

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

8 Jul, 8:19:28 PM

#79082 ar.partsfast

Email: ar.partsfast@gmail.com ☎ 12817500340

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: HOUSTON

State: Texas

Country: UNITED STATES

## Chat Transcript

Chat Duration : 14 Secs

ar.partsfast	Hello, I am your Acebuddy	8 Jul, 8:19:28 PM
Acebuddy	Hello Keith Sholar, I'm your Ace Buddy. I'll be happy to assist you!	8:19:29 PM
	Whom Would You Like to Connect With?	8:19:29 PM
ar.partsfast	Technical Support (QB & App Hosting)	8:19:33 PM
Acebuddy	Welcome to Ace Support.	8:19:33 PM
	[ ]	8:19:33 PM
	We are currently experiencing higher than normal contact volume related to server connectivity issues.	8:19:33 PM
	Are you also experiencing issues related to server connectivity?	8:19:33 PM
ar.partsfast	Yes	8:19:43 PM
Acebuddy	Please refer to our status page for further updates on the issue status.	8:19:43 PM
	Thank you contact Ace Support. Have a wonderful day!	8:19:43 PM
	<i>Acebuddy has ended this chat session</i>	8:19:43 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

15 Jul, 1:40:13 AM

### #79424 William Boney

**Email:** will@wmbaccounting.com  3365123330

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

**Operator:** Sujeeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 30 Secs

**City:** BURLINGTON

**State:** North Carolina

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 4 Mins 27 Secs

William Boney	Hello, I am your Acebuddy	15 Jul, 1:40:14 AM
Acebuddy	Hello William Boney, I'm your Ace Buddy. I'll be happy to assist you!	1:40:14 AM
	Whom Would You Like to Connect With?	1:40:14 AM
William Boney	Technical Support (QB & App Hosting)	1:40:19 AM
Acebuddy	Welcome to Ace Support.	1:40:19 AM
	Please chose an option :	1:40:19 AM
William Boney	I'd like to report an Issue	1:40:27 AM
Acebuddy	Please select an option!	1:40:27 AM
William Boney	Other Issue	1:40:33 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:40:34 AM
William Boney	Cannot access remote desktop WMB. System says the remote computer may be disconnected.	1:41:18 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:41:19 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:41:19 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	1:41:22 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeeet Kumar Suman. I will be assisting you	

	today.	1:41:32 AM
	Hello William	1:41:37 AM
William Boney	Hello	1:41:50 AM
Sujeet Kumar Suman	We apologize for the inconvenience this may have caused you and appreciate your patience and understanding throughout the process.	1:42:35 AM
	Could you please try once to access the server.	1:42:49 AM
William Boney	ok	1:43:02 AM
	It's working now. Thank you.	1:43:22 AM
Sujeet Kumar Suman	Most welcome.	1:43:33 AM
	Thanks for the confirmation !	1:43:42 AM
	Is there anything else I may help you with ?	1:43:45 AM
William Boney	That's all for now. Have a good day.	1:43:53 AM
Sujeet Kumar Suman	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	1:44:29 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> )	
	Same to you.	1:44:37 AM
	<i>Sujeet Kumar Suman has ended this chat session</i>	1:44:41 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Jul, 10:46:15 PM

#79513 Denise Thiry

Email: denise@killingsworthfirm.com ☎ 870-423-3135

**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:** ROGERS

**State:** Arkansas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 34 Mins 47 Secs

Denise Thiry	Hello, I am your Acebuddy	16 Jul, 10:46:16 PM
Acebuddy	Hello Denise Thiry, I'm your Ace Buddy. I'll be happy to assist you!	10:46:17 PM
	Whom Would You Like to Connect With?	10:46:17 PM
Denise Thiry	Technical Support (QB & App Hosting)	10:46:25 PM
Acebuddy	Welcome to Ace Support.	10:46:25 PM
	Please chose an option :	10:46:25 PM
Denise Thiry	I'd like to report an Issue	10:46:33 PM
Acebuddy	Please select an option!	10:46:33 PM
Denise Thiry	Other Issue	10:46:40 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:46:40 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:21:04 PM
	<i>Ended due to chat idle timeout</i>	11:21:04 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

27 Jul, 10:17:22 PM

#79832 Stacy Barzey

**Email:** stacybarzey@gmail.com

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

**Operator:** Shubham Kataria

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 31 Secs

**City:** BRAMPTON

**State:** Ontario

**Country:** CANADA

Chat Duration : 7 Mins 6 Secs

### Chat Transcript

Stacy Barzey	Hello, I am your Acebuddy	27 Jul, 10:17:24 PM
Acebuddy	Hello Stacy Barzey, I'm your Ace Buddy. I'll be happy to assist you!	10:17:25 PM
	Whom Would You Like to Connect With?	10:17:25 PM
Stacy Barzey	Technical Support (QB & App Hosting)	10:17:33 PM
Acebuddy	Welcome to Ace Support.	10:17:33 PM
	Please chose an option :	10:17:33 PM
Stacy Barzey	I'd like to raise a Request	10:17:41 PM
Acebuddy	Please select your request type.	10:17:41 PM
Stacy Barzey	Setup Ace Server	10:17:56 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	10:17:56 PM
Stacy Barzey	Microsoft Windows	10:18:10 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	10:18:10 PM
	Do you need any further assistance on the topic?	10:18:10 PM
Stacy Barzey	Yes	10:18:24 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:18:24 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:18:24 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	10:18:35 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	10:18:40 PM
	Hello stacy	10:18:45 PM
	How may I assist you today?	10:18:53 PM

	Are we still connected here?	10:19:41 PM
Stacy Barzey	Yes	10:19:53 PM
	I can't log in anymore	10:20:07 PM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:20:25 PM
Stacy Barzey	The server name is rdg.myrealdata.net	10:21:07 PM
Shubham Kataria	This is the gateway name of the server.	10:21:23 PM
	Could you please confirm your business name which is registered with ACE	10:21:48 PM
Stacy Barzey	The journey thrift	10:22:03 PM
	I just got in!	10:22:34 PM
Shubham Kataria	That's great	10:23:05 PM
	May I take the remote access of your local computer to make sure that everything is fine on your end so that it won't occur again.	10:23:34 PM
Stacy Barzey	Thank you,	10:23:34 PM
	Not right now, I need to do something else, but thank you anyways	10:24:09 PM
Shubham Kataria	Alright, you're welcome	10:24:16 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	10:24:21 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:24:25 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	10:24:27 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>Shubham Kataria has ended this chat session</i>	10:24:30 PM



