. Kindly help me with your server name and user name of the affected user?	4:16:10 AM
mtorbey	PrsimMedAp	4:16:22 AM

	He is receiving error code # 0X3000016	4:17:22 AM
	Eldon Griggs	4:17:42 AM
Ashutosh Mishra	Thank you for providing the details.	4:18:13 AM
	Is this the first time user is facing this issue?	4:18:34 AM
mtorbey	yes	4:18:39 AM
Ashutosh Mishra	Please inform user to try again.	4:19:38 AM
	Are we still connected here?	4:21:38 AM
mtorbey	yes we are. he is trying to log in now	4:21:51 AM
Ashutosh Mishra	Sure	4:22:03 AM
mtorbey	he can't connect to ace hosting	4:22:16 AM
	can he share his screen with you and you can help him	4:22:55 AM
Ashutosh Mishra	Sure, we can assist over remote session.	4:23:31 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	4:23:48 AM
mtorbey	done	4:24:04 AM
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.	4:24:08 AM
	<a href="https://assist.acecloudhosting.com/join/9932003670">https://assist.acecloudhosting.com/join/9932003670</a>	4:24:10 AM
mtorbey	I sent it to him	4:25:02 AM
	he is entering his name	4:25:34 AM
Ashutosh Mishra	Thanks for the confirmation !	4:26:40 AM
	We are connected now.	4:26:52 AM
mtorbey	do you see the issue	4:28:47 AM
	egriggs are his credtiona's	4:30:21 AM
Ashutosh Mishra	As per discussion over the remote session, The issue is resolved by entering the correct password.	4:42:36 AM
	User is able to access Ace server and QuickBooks.	4:42:58 AM
mtorbey	yes	4:43:05 AM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	4:43:08 AM
mtorbey	thank you	4:43:08 AM
Ashutosh Mishra	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	4:43:26 AM

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

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

*Ashutosh Mishra has ended this chat session*

4:43:29 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

12 Sep, 12:37:15 AM

**#81450 Larry Ma**

**Email:** larry@techusys.com ☎ 9493566000

**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:** 16 Secs

**City:** LONG BEACH

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 30 Mins 44 Secs

Larry Ma	Hello, I am your Acebuddy	12 Sep, 12:37:17 AM
Acebuddy	Hello Larry Ma, I'm your Ace Buddy. I'll be happy to assist you!	12:37:17 AM
	Whom Would You Like to Connect With?	12:37:17 AM
Larry Ma	Technical Support (QB & App Hosting)	12:37:20 AM
Acebuddy	Welcome to Ace Support.	12:37:20 AM
	Please chose an option :	12:37:20 AM
Larry Ma	I'd like to report an Issue	12:37:28 AM
Acebuddy	Please select an option!	12:37:28 AM

Larry Ma	Other Issue	12:37:33 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:37:33 AM
Larry Ma	Can't Connect to Remote Desktop	12:37:42 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:37:42 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:37:43 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	12:38:27 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:38:32 AM
	Hello Larry	12:38:36 AM
	I will surely help you with this issue.	12:38:44 AM
Larry Ma	hello can't connect to remote desktop	12:38:49 AM
	GeneralBuilders.myrealdatal.net	12:38:53 AM
	myrealdatal\Lan_GB	12:38:58 AM
Shashwat Verma	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	12:39:04 AM
Larry Ma	multiple users affected, this has happened multiple times in the past and gets resolved and comes back	12:39:20 AM
Shashwat Verma	Okay	12:39:33 AM
	May I take the remote access of your local computer?	12:39:37 AM
Larry Ma	ok	12:39:41 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	12:39:46 AM
	<a href="https://assist.acecloudhosting.com/join/1212440391">https://assist.acecloudhosting.com/join/1212440391</a>	12:39:49 AM
	Kindly Click on the link and open the downloaded file.	12:39:52 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:42:56 AM
	Larry, we need to reboot your local system as it has been up for the last 9 days. As per Microsoft protocols, remote sessions may get blocked if the PC is not rebooted for a long time. Once the reboot is initiated, this chat will close, but we will follow up with you over email, or you can re-initiate the chat. The reboot should resolve the issue for sure.	12:47:58 AM
Larry Ma	this isn't working on other machines too	12:48:11 AM
	this is clearly a problem on your end	12:48:16 AM
	other machines in different locations	12:48:31 AM
	I just rebooted my laptop at another location and it doesn't work	12:49:04 AM
Shashwat Verma	Let me know the username facing the same issue?	12:49:06 AM