## Chat Transcript

# Hello, I am your Acebuddy

## Visitor Details

9 Jul, 12:13:54 AM

### #79158 Elizabeth Llamas

**Email:** ellamas@archwestcapital.com  19495779315

**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:** 33 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 8 Mins 51 Secs

Elizabeth Llamas	Hello, I am your Acebuddy	9 Jul, 12:13:56 AM
Acebuddy	Hello Elizabeth Llamas, I'm your Ace Buddy. I'll be happy to assist you!	12:13:56 AM
	Whom Would You Like to Connect With?	12:13:56 AM
Elizabeth Llamas	Technical Support (QB & App Hosting)	12:14:45 AM
Acebuddy	Welcome to Ace Support.	12:14:45 AM
	Please chose an option :	12:14:45 AM
Elizabeth Llamas	I'd like to raise a Request	12:14:50 AM
Acebuddy	Please select your request type.	12:14:50 AM
Elizabeth Llamas	Change in Users	12:15:06 AM
Acebuddy	Please select your desired option!	12:15:07 AM
Elizabeth Llamas	User Removal	12:15:36 AM
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	12:15:36 AM
	Do you need any further assistance on the topic?	12:15:36 AM
Elizabeth Llamas	Yes	12:15:41 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:15:41 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:15:41 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	12:15:59 AM

Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	12:16:06 AM
	Hello Elizabeth	12:16:19 AM
Elizabeth Llamas	Hi Sujeet, I have a ticket open for the matter I am contacting you for ticket # 729935	12:16:19 AM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	12:16:40 AM
	As checked, our team is actively working on your ticket. We will confirm via email once the user has been removed from our end.	12:19:49 AM
Elizabeth Llamas	thnak you	12:20:36 AM
	we also processed payment for the past due invoices which was forwarded to your billing department	12:21:02 AM
Sujeet Kumar Suman	Absolutely, we will proceed accordingly	12:22:09 AM
	Is there anything else I may help you with ?	12:22:13 AM
Elizabeth Llamas	no that's all thank you	12:22:30 AM
Sujeet Kumar Suman	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!	12:22:42 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>	12:22:47 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

23 Jul, 8:47:59 PM

#79728 ben

Email: ben@persinggroup.com ☎ 17754733131

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:** RENO

**State:** Nevada

**Country:** UNITED STATES

Chat Duration : 44 Mins 3 Secs

### Chat Transcript

ben	Hello, I am your Acebuddy	23 Jul, 8:47:59 PM
Acebuddy	Hello Ben, I'm your Ace Buddy. I'll be happy to assist you!	8:48:00 PM
	Whom Would You Like to Connect With?	8:48:00 PM
ben	Technical Support (QB & App Hosting)	8:48:06 PM
Acebuddy	Welcome to Ace Support.	8:48:06 PM
	Please chose an option :	8:48:06 PM
ben	I'd like to raise a Request	8:48:12 PM
Acebuddy	Please select your request type.	8:48:12 PM
ben	Application Version Upgrade	8:48:22 PM
Acebuddy	Please select the application you would like to upgrade :	8:48:22 PM
ben	QuickBooks	8:48:27 PM
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update via email.	8:48:27 PM
	<ul style="list-style-type: none"><li>• QuickBooks Year</li><li>• Variant : Pro / Premier / Enterprise / Accountant</li><li>• License Number</li><li>• Product Code</li></ul>	8:48:27 PM
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.	8:48:27 PM
	Do you need any further assistance on the topic?	8:48:27 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:32:03 PM
	<i>Ended due to chat idle timeout</i>	9:32:03 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

3 Jul, 10:14:17 PM

### #78964 Niki Guy

**Email:** niki@secondgenerationhomes.com  6152061500

**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:** 43 Secs

**City:** SMITHVILLE

**State:** Tennessee

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 23 Mins 50 Secs

Niki Guy	Hello, I am your Acebuddy	3 Jul, 10:14:18 PM
Acebuddy	Hello Niki Guy, I'm your Ace Buddy. I'll be happy to assist you!	10:14:19 PM
	Whom Would You Like to Connect With?	10:14:19 PM
Niki Guy	Technical Support (QB & App Hosting)	10:17:17 PM
Acebuddy	Welcome to Ace Support.	10:17:17 PM
	Please chose an option :	10:17:17 PM
Niki Guy	I'd like to raise a Request	10:17:26 PM
Acebuddy	Please select your request type.	10:17:27 PM
Niki Guy	Password Reset	10:17:31 PM
Acebuddy	Please select an option below	10:17:31 PM
Niki Guy	Not Enrolled to Selfcare Portal	10:17:43 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.	10:17:43 PM
	Do you need any further assistance on the topic?	10:17:43 PM
Niki Guy	Yes	10:24:54 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:24:54 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	10:24:54 PM
	<i>Manish Singh accepted the chat transfer request.</i>	10:26:50 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	10:27:22 PM
Niki Guy	we have requested a password reset for the NikiG user for account 720748 and we are still having issues	10:28:06 PM
	we can login with SGC_User1 & SGC_User2. just having issues with NikiG user	10:28:53 PM
Manish Singh	I will surely help you with this issue.	10:29:14 PM
	Kindly allow me two minutes to check the same.	10:29:17 PM
	I will share the password as soon as this chat ends.	10:32:25 PM
	Is there anything else I may help you with ?	10:32:29 PM
Niki Guy	we recently had you install the latest version of quickbooks.the older version, i think 2022 can be uninstalled at this time on all the users	10:33:23 PM
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	10:33:55 PM
	Also, the registered email for your account with us is : <b>[niki@secondgenerationhomes.com]</b> <b>(mailto:niki@secondgenerationhomes.com)</b>	
	For the uninstallation.	10:34:06 PM
	Is there anything else I may help you with ?	10:36:22 PM
Niki Guy	no i think that is all	10:36:36 PM
	<i>Niki Guy has ended this chat session</i>	10:38:09 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

14 Jul, 1:08:46 AM

**#79335 brandi**

**Email:** brandi@qimsolutions.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:** CLAXTON

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 4 Mins 56 Secs

brandi	Hello, I am your Acebuddy	14 Jul, 1:08:47 AM
Acebuddy	Hello Brandi, I'm your Ace Buddy. I'll be happy to assist you!	1:08:48 AM
	Whom Would You Like to Connect With?	1:08:48 AM
brandi	Technical Support (QB & App Hosting)	1:08:58 AM
Acebuddy	Welcome to Ace Support.	1:08:58 AM
	Please chose an option :	1:08:58 AM
brandi	I'd like to raise a Request	1:09:12 AM
Acebuddy	Please select your request type.	1:09:12 AM
brandi	Other Request	1:09:22 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	1:09:22 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:09:22 AM
brandi	No, That'll be all!	1:13:43 AM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	1:13:43 AM
	<i>Acebuddy has ended this chat session</i>	1:13:43 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

17 Jul, 7:57:33 AM

#79529 Abdul Ismonov

Email: abdul.ismonov@thegreenmetrics.com

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 25 Secs

**City:** ROSEMEAD

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 24 Mins 14 Secs

Abdul Ismonov	Hello, I am your Acebuddy	17 Jul, 7:58:00 AM
Acebuddy	Hello Abdul Ismonov, I'm your Ace Buddy. I'll be happy to assist you!	7:58:01 AM
	Whom Would You Like to Connect With?	7:58:01 AM
Abdul Ismonov	Technical Support (QB & App Hosting)	8:03:49 AM
Acebuddy	Welcome to Ace Support.	8:03:49 AM
	Please chose an option :	8:03:49 AM
Abdul Ismonov	I'd like to raise a Request	8:04:04 AM
Acebuddy	Please select your request type.	8:04:04 AM
Abdul Ismonov	Setup Ace Server	8:04:16 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	8:04:16 AM
Abdul Ismonov	Microsoft Windows	8:04:23 AM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	8:04:24 AM
	Do you need any further assistance on the topic?	8:04:24 AM
Abdul Ismonov	Yes	8:05:01 AM
Acebuddy	Please wait while we connect you to our Support Representative	8:05:01 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:05:01 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	8:06:51 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:06:56 AM
	Hello Abdul	8:07:01 AM
Abdul Ismonov	HI Shashwat	8:07:13 AM
	I was able to login in through chat	8:07:28 AM

Shashwat Verma	We have tried to call you, although it was landing on VM.	8:07:50 AM
Abdul Ismonov	I'm not receiving your calls for some reason	8:07:50 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.	8:08:04 AM
Abdul Ismonov	Thanks	8:08:16 AM
Shashwat Verma	As you have mentioned in the email that you want to setup the remote access of the server, could you please confirm the username through which you want to access the server? (Edited)	8:09:20 AM
Abdul Ismonov	I know only the company name -  do you happen to have any other way to locate	8:09:59 AM  8:10:12 AM
Shashwat Verma	No problem, as of now only the username Saidakbarkhon Akhrarov is registered with company KS LUX GROUP INC	8:10:33 AM
Abdul Ismonov	yes	8:10:40 AM
Shashwat Verma	Do you have the password of the same username?	8:11:02 AM
Abdul Ismonov	it is saved in my office computer.  I'm trying to set up the access through my laptop at home so that I can access to the server while travelling next week	8:11:23 AM  8:12:00 AM
Shashwat Verma	I will surely help you with this issue.  We can get you the setup of the same on your personal laptop, but to get the password, you have to either reset it or have to recover from your office pc. (Edited)	8:12:11 AM  8:13:01 AM
	May I take the remote access of your local computer?	8:13:29 AM
Abdul Ismonov	OK we can reset	8:13:33 AM
Shashwat Verma	Sure, let me first get you the setup on your local pc.	8:13:59 AM
Abdul Ismonov	does reset link goes to Saidakbar's email?	8:14:13 AM
Shashwat Verma	To reset the password, we need an authorization email from s.akhrarov@kslux.com.	8:14:46 AM
Abdul Ismonov	i see	8:15:10 AM
Shashwat Verma	If you don't have access to the same, let's proceed with the setup. We will send an authorization email to s.akhrarov@kslux.com. Once we receive their approval, we will share the password with you via email, after which you can log in successfully.	8:15:51 AM
Abdul Ismonov	ok	8:16:03 AM
Shashwat Verma	May I take the remote access of your local computer?	8:16:08 AM
Abdul Ismonov	yes	8:16:14 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	8:16:18 AM
	<a href="https://assist.acecloudhosting.com/join/6892306528">https://assist.acecloudhosting.com/join/6892306528</a>	8:16:32 AM
Abdul Ismonov	all good	8:16:34 AM

Shashwat Verma	Kindly Click on the link and open the downloaded file.	8:16:37 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.	8:17:39 AM
	Issue resolved on remote session and will send the password authorization email to the POC for approval	8:22:04 AM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	8:22:07 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:22:10 AM
	<i>Shashwat Verma has ended this chat session</i>	8:22:14 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

26 Jul, 12:33:23 AM

#### #79811 Yunyun Z

**Email:** crm@estarfirm.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:** 42 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 23 Mins 10 Secs

Yunyun Z	Hello, I am your Acebuddy	26 Jul, 12:33:24 AM
Acebuddy	Hello Yunyun Z, I'm your Ace Buddy. I'll be happy to assist you!	12:33:25 AM
	Whom Would You Like to Connect With?	12:33:25 AM
Yunyun Z	Technical Support (QB & App Hosting)	12:33:29 AM