Larry Ma	myrealdata\Lan_GB	12:49:16 AM
	I tried this at other locations too	12:49:20 AM
Shashwat Verma	Okay	12:49:28 AM
Larry Ma	I have opened tickets similar to this atleast a dozen times	12:49:29 AM
	believe me this has happened many times before	12:49:36 AM
Shashwat Verma	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.	12:49:43 AM
	Kindly allow me two minutes to check the same.	12:49:47 AM
	As per the remote session we have rebooted your local pc , hence this chat get closed automatically	1:07:59 AM
	<i>Shashwat Verma has ended this chat session</i>	1:08:01 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

7 Sep, 7:41:03 AM

#### #81241 Jennifer Winninger

**Email:** jennifer.winninger@fiveoclockbrands.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** NORTHVILLE

**State:** Michigan

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 32 Mins 42 Secs

Jennifer Winninger	Hello, I am your Acebuddy	7 Sep, 7:41:04 AM
Acebuddy	Hello Jennifer Winninger, I'm your Ace Buddy. I'll be happy to assist you!	7:41:05 AM
	Whom Would You Like to Connect With?	7:41:05 AM

Jennifer Winninger	Technical Support (QB & App Hosting)	7:41:15 AM
Acebuddy	Welcome to Ace Support.	7:41:15 AM
	Please chose an option :	7:41:15 AM
Jennifer Winninger	I'd like to raise a Request	7:41:28 AM
Acebuddy	Please select your request type.	7:41:28 AM
Jennifer Winninger	Other Request	7:42:48 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.	7:42:48 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:42:48 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:13:46 AM
	<i>Ended due to chat idle timeout</i>	8:13:46 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

13 Sep, 12:49:29 AM

**#81487 Jennifer White**

**Email:** jennifer@jennwhitecpa.com ☎ 15305219484

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** SAN JOSE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 33 Mins 39 Secs

Jennifer White

Hello, I am your Acebuddy

13 Sep, 12:49:29 AM

Acebuddy	Hello Jennifer White, I'm your Ace Buddy. I'll be happy to assist you!	12:49:30 AM
	Whom Would You Like to Connect With?	12:49:30 AM
Jennifer White	Technical Support (QB & App Hosting)	12:49:52 AM
Acebuddy	Welcome to Ace Support.	12:49:52 AM
	Please chose an option :	12:49:52 AM
Jennifer White	I'd like to raise a Request	12:50:00 AM
Acebuddy	Please select your request type.	12:50:00 AM
Jennifer White	Server Resource Addition	1:20:48 AM
Acebuddy	Please select the resource type you'd like to add	1:20:48 AM
Jennifer White	Setback	1:20:56 AM
Acebuddy	Please select your request type.	1:20:56 AM
Jennifer White	Change in Applications	1:21:04 AM
Acebuddy	Please select your desired option!	1:21:04 AM
Jennifer White	Application Addition	1:21:07 AM
Acebuddy	Please select your Application	1:21:07 AM
Jennifer White	Other Application	1:21:16 AM
Acebuddy	Kindly email us the below mentioned information on support@acecloudhosting.com from your registered email address and we will update you via email.  • Application name and version • Setup/Installer download link (if any) • Activation Code / License information • Any other info/guide needed to install the application.	1:21:16 AM
	We will update you via email once the installation is complete.	1:21:16 AM
	Application Addition usually takes 1-2 Hour(s)	1:21:16 AM
	Do you need any further assistance on the topic?	1:21:16 AM
Jennifer White	No	1:23:09 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	1:23:09 AM
	<i>Acebuddy has ended this chat session</i>	1:23:09 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