Acebuddy	Welcome to Ace Support.	12:33:29 AM
	Please chose an option :	12:33:29 AM
Yunyun Z	I'd like to raise a Request	12:33:39 AM
Acebuddy	Please select your request type.	12:33:39 AM
Yunyun Z	Other Request	12:33:51 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	12:33:51 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:33:51 AM
Yunyun Z	Yes, I'm facing issues with my server	12:34:01 AM
Acebuddy	Please select an option!	12:34:01 AM
Yunyun Z	QuickBooks Issue	12:34:07 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:34:07 AM
Yunyun Z	Other QB related issue	12:34:14 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:34:14 AM
Yunyun Z	delete file C drive/Program Data/Intuit/QuickBooks 2024/Components/DownloadQB34/	12:34:51 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:34:52 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:34:52 AM
Yunyun Z	file name paysub	12:34:59 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	12:35:33 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	12:35:40 AM
	Hello Yunyun	12:35:57 AM
	How are you doing today?	12:36:11 AM
Yunyun Z	good	12:36:58 AM
	i'd like to delete a file on server	12:37:10 AM
	i sent the request yesterday but the tech guy went to the wrong path and didn't locate this ifle	12:37:41 AM
	*file	12:37:47 AM
Sujeet Kumar Suman	No worry, I can help with that. Let me look into it for you.	12:38:23 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:39:33 AM
Yunyun Z	CID 74295	12:41:07 AM
Sujeet Kumar Suman	As checked, a ticket is already in progress regarding this issue.	12:41:08 AM
Yunyun Z	ESTAR FIRM	12:41:16 AM
Sujeet Kumar Suman	No worries. I will update the notes as per your request to reflect the change in the deletion path.	12:42:07 AM

Yunyun Z	yes but i replied the ticket around 2 hours ago and didn't receive any feedbacks	12:42:08 AM
	i need to get the file deleted to update QB and run payroll	12:42:21 AM
	could you please help me now?	12:42:52 AM
Sujeet Kumar Suman	Apologies for the delay in response. Due to a high volume of tickets, we were unable to get back to you sooner. We sincerely apologize for the inconvenience caused.	12:43:16 AM
	We completely understand your concern. Please note that the ticket has already been escalated. However, in order to proceed with deleting the file from the server, we require email authorization. Kindly provide confirmation over email to continue.	12:44:29 AM
	We have already reached out to the escalation team, and they will be assisting you shortly.	12:45:41 AM
	Are we still connected here?	12:48:43 AM
	We are pleased to inform you that the Paystub file has been successfully deleted from the following path:  “C:\ProgramData\Intuit\QuickBooks_2024\Components\DownloadQB34”	12:50:29 AM
	Are we still connected here?	12:52:37 AM
	Are we still connected here?	12:54:54 AM
	Are we still connected here?	12:56:09 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.	12:56:16 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:56:25 AM
	<i>Sujeet Kumar Suman has ended this chat session</i>	12:56:35 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

16 Jul, 9:32:21 PM

**#79510 Jay Thakor**

**Email:** jay@hfcpillc.com

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

**Operator:** Sujeeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 1 Sec

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 36 Mins 8 Secs

Jay Thakor	Hello, I am your Acebuddy	16 Jul, 9:32:22 PM
Acebuddy	Hello Jay Thakor, I'm your Ace Buddy. I'll be happy to assist you!	9:32:23 PM
	Whom Would You Like to Connect With?	9:32:23 PM
Jay Thakor	Technical Support (QB & App Hosting)	9:32:34 PM
Acebuddy	Welcome to Ace Support.	9:32:35 PM
	Please chose an option :	9:32:35 PM
Jay Thakor	I'd like to report an Issue	9:32:40 PM
Acebuddy	Please select an option!	9:32:41 PM
Jay Thakor	QuickBooks Issue	9:32:44 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:32:45 PM
Jay Thakor	Other QB related issue	9:32:49 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:32:49 PM
	<i>9:33:31 PM Jay Thakor is sharing a file with you <a href="#">image.png</a> - ( Size:23.2 KB )</i>	9:33:31 PM
	<i>Whenever I tried to open QBD client, it's showing above error.</i>	
Jay Thakor	Hello	9:36:09 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:36:09 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:36:09 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	9:36:16 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	9:36:23 PM
Jay Thakor	Hello Sujeet	9:36:33 PM
Sujeet Kumar Suman	Hello Jay	9:36:36 PM
Jay Thakor	Please help me with the QBD issue	9:36:53 PM
Sujeet Kumar Suman	Sure, I can help with that. Let me look into it for you.	9:37:11 PM
	<i>I will be surely assisting you with this. Kindly help me with your server name and user name?</i>	9:37:16 PM

Jay Thakor	Server Name : HFCPA.myrealdata.net	9:37:41 PM
	User Name :	9:38:12 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	9:38:54 PM
Jay Thakor	User Name : jay.t@myrealdata.net	9:39:56 PM
Sujeet Kumar Suman	Thank you for your patience.	9:41:02 PM
	Just to confirm, are you receiving an 'Administrator Permission' error when opening the company file?	9:41:12 PM
Jay Thakor	YesYes	9:41:48 PM
Sujeet Kumar Suman	Could you please log in to the server and let us know if you are still encountering the error while opening the company file?	9:42:37 PM
Jay Thakor	Ok, I will check and let you know	9:43:55 PM
Sujeet Kumar Suman	Sure, please take your time	9:44:09 PM
Jay Thakor	Yes, still I am facing the same issue	9:44:26 PM
	It's required Windows Administrator Password.	9:44:53 PM
	Hey	9:46:11 PM
	are you there?	9:46:14 PM
Sujeet Kumar Suman	sorry Jay	9:46:37 PM
	Yes I am	9:46:47 PM
	I deeply apologize for the inconvenience caused to you.	9:47:18 PM
	May I take the remote access of your server?	9:47:27 PM
Jay Thakor	Yes	9:47:36 PM
Sujeet Kumar Suman	Kindly approve	9:48:35 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.	9:48:51 PM
Jay Thakor	Aprroved	9:48:57 PM
Sujeet Kumar Suman	Thank you for your patience.	9:50:45 PM
	We need to reboot the server once to apply the changes made in the backend of QuickBooks.	9:51:26 PM
Jay Thakor	Ok	9:53:16 PM
Sujeet Kumar Suman	Kelly and Louise are currently logged into the server. Please guide them to log out from the server.	9:53:51 PM
Jay Thakor	I don't know about others.	9:54:46 PM
	I am sorry	9:54:55 PM
	Can I try now or we need to reboot it first.	9:55:35 PM
Sujeet Kumar Suman	Yes please.	9:55:50 PM

Jay Thakor	It's working. I am able to get into QUickbooks.	9:56:57 PM
Sujeet Kumar Suman	Thank you so much Sir!	9:57:05 PM
	Thanks for the confirmation !	9:59:53 PM
	Is there anything else I may help you with ?	9:59:57 PM
	Most welcome jay	10:00:10 PM
	Are we still connected here?	10:02:25 PM
	This message has been deleted	10:02:30 PM
	Are we still connected here?	10:08:23 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.	10:08:28 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	10:08:31 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details	3 Jul, 3:59:16 AM
<b>#78929 joe.quinn</b>	
<b>Email:</b> joe.quinn@internationalfilterproducts.com	818 802-0943
<b>Department:</b> Support(QB & App Hosting)	
<b>Operator:</b> Sujeet Kumar Suman	
<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> Google Chrome	
<b>Device:</b> Desktop	
<b>Average Response Time:</b> 58 Secs	
<b>City:</b> SUN VALLEY	
<b>State:</b> California	
<b>Country:</b> UNITED STATES	

Chat Transcript	Chat Duration : 1 Hour 23 Mins
joe.quinn	Hello, I am your Acebuddy

3 Jul, 3:59:17 AM

Acebuddy	Hello Joe.quinn, I'm your Ace Buddy. I'll be happy to assist you!	3:59:18 AM
	Whom Would You Like to Connect With?	3:59:18 AM
joe.quinn	Technical Support (QB & App Hosting)	3:59:59 AM
Acebuddy	Welcome to Ace Support.	4:00:00 AM
	Please chose an option :	4:00:00 AM
joe.quinn	I'd like to report an Issue	4:00:08 AM
Acebuddy	Please select an option!	4:00:08 AM
joe.quinn	QuickBooks Issue	4:00:12 AM
Acebuddy	What type of QuickBooks Issue are you facing?	4:00:12 AM
joe.quinn	Other QB related issue	4:00:17 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:00:17 AM
joe.quinn	I was on a chat and got called away so t his is a continuation of the previous chat	4:03:37 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:03:37 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:03:37 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	4:03:46 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	4:03:57 AM
joe.quinn	sorry I got called away from my desk on the previous chat...you can request remote access	4:04:50 AM
Sujeet Kumar Suman	Sure, I can help with that. Let me look into it for you.	4:05:24 AM
	May I take the remote access of your server?	4:06:08 AM
	It' okay. (Edited)	4:06:30 AM
joe.quinn	yes it may be an issue where we need to set the e-mail to Outlook	4:06:39 AM
Sujeet Kumar Suman	Kindly approve.	4:06:55 AM
joe.quinn	done	4:07:04 AM
Sujeet Kumar Suman	Thanks, Cloud you show me again.	4:07:19 AM
joe.quinn	does not send...	4:08:55 AM
Sujeet Kumar Suman	Kindly allow me two minutes to check the same.	4:09:31 AM
joe.quinn	ok	4:09:42 AM
Sujeet Kumar Suman	I just checked on our end, and the QuickBooks application update is still pending. I will proceed with updating the QuickBooks application from the backend.	4:10:52 AM
	I kindly request you to log out from the server and also inform your colleague to do the same, as we need to reboot the server once the application update is completed.	4:12:26 AM
joe.quinn	ok give us a few moments	4:13:10 AM

Sujeet Kumar Suman	Sure, please take your time.	4:13:22 AM
joe.quinn	ok you can restart the server	4:15:28 AM
Sujeet Kumar Suman	As of now, we can see that <b>Ben</b> and <b>Kevin</b> are still logged into the server. Kindly request them to log out so we can proceed with the necessary reboot after the application update.	4:16:28 AM
joe.quinn	ok	4:17:17 AM
Sujeet Kumar Suman	Still kevin is logged in.	4:18:52 AM
joe.quinn	ok you should be good to go	4:19:46 AM
Sujeet Kumar Suman	Thanks for the confirmation !	4:19:59 AM
	We are now proceeding with a backend server reboot. Please allow approximately <b>3-5 minutes</b> for the process to complete. Thank you for your patience.	4:20:02 AM
joe.quinn	ok	4:20:09 AM
Sujeet Kumar Suman	Kindly log in to your server now and check if you are still experiencing any issues sending invoices from QuickBooks.	4:22:43 AM
	Please let us know if the problem persists.	
joe.quinn	ok just a moment	4:23:23 AM
Sujeet Kumar Suman	Sure, please take your time	4:23:38 AM
	Just checking in, are you still facing the same problem?	4:27:05 AM
joe.quinn	hold on ...have not tested it yet	4:27:28 AM
Sujeet Kumar Suman	Okay, no problem, please take your time.	4:28:05 AM
joe.quinn	Yes still having the problem	4:28:35 AM
Sujeet Kumar Suman	May I take the remote access of your server?	4:29:11 AM
joe.quinn	Avalara is suggesting we change the e-mail provider to Outlook instead of webmail but I do not think we can do that.	4:29:26 AM
	Yes you can have access	4:29:32 AM
Sujeet Kumar Suman	Kindly approve	4:30:10 AM
joe.quinn	done	4:30:22 AM
Sujeet Kumar Suman	Let me check that for you.	4:30:41 AM
	Kindly enter email address	4:32:34 AM
joe.quinn	hold on I need to look that up	4:33:38 AM
Sujeet Kumar Suman	Okay.	4:33:44 AM
	Kindly log in using your email credentials.	4:34:23 AM
joe.quinn	did not work	4:37:01 AM
	YEs	4:38:08 AM