16 Sep, 4:53:23 PM

### #81578 Tami Linton

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

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 2 Mins 28 Secs

**City:** PETERSBURG

**State:** North Carolina

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Hour 28 Mins

Tami Linton	Hello, I am your Acebuddy	16 Sep, 4:53:25 PM
Acebuddy	Hello Tami Linton, I'm your Ace Buddy. I'll be happy to assist you!	4:53:26 PM
	Whom Would You Like to Connect With?	4:53:26 PM
Tami Linton	Technical Support (QB & App Hosting)	4:53:33 PM
Acebuddy	Welcome to Ace Support.	4:53:33 PM
	Please chose an option :	4:53:33 PM
Tami Linton	I'd like to report an Issue	4:53:39 PM
Acebuddy	Please select an option!	4:53:39 PM
Tami Linton	Other Issue	4:53:46 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:53:46 PM
Tami Linton	Unable to connect to the RDP, receiving error code: 0x3000008	4:54:15 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:54:16 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:54:16 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	4:54:22 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	4:54:31 PM

Tami Linton	Hello, I am attempting to log into my server:	4:54:54 PM
	Computer: StarChaseLLC.myrealdata.net	4:55:03 PM
	User name: MYREALDATA\TamiLi	4:55:09 PM
	I was able to log into the User name: MYREALDATA\Autologon_StarChase@myrealdata.net	4:55:24 PM
	because I needed to access the FB server, and was able to do so just fine	4:55:35 PM
Shubham Maurya	I will be surely assisting you with this. Thank you for sharing all these details to check for your account and the issue which you are facing.	4:56:22 PM
Tami Linton	after closing that server instance, I attempted to log into my server and received problem connecting ask your network admin for help	4:56:26 PM
Shubham Maurya	We understand the issue you are facing while trying to log in to the server. Apologies for the inconvenience. Please stay connected while I check your account and server status.	4:58:26 PM
	Thanks for the patience Tami, please do let know below points to understand the issue better way.	
	>From how long you are facing this issue?	5:03:40 PM
	>How many users are facing this issue?	
	>Any recent changes made on local system before getting this error?	
Tami Linton	I was able to log into the autouser login server, just not the TamiLi server. I have been in and was fine through yesterday when I logged off. First thing this morning I started to receive the error when attempting. I have tried a few times now, without sucess. As far as I know, no other users are having this issue. our IT guy did do a little clean up on my computer yesterday, but I was still able to access the server afterwards, as that was in the morning, and I was able to continue using the server the rest of the day without issue.	5:05:40 PM
Shubham Maurya	Thanks for the details, That helped me to understand the issue more effectively. As we have checked that your profile and active and server is also reachable from r end,	5:07:59 PM
	Let me share you a new RDP file with reconfiguration and try to connect using that file.	5:08:32 PM
	Before that please do let me know your Operating system is it windows or Mac?	5:08:59 PM
Tami Linton	windows	5:09:10 PM
Shubham Maurya	<a href="https://we.tl/t-ucyLUOf850">https://we.tl/t-ucyLUOf850</a>	5:10:04 PM
	Please download this RDP file and try to connect.	5:10:21 PM
	Do let me know if you face any issue.	5:10:35 PM
Tami Linton	no that was unsuccesfull	5:12:05 PM
	[Window Title] Remote Desktop Connection [Content] There was a problem connecting to the remote resource. Ask your network administrator for help. [^] Hide details [OK] [Expanded Information] Error code: 0x3000008 Extended error code: 0x0 Timestamp (UTC): 09/16/25 11:41:39 AM Press Ctrl+C to copy.	5:12:07 PM
Shubham Maurya	Okay please let me check that.	5:12:46 PM
	May I take the remote access of your local computer?	5:12:46 PM
Tami Linton	just one moment	5:13:43 PM