	There are a lot of unsent forms so it will take a while for QB to respond to this	4:40:19 AM
Sujeet Kumar Suman	Right.	4:40:42 AM
joe.quinn	this is not good....I need Avalara running  that worked because Avalara is not working	4:45:47 AM 4:47:48 AM
Sujeet Kumar Suman	Now try again when Avalara will open.	4:48:25 AM
joe.quinn	nope the connection with Avalara appears broken  and that invoice should not have been sent because it needs tax....	4:48:48 AM 4:49:37 AM
Sujeet Kumar Suman	Could you please try to reconnect the Avalara and try to send the email and check if still you facing the problem.	4:50:38 AM
joe.quinn	how do I reconnect Avalara  I sent a note to Avalara to let me know how to reconnect	4:52:04 AM 4:56:21 AM
Sujeet Kumar Suman	Could you please confirm whether you need to open the Avalara application specifically to send invoices, or if there is another reason for sending invoices while the Avalara application is open?	4:57:09 AM
joe.quinn	the Avalara application does it thing and we cannot change that. They are telling me to switch e-mail to Outlook and that should fix the problem, but I do not believe we can do that. I need Avalara up and running .  From AVALARA:The additional save is caused by QB triggering a behind the scenes save so the latest version of the invoice is emailed (happens with print too) and AvaTax is triggered by the QB save so it updates as well. It is unavoidable. As to not emailing, if you change the email provider in QB to Outlook instead of I think, webmail? it should then be able to send.	4:59:16 AM 4:59:49 AM
Sujeet Kumar Suman	Got your point.  Now try again.	5:00:20 AM 5:02:14 AM
	I switch to mail to outlook application. (Edited)	5:02:27 AM
	kindly enter your mail address	5:04:26 AM
	As checked, you do not have a license to use the Outlook application. Therefore, you will need to use webmail instead of Outlook to send QuickBooks invoices.	5:07:23 AM
joe.quinn	ok I will have to deal with Avalara on that next week	5:08:04 AM
Sujeet Kumar Suman	Sure.  Is there anything else I may help you with ?	5:08:10 AM 5:08:15 AM
joe.quinn	I need avalara up and running	5:08:24 AM
Sujeet Kumar Suman	Kindly log out from server and log in back.	5:08:53 AM
joe.quinn	ok	5:09:03 AM
Sujeet Kumar Suman	Please let us know once you log into the server.	5:09:45 AM
joe.quinn	in	5:10:00 AM
Sujeet Kumar Suman	Thanks for the confirmation !	5:10:31 AM

	May I take the remote access of your server? I need to change the setting that I had previously modified.	5:10:39 AM
	And Is Avalara is running?	5:11:41 AM
joe.quinn	yes	5:12:23 AM
	How do I know if Avalara is running?	5:12:35 AM
Sujeet Kumar Suman	May I take the remote access of your server?	5:12:53 AM
joe.quinn	yes	5:13:13 AM
Sujeet Kumar Suman	kindly approve	5:13:25 AM
joe.quinn	done	5:13:25 AM
Sujeet Kumar Suman	Thanks! Kindly enter QuickBooks company file password.	5:14:26 AM
joe.quinn	ok	5:14:53 AM
Sujeet Kumar Suman	I did not make any changes in the Avalara application. However, I previously modified the email setting in QuickBooks to use webmail instead of Outlook.	5:17:29 AM
	Now try again to send invoice.	5:17:41 AM
joe.quinn	Avalara is working again but the e-mail is not.	5:19:56 AM
Sujeet Kumar Suman	Right..	5:20:19 AM
	Apologies for not being able to resolve your concern. I recommend reaching out to the Avalara application support team, as they will be better equipped to assist you with this issue.	5:20:37 AM
joe.quinn	I have and we will address it next week. I thank you for your help. It is appreciated.	5:21:10 AM
Sujeet Kumar Suman	Thanks for the confirmation !	5:21:14 AM
	And thank you for your patience.	5:21:28 AM
	Is there anything else I may help you with ?	5:21:35 AM
joe.quinn	Thank you for your patience with me, too!!	5:21:46 AM
	No that is all for now...have a good evening	5:22:02 AM
Sujeet Kumar Suman	Most welcome.	5:22:04 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!	5:22:11 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

5:22:27 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

8 Jul, 7:31:31 PM

### #79063 krisika

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

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

**Operator:** Manish Singh

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 21 Secs

**City:** BORSAD

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

Chat Duration : 16 Mins 37 Secs

krisika Hello, I am your Acebuddy 8 Jul, 7:31:31 PM

Manish Singh Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. 7:31:59 PM

7:32:40 PM krisika is sharing a file with you

[17519833289803370698505141826111.jpg](#) - ( Size:3.29 MB )

7:32:40 PM

Server not open

Yes, Krisika 7:33:10 PM

There is currently a technical outage. Please try to access server after 15-30 minutes.

You may try in the meantime; however, we will update you as soon as the server is back up and running. (Edited)

7:33:19 PM

Are we still connected here?

7:38:00 PM

krisika Yes 7:38:15 PM

Manish Singh We will notify you over the email, once this is resolved. 7:38:37 PM

	Is there anything else I may help you with ?	7:38:45 PM
krisika	But please chat continue	7:40:13 PM
Manish Singh	It will take time Krisika, you can reinitiate the chat after 20-30 minutes we will notify you regarding the update. (Edited)	7:41:13 PM
	Are we still connected here?	7:43:27 PM
krisika	Yes	7:43:40 PM
Manish Singh	It will take time Krisika, you can reinitiate the chat after 20-30 minutes we will notify you regarding the update.	7:43:46 PM
	Kriska, thanks for understanding. We will keep you updated as soon as the services are up and running	7:46:34 PM
	This is a global outage affecting all the users, you can expect the response over the email.	7:47:16 PM
krisika	Okay	7:47:27 PM
Manish Singh	Krisika, Is there anything else I may help you with?	7:47:28 PM
krisika	No	7:48:02 PM
Manish Singh	Great, thanks for your understanding again.	7:48:25 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:48:28 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!	7:48:31 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>	7:48:33 PM



# Chat Transcript

Hello, I am your Acebuddy

**#78972 accounting****Email:** accounting@podumentertainment.com  14153020689**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:** 35 Secs**City:** NEWMARKET**State:** Ontario**Country:** CANADA**Chat Transcript**

Chat Duration : 12 Mins 2 Secs

accounting	Hello, I am your Acebuddy	4 Jul, 1:05:40 AM
Acebuddy	Hello Accounting, I'm your Ace Buddy. I'll be happy to assist you!	1:05:40 AM
	Whom Would You Like to Connect With?	1:05:40 AM
accounting	Sales & Solutions	1:05:47 AM
Acebuddy	Please wait while we connect you to one of our Sales Representative.	1:05:47 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:05:47 AM
	<i>Siddhant accepted the chat transfer request.</i>	1:05:49 AM
Siddhant	Hi there, this is Siddhant from Sales & Solutions team. How may I help you today?	1:06:59 AM
accounting	I am trying to add a new user but it keeps telling me there is a problem.	1:07:29 AM
Siddhant	No worries. Let me transfer this chat to the support team. They will assist assist you further.	1:08:09 AM
accounting	thank you	1:08:17 AM
Siddhant	You're most welcome.	1:08:28 AM
	<i>Siddhant is transferring the chat to Support(QB &amp; App Hosting).</i>	1:08:37 AM
	<i>Manish Singh accepted the chat transfer request.</i>	1:09:14 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	1:09:22 AM
accounting	Hello, I would like to add a new user but see there are 2 users that have no email address... can I take over one of those?	1:10:11 AM
Manish Singh	Yes, you can use your email address if the user heave not any.	1:11:46 AM
accounting	But then they will not get the welcome/instruction email. So I should probably set up a new one.	1:12:45 AM
Manish Singh	Yes, you can do that too	1:13:10 AM
accounting	can you see why it is not letting me set up a new user?	1:13:28 AM