Shubham Maurya	No worries, take your time.	5:13:54 PM
Tami Linton	ok, sorry, what do you need me to do	5:16:46 PM
Shubham Maurya	<a href="https://assist.acecloudhosting.com/join/9752609263">https://assist.acecloudhosting.com/join/9752609263</a>	5:19:24 PM
	Kindly paste this link in the browser of local computer and join the session.	5:19:30 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	5:19:35 PM
Tami Linton	It appears you are connected, do you see my screen	5:22:42 PM
Shubham Maurya	Yes Tami now I can see it.	5:24:04 PM
	Please locate RDP file on your system.	5:24:15 PM
Tami Linton	It's highlighted in the file explorer - called TamiLi	5:25:04 PM
	I have multiple screens	5:26:01 PM
Shubham Maurya	Yes I can see you have 3 screen connected please bring explorer on this screen.	5:26:31 PM
	Is this your office system or personal system?	5:32:37 PM
Tami Linton	this is my company laptop - the only way I access and log in	5:33:11 PM
Shubham Maurya	You do have three shortcuts available on desktop out of which two are copy of this "QuickBooks Enterprise Solutions - Manufacturing and Wholesale Edition 24.0"	6:00:37 PM
	If you want we can remove them if they are not required.	6:01:10 PM
Tami Linton	Correct, that one should be the only one, the other two that are copies need to be removed	6:01:26 PM
	do you know why they were added recently? we didn't request that	6:01:40 PM
Shubham Maurya	Let me check there target folder's and if any ticket was raised to add them.	6:02:28 PM
	Thanks for your patience, we can see that two new shortcut's were created on *September 11, 2025* during QB update.	6:10:49 PM
	"C:\Program Files\Intuit\QuickBooks Enterprise Solutions 24.0\QBWEnterpriseWholesale.exe"	
	"C:\Program Files\Intuit\QuickBooks Enterprise Solutions 24.0\QBWEnterprise.exe"	6:11:10 PM
	These are target file location for these shortcuts.	
Tami Linton	The shortcuts do not need to be on there, please remove	6:11:31 PM
Shubham Maurya	One is general QB Enterprise version and other one is <b>Wholesale</b> flavor of same Enterprise version.	6:12:19 PM
	You want general QB ENT right?	6:12:31 PM
Tami Linton	I understand that, but there does not need to be two additional shortcuts	6:12:45 PM
	NO	6:12:45 PM
	Quickbooks Enterprise Solutions - Manufacturing and Wholesale Edition 24.0 is correct	6:13:22 PM
Shubham Maurya	Okay, please can you confirm the one which we need to keep on desktop?	6:13:34 PM
Tami Linton	the one that says just Wholesale and just Enterprise need to be removed	6:13:47 PM

Shubham Maurya	Sure please let me remove it.	6:14:01 PM
Tami Linton	the one that I typed out above is correct: Manufacgturing and wholesale	6:14:32 PM
Shubham Maurya	Sorry Tami but remote session is already disconnected by you and if you renamed any file it's only visible at your end. Let me perform the changes and check if it's correct.	6:16:48 PM
	Check it now.	6:16:59 PM
Tami Linton	ok one has been removed	6:17:23 PM
	the one listed as enterprise solutions only still needs to be removed	6:17:34 PM
Shubham Maurya	Done please check again.	6:17:55 PM
Tami Linton	its now removed thank you	6:20:25 PM
Shubham Maurya	You are most welcome !	6:21:05 PM
	Is there anything else I may help you with ?	6:21:08 PM
Tami Linton	no that is all	6:21:19 PM
Shubham Maurya	Have a good one Tami.	6:21:33 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!	6:21:36 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:21:39 PM
	<i>Shubham Maurya has ended this chat session</i>	6:21:47 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Sep, 10:33:10 PM

#81334 Carrie McKittrick

**Email:** carrie.mckitrick@yahoo.com  7015236001

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 26 Secs

**City:** WILLISTON

**State:** North Dakota

**Country:** UNITED STATES

Chat Duration : 10 Mins 2 Secs

### Chat Transcript

Carrie McKitrick	Hello, I am your Acebuddy	9 Sep, 10:33:11 PM
Acebuddy	Hello Carrie McKitrick, I'm your Ace Buddy. I'll be happy to assist you!	10:33:12 PM
	Whom Would You Like to Connect With?	10:33:12 PM
Carrie McKitrick	Technical Support (QB & App Hosting)	10:33:17 PM
Acebuddy	Welcome to Ace Support.	10:33:17 PM
	Please chose an option :	10:33:17 PM
Carrie McKitrick	I'd like to report an Issue	10:33:24 PM
Acebuddy	Please select an option!	10:33:24 PM
Carrie McKitrick	Other Issue	10:33:30 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:33:30 PM
Carrie McKitrick	When I go to log in it ways it cannot find the computer	10:33:59 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:34:00 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:34:00 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	10:34:09 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	10:34:18 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:34:24 PM
Carrie McKitrick	MYREALDATA\Accountant_J.pro	10:34:56 PM
	QBLivePro.myrealdata.net	10:35:12 PM
Yash Kalra	Kindly allow me two minutes to check the same.	10:35:22 PM
	Carrie, could you please elaborate on the issue? Are you referring to a login issue? (Edited)	10:36:41 PM
Carrie McKitrick	it is working now. thanks	10:38:07 PM
Yash Kalra	Great to hear that, please let me know the issue so that I can make sure it won't occur again. (Edited)	10:38:52 PM

Are we still connected here? 10:39:33 PM

Are we still connected here? 10:41:11 PM

Are we still connected here? 10:43:02 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. 10:43:11 PM

*Yash Kalra has ended this chat session* 10:43:14 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 16 Sep, 8:46:55 PM

**#81587 gail**

**Email:** gail@echotaxaz.com ☎ 6024103439

**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:** 58 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

Chat Transcript Chat Duration : 23 Mins 52 Secs

gail	Hello, I am your Acebuddy	16 Sep, 8:46:56 PM
Acebuddy	Hello Gail, I'm your Ace Buddy. I'll be happy to assist you!	8:46:56 PM
	Whom Would You Like to Connect With?	8:46:56 PM
gail	Technical Support (QB & App Hosting)	8:47:05 PM
Acebuddy	Welcome to Ace Support.	8:47:05 PM
	Please chose an option :	8:47:05 PM

gail	I'd like to report an Issue	8:47:15 PM
Acebuddy	Please select an option!	8:47:15 PM
gail	Other Issue	8:47:20 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:47:20 PM
gail	The Ultra Tax program is not responding. I got a response when i tried to transmit a return that it could not connect to the Thomson reuters server.	8:48:38 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:48:38 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:48:38 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	8:48:53 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	8:49:03 PM
	Hello Gail, I will be surely assisting you with this. Kindly help me with your server name and user name?	8:49:34 PM
gail	Echo tax and Consulting and user name GailRE	8:51:21 PM
Ashutosh Mishra	Is this the first time you are facing this issue?	8:51:42 PM
gail	Today yes..I got in to the program and tried to transmit a return and got the a notice that it could not connect to the server (UT side). I closed out of the program and went back in and the program loaded but when I try to go from the Alerts page to client profiles, it just spins and states program not responding	8:53:44 PM
Ashutosh Mishra	I will surely help you with this issue. Please also let me know if any other user is also affected by this issue.	8:56:08 PM
gail	Just that...I tried to transmit a return, didn't work and now I can't seem to even get to the client profiles...	8:56:47 PM
Ashutosh Mishra	May I take the remote access of your server to assist further?	8:57:16 PM
gail	yes please	8:58:02 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	8:58:09 PM
gail	ok, all yours	8:59:09 PM
Ashutosh Mishra	I am not able to view anything on your server end through remote session.	9:01:26 PM
	May I log off your account?	9:01:53 PM
	Are we still connected here?	9:03:33 PM
	Are we still connected here?	9:05:08 PM
	Are we still connected here?	9:07:03 PM
	<i>Ashutosh Mishra has ended this chat session</i>	9:10:48 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