Manish Singh	May I take the remote access of your local computer?	1:14:31 AM
accounting	I am not signed into Ace desktop, I'm trying from the portal website	1:15:07 AM
Manish Singh	Yes, that's what I have to check.	1:15:28 AM
accounting	I am not comfortable with taking control of my computer, I have sensitive data. It says; "Oops! Something went wrong. Please contact the support team for further assistance."	1:16:21 AM
Manish Singh	Alright! Kindly email us with the username, contact number and email ID of the user we will create the user for you.	1:16:42 AM
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	1:17:00 AM
	Also, the registered email for your account with us is : -[jessica@podiumaudio.com] (mailto:jessica@podiumaudio.com)	
	Or [accounting@podumentertainment.com](mailto:accounting@podumentertainment.com)	1:17:13 AM
accounting	Okay, I will. Thanks	1:17:16 AM
Manish Singh	Is there anything else I may help you with ?	1:17:20 AM
accounting	That's all. Have a good day	1:17:30 AM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:17:34 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	1:17:39 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Manish Singh has ended this chat session</i>	1:17:42 AM



## Chat Transcript

Hello, I am your Acebuddy

**#79565 sulema.montes****Email:** sulema.montes@wavenet.net**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:** 30 Secs**City:** CARSON**State:** California**Country:** UNITED STATES

Chat Duration : 5 Mins 10 Secs

## Chat Transcript

sulema.montes	Hello, I am your Acebuddy	18 Jul, 1:42:47 AM
Acebuddy	Hello Sulema.montes, I'm your Ace Buddy. I'll be happy to assist you!	1:42:48 AM
	Whom Would You Like to Connect With?	1:42:48 AM
sulema.montes	Technical Support (QB & App Hosting)	1:42:52 AM
Acebuddy	Welcome to Ace Support.	1:42:52 AM
	Please chose an option :	1:42:52 AM
sulema.montes	I'd like to report an Issue	1:42:58 AM
Acebuddy	Please select an option!	1:42:58 AM
sulema.montes	Password Reset	1:43:04 AM
Acebuddy	Please select an option below	1:43:04 AM
sulema.montes	Already Enrolled to Selfcare Portal	1:43:09 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	1:43:10 AM
	Do you need any further assistance on the topic?	1:43:10 AM
sulema.montes	Yes	1:43:22 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:43:22 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:43:22 AM
	<i>Manish Singh accepted the chat transfer request.</i>	1:43:42 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	1:43:46 AM
	Hello Sulema	1:44:01 AM
sulema.montes	please disregarded	1:44:51 AM
Manish Singh	Alright, is there anything else I can assist you with?	1:45:48 AM

Are we still connected here? 1:47:18 AM

As the chat get disconnected. 1:47:42 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. 1:47:53 AM

*Manish Singh has ended this chat session* 1:47:58 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 11 Jul, 7:35:12 AM

**#79292 Jason Lee**

**Email:** jason.lee@wavenet.net

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 27 Secs

**City:** TORRANCE

**State:** California

**Country:** UNITED STATES

Chat Transcript Chat Duration : 32 Mins 34 Secs

Jason Lee	Hello, I am your Acebuddy	11 Jul, 7:35:13 AM
Acebuddy	Hello Jason Lee, I'm your Ace Buddy. I'll be happy to assist you!	7:35:14 AM
	Whom Would You Like to Connect With?	7:35:14 AM
Jason Lee	Technical Support (QB & App Hosting)	7:35:22 AM
Acebuddy	Welcome to Ace Support.	7:35:22 AM
	Please chose an option :	7:35:22 AM
Jason Lee	I'd like to report an Issue	7:35:34 AM

Acebuddy	Please select an option!	7:35:34 AM
Jason Lee	QuickBooks Issue	7:36:31 AM
Acebuddy	What type of QuickBooks Issue are you facing?	7:36:31 AM
Jason Lee	Other QB related issue	7:36:35 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:36:35 AM
Jason Lee	Thank you for your update, and we sincerely apologize for the ongoing inconvenience you're experiencing with the ACE Cloud application. Based on our recent troubleshooting, we have identified that the ACE Cloud application is being blocked by an endpoint	7:36:58 AM
Acebuddy	Please wait while we connect you to a Support Representative	7:36:58 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:36:58 AM
	<i>Tushar accepted the chat transfer request.</i>	7:38:36 AM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	7:38:39 AM
Jason Lee	Hello	7:38:44 AM
Tushar	Hello Jason.	7:39:02 AM
	How may I help you.	7:39:09 AM
Jason Lee	Just quick question, Can you tell me how ACE cloud application work?	7:39:50 AM
	I am part time IT at Wavenet, they are using Remote desktop version now	7:40:44 AM
	but sounds like they want to use ACE cloud application	7:40:58 AM
Tushar	The ace cloud application and remote desktop version work on the same back end process. (Edited)	7:43:07 AM
	The difference is in User interface and some other additional features like password reset and chat call support are quick from ace connect application.	7:43:57 AM
Jason Lee	so Ace Cloud application is thru web browser or we have to install your software?	7:44:56 AM
Tushar	it is an application software that we install on user's local desktop and set it up for them. (Edited)	7:47:14 AM
Jason Lee	so basically your own remote connection application ? like teamviewer / logmein / remotepc huh?	7:49:53 AM
Tushar	Yes, you can say that.We download the application from the web URL and then configure it as per the user's server credentials.	7:50:55 AM
Jason Lee	and it is not via Windows RDP, so it could be a bit faster, since your own protocol and UI	7:52:06 AM
Tushar	It basically uses Windows RDP only as its protocol to connect with the server.	7:53:15 AM
Jason Lee	oh I see customized to save user credential, rdp, and terminal service print module etc	7:56:33 AM
Tushar	Yes, it is customized application it is designed with user usability in mind, ensuring faster and more seamless communication with us.	7:57:21 AM
	Previously, users had to open a separate web browser and navigate through multiple pages for tasks like password resets or connecting with our team. Now, we've integrated all these features into one seamless application, allowing users to access all ACE Cloud services in one place.	7:59:03 AM
Jason Lee	kk got it	7:59:24 AM