8 Sep, 12:30:46 AM

**#81251 Johnny J Carter**

**Email:** johnny@carterbusinesssolutions.com  2024914595

**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:** 44 Secs

**City:** SILVER SPRING

**State:** Maryland

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 23 Mins 19 Secs

Johnny J Carter	Hello, I am your Acebuddy	8 Sep, 12:30:48 AM
Acebuddy	Hello Johnny J Carter, I'm your Ace Buddy. I'll be happy to assist you!	12:30:49 AM
	Whom Would You Like to Connect With?	12:30:49 AM
Johnny J Carter	Technical Support (QB & App Hosting)	12:31:12 AM
Acebuddy	Welcome to Ace Support.	12:31:12 AM
	Please chose an option :	12:31:12 AM
Johnny J Carter	I'd like to report an Issue	12:31:19 AM
Acebuddy	Please select an option!	12:31:20 AM
Johnny J Carter	Other Issue	12:31:29 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:31:29 AM
<i>12:31:57 AM Johnny J Carter is sharing a file with you <a href="#">image.png</a> - ( Size:19.48 KB )</i>		12:31:57 AM
<i>receiving these two messages when trying to connect</i>		
<i>12:32:30 AM Johnny J Carter is sharing a file with you <a href="#">image.png</a> - ( Size:19.95 KB )</i>		12:32:30 AM

	Please wait while we connect you to a Support Representative	12:32:30 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:32:30 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	12:32:36 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	12:32:49 AM
	Hello Johny, I will be surely assisting you with this. Kindly help me with your server name and user name?	12:33:18 AM
Johnny J Carter	User name PageE.pro1@myrealdata.net	12:34:43 AM
	qblivepro1.myrealdata.net	12:34:58 AM
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.	12:35:28 AM
	The account is currently inactive, you can activate the account using My Portal.	12:39:47 AM
Johnny J Carter	yes, when I try to log into my portal I'm not receiving the email or text with verification code. I believe it is going to an old phone number	12:41:05 AM
Ashutosh Mishra	May I know the email address that the verification code should go to?	12:41:52 AM
Johnny J Carter	jcarter@newpoint.biz	12:42:04 AM
Ashutosh Mishra	Currently it will be going to peastman@newpoint.biz	12:42:25 AM
	We would require a formal request to change the email address.	12:42:44 AM
	Please send the request to support@acecloudhosting.com.	12:43:35 AM
Johnny J Carter	how do we make the formal request, that person no longer works here so who would be able to make the request?I realize now I've been receiving the emails because there was an auto forward set up but their email is now inactive	12:44:14 AM
Ashutosh Mishra	Make sure to mention the full name, contact number and email address that should be updated for the new My Portal admin.	12:45:05 AM
Johnny J Carter	ok thank you	12:45:58 AM
Ashutosh Mishra	Is there anything else I may help you with ?	12:46:53 AM
	Are we still connected here?	12:49:44 AM
Johnny J Carter	yes, just sent in request thanks for your help	12:49:57 AM
Ashutosh Mishra	Yes, we have received the request however please note that we require the request from registered contact email that is [johnny@carterbusinesssolutions.com] (mailto:johnny@carterbusinesssolutions.com) please make sure to send request through the registered email address.	12:52:07 AM
	Since My Portal admin changes will be completed by the relevant team hence to avoid any further delays I will activate the account from the backend. (Edited)	12:52:13 AM
Johnny J Carter	ok will resend	12:52:59 AM
Ashutosh Mishra	Great, I have also activated the account.	12:53:20 AM
	Is there anything else I may help you with ?	12:53:24 AM
Johnny J Carter		12:53:41 AM

no that's it thank you

Ashutosh Mishra I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. 12:53:59 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! 12:54:02 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/>)

*Ashutosh Mishra has ended this chat session*

12:54:07 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 21 Sep, 4:12:26 AM

**#81755 Cherise Quimby**

**Email:** cherise@surreelvideo.com 17023518329

**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:** 14 Secs

**City:** NORTH LAS VEGAS

**State:** Nevada

**Country:** UNITED STATES

Chat Transcript Chat Duration : 33 Mins 22 Secs

Cherise Quimby 21 Sep, 4:12:26 AM  
Hello, I am your Acebuddy

	My quickbooks file is not there	4:12:40 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	4:13:43 AM
Cherise Quimby	Hi Ashutosh	4:13:45 AM
	It's me again.	4:13:48 AM
	I just opened quickbooks but my company files are not there.	4:13:58 AM
	Please remote back in so I can show you	4:14:05 AM
Ashutosh Mishra	Sure	4:14:12 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	4:14:17 AM
	Kindly paste this link in the browser of local computer and join the session.	4:14:24 AM
Cherise Quimby	ok	4:14:28 AM
Ashutosh Mishra	<a href="https://assist.acecloudhosting.com/join/2332149820">https://assist.acecloudhosting.com/join/2332149820</a> (Edited)	4:14:34 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	4:46:57 AM
	<i>Ended due to chat idle timeout</i>	4:46:57 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

10 Sep, 8:18:54 PM

**#81387 COLTIN MATTHEW CAMP**

**Email:** coltin@bpgcpas.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** BOYDTON

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 30 Mins 38 Secs

COLTIN MATTHEW CAMP	Hello, I am your Acebuddy	10 Sep, 8:18:56 PM
Acebuddy	Hello Coltin Matthew Camp, I'm your Ace Buddy. I'll be happy to assist you!	8:18:56 PM
	Whom Would You Like to Connect With?	8:18:56 PM
COLTIN MATTHEW CAMP	Technical Support (QB & App Hosting)	8:19:09 PM
Acebuddy	Welcome to Ace Support.	8:19:09 PM
	Please chose an option :	8:19:09 PM
COLTIN MATTHEW CAMP	I'd like to report an Issue	8:19:18 PM
Acebuddy	Please select an option!	8:19:18 PM
COLTIN MATTHEW CAMP	Password Reset	8:19:24 PM
Acebuddy	Please select an option below	8:19:24 PM
COLTIN MATTHEW CAMP	Not Enrolled to Selfcare Portal	8:19:31 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.	8:19:31 PM
	Do you need any further assistance on the topic?	8:19:31 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:49:34 PM
	<i>Ended due to chat idle timeout</i>	8:49:34 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

22 Sep, 10:01:15 PM

#81791 Robert Anderson

Email: bob@farmfinancialsolutions.com ☎ (507) 644-2012

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:** 36 Secs

**City:** WILLMAR

**State:** Minnesota

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 22 Mins 21 Secs

Robert Anderson	Hello, I am your Acebuddy	22 Sep, 10:01:16 PM
Acebuddy	Hello Robert Anderson, I'm your Ace Buddy. I'll be happy to assist you!	10:01:17 PM
	Whom Would You Like to Connect With?	10:01:17 PM
Robert Anderson	Technical Support (QB & App Hosting)	10:01:21 PM
Acebuddy	Welcome to Ace Support.	10:01:21 PM
	Please chose an option :	10:01:21 PM
Robert Anderson	I'd like to report an Issue	10:01:26 PM
Acebuddy	Please select an option!	10:01:27 PM
Robert Anderson	Other Issue	10:01:30 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:01:30 PM
Robert Anderson	We cannot connect to the cloud	10:01:50 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:01:50 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:01:50 PM
Robert Anderson	And he is having trouble printing	10:02:00 PM
	We also cannot see each others tax plans	10:02:20 PM
	Lastly, we are out of c drive space	10:02:35 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	10:03:03 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	10:03:11 PM
Robert Anderson	We cannot get my dad	10:03:35 PM
	s computer to connect	10:03:41 PM
	it gets stuck on intializing	10:04:06 PM
Anjainay Singh	No Worries Robert, I understand your concern and will surely assist you with all your issues.	10:04:39 PM
	Could you please confirm since when he is not able to login into the server?	10:05:04 PM
Robert Anderson	it goes on and off	10:05:49 PM
	its been happening on and off for 8 months	10:06:03 PM

Anjainay Singh	I got your concern, could you please confirm apart from him is there any other users who is facing same issue ?	10:07:01 PM
Robert Anderson	Nope, just the RobertA server is the issue	10:07:38 PM
Anjainay Singh	Thankyou for your confirmation. Robert.	10:08:03 PM
Robert Anderson	Neither one of us can print from our tax planner software	10:08:04 PM
Anjainay Singh	Surely I will also look into this issue.	10:08:21 PM
Robert Anderson	And we are not able to see each others tax plans either. We have all sorts of issues	10:08:41 PM
Anjainay Singh	I truly understand your all concern and issue you are having due to it , please provide me 1-2 minutes so that I can check it at my end.	10:09:56 PM
	May I take the remote access of your local computer?	10:10:16 PM
Robert Anderson	yes	10:10:26 PM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	10:10:38 PM
Robert Anderson	I already did	10:10:53 PM
Anjainay Singh	<a href="https://assist.acecloudhosting.com/join/4652296555">https://assist.acecloudhosting.com/join/4652296555</a>	10:11:08 PM
	Please copy this URL at your local machine browser and download the remote access file.	10:11:31 PM
	Click on downloaded RDP file and click on accept and continue.	10:11:52 PM
	Please stay connected.	10:20:40 PM
	Since we have got your confirmation to disconnect the chat over zoho assist session , so we are disconnecting the chat	10:23:36 PM
	<i>Anjainay Singh has ended this chat session</i>	10:23:38 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

22 Sep, 6:10:35 PM

#81767 rbason

Email: rbason@basoncpa.com ☎ 3362735649

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 26 Secs

**City:** GREENSBORO

**State:** North Carolina

**Country:** UNITED STATES

Chat Duration : 16 Mins 7 Secs

## Chat Transcript

rbason	Hello, I am your Acebuddy	22 Sep, 6:10:36 PM
Acebuddy	Hello Rick Bason, I'm your Ace Buddy. I'll be happy to assist you!	6:10:38 PM
	Whom Would You Like to Connect With?	6:10:38 PM
rbason	Technical Support (QB & App Hosting)	6:10:49 PM
Acebuddy	Welcome to Ace Support.	6:10:49 PM
	Please chose an option :	6:10:49 PM
rbason	I'd like to report an Issue	6:10:59 PM
Acebuddy	Please select an option!	6:10:59 PM
rbason	Other Issue	6:11:05 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:11:05 PM
rbason	When I login now, the Remote Desktop extends to all of my screens. Typically I run only on 1 screen and use the other screens for other applications. It does this at home and at work. I can't figure out how to change this.	6:11:31 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:11:32 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:11:32 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	6:11:56 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	6:12:26 PM
rbason	Thank you. I need it.	6:12:44 PM
Vikas Singh Chauhan	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:13:14 PM
rbason	I'm looking for that. I did find our client id - CID74615	6:14:33 PM
Vikas Singh Chauhan	Client ID will work.	6:14:54 PM
	Kindly allow me two minutes to check the same.\	6:14:58 PM
rbason	This early email says that my username is CID74615 but I think that was something early.	6:15:40 PM
Vikas Singh Chauhan	Found it, the server name is Bason.myrealdatal.net.	6:16:11 PM

	May I take the remote access of your local computer?	6:16:15 PM
rbason	Yes	6:16:26 PM
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.	6:17:03 PM
	<a href="https://assist.acecloudhosting.com/join/6762478997">https://assist.acecloudhosting.com/join/6762478997</a>	6:17:21 PM
	Kindly paste this link in the browser of local computer and join the session.	6:17:30 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:24:21 PM
	Is there anything else I may help you with ?	6:25:35 PM
rbason	I think that's it. Thanks so much!	6:26:11 PM
Vikas Singh Chauhan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	6:26:21 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	6:26:25 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	Have a good one .	6:26:31 PM
<i>Vikas Singh Chauhan has ended this chat session</i>		6:26:44 PM