Tushar	Is there anything else I may help you with or other Questions?	7:59:52 AM
Jason Lee	That should be it, let me try it on site with user and see where it got blocked with Bitdefender antivirus do you have any document to whitelist / exclude it from Antivirus software?	8:00:34 AM 8:01:00 AM
Tushar	Whitelist options are different by application to application you will have to connect with the antivirus provide to check it.	8:03:39 AM
	Also you can call us as well and we will be able to help with server related Queary in a three way call.	8:04:22 AM
Jason Lee	i mean I have to exclude your application folders in Windows.  oh well, let me try it with user, and ill call support again if I run into issues	8:05:31 AM 8:06:39 AM
	Thank you!	8:06:41 AM
Tushar	Okay kindly connect with us our 24/7 helpline on 888-415-5240 (toll-free).	8:07:33 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:07:40 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	8:07:45 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>Tushar has ended this chat session</i>	8:07:47 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

9 Jul, 8:05:06 PM

#79204 isaac

Email: isaac@hasselbladlumber.com ☎ 112089383391

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 25 Secs

**City:** BOISE

**State:** Idaho

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Hour 9 Mins

isaac	Hello, I am your Acebuddy	9 Jul, 8:05:07 PM
Acebuddy	Hello Isaac Hasselblad, I'm your Ace Buddy. I'll be happy to assist you!	8:05:07 PM
	Whom Would You Like to Connect With?	8:05:07 PM
isaac	Technical Support (QB & App Hosting)	8:05:13 PM
Acebuddy	Welcome to Ace Support.	8:05:13 PM
	Please chose an option :	8:05:13 PM
isaac	I'd like to report an Issue	8:05:21 PM
Acebuddy	Please select an option!	8:05:21 PM
isaac	Other Issue	8:05:26 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:05:26 PM
isaac	Unable to access RDP	8:06:09 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:06:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:06:10 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	8:06:29 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	8:06:35 PM
	Hello Isaac, I will surely help you with this issue.	8:06:49 PM
isaac	Ticket ID: 729232	8:07:04 PM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	8:08:11 PM
	We have made some changes from the backend, kindly try login with existing password.	8:09:13 PM
isaac	is this your nmber 1-949-467-9129	8:11:24 PM
Ashutosh Mishra	The support number is 1-888-415-5240	8:11:56 PM
isaac	I was supposed to get a call for my ticket	8:12:18 PM
Ashutosh Mishra	We reached out to Safanah and was informed to contact one of the IT team members.	8:14:57 PM
isaac	I have not received a call	8:15:14 PM

	when are they going to call	8:15:47 PM
	we had it scheduled	8:15:50 PM
	and her password wont work	8:16:03 PM
	<i>8:16:59 PMisaac is sharing a file with you</i> <u><a href="#">Screenshot 2025-07-09 084645.png</a> - ( Size:30.48 KB )</u>	8:16:59 PM
	Is there anything else she needs to do so she can access her acct	8:17:47 PM
Ashutosh Mishra	I deeply apologize for the inconvenience caused to you. Please share the callback number and i will schedule the callback. Moreover if the password is not working we can also reset the password for the user.	8:17:57 PM
isaac	to allow her to remote in	8:17:57 PM
	2089068318	8:18:09 PM
	I need the callback now	8:18:15 PM
	we need to get this working for her asap	8:18:24 PM
Ashutosh Mishra	Thank you for your patience. I am scheduling the callback now.	8:20:01 PM
isaac	is this something you can help with	8:20:18 PM
	do i need to toogle on the MFA or other option in the screenshot I sent u	8:20:45 PM
Ashutosh Mishra	MFA is an additional security layer however not necessary for server login.	8:21:19 PM
isaac	what about MS office	8:21:46 PM
Ashutosh Mishra	MS Office is for services like MS Excel/Word.	8:22:12 PM
isaac	I don't understand why her password wont work. we just reset it	8:22:15 PM
Ashutosh Mishra	I would need to have remote access of the user's local computer to identify root cause. If issue is only due to password we can reset it from backend.	8:23:02 PM
	We just need approval email from registered email [isaac@hasselbladlumber.com] (mailto:isaac@hasselbladlumber.com)	8:23:39 PM
isaac	would it be the same as if I do it from the ace portal?	8:24:06 PM
Ashutosh Mishra	Yes, it would be same.	8:24:22 PM
	<i>8:24:30 PMisaac is sharing a file with you</i> <u><a href="#">Screenshot 2025-07-09 085419.png</a> - ( Size:35.78 KB )</u>	8:24:30 PM
isaac	I did that and its not working	8:24:37 PM
	continues to say 'login attemp failed	8:25:12 PM
Ashutosh Mishra	Please also share screenshot of the error message when logging in.	8:26:52 PM
	<i>8:27:30 PMisaac is sharing a file with you</i> <u><a href="#">Screenshot 2025-07-09 085720.png</a> - ( Size:83.84 KB )</u>	8:27:30 PM
isaac	got a new error	8:27:40 PM
Ashutosh Mishra	In such case we would have to identify the root cause on the local computer.	8:29:28 PM

	isaac	it says her acct is lockedf  in the ace portal but its not alloowing me to unlock it  when am I going to get a callback	8:30:08 PM  8:30:24 PM  8:31:16 PM
Ashutosh Mishra		I have unlocked the user from backend.	8:31:46 PM
		<i>8:33:35 PM Ashutosh Mishra is sharing a file with you <a href="mailto:safanah.s@myrealdata.net.rdp.zip">safanah.s@myrealdata.net.rdp.zip</a> - ( Size:809 Bytes )</i>  <i>Please extract this file and find the new RDP for Safanah and try login with this one.</i>	8:33:35 PM
		<i>8:33:51 PM isaac is sharing a file with you <a href="#">Screenshot 2025-07-09 090340.png</a> - ( Size:43.64 KB )</i>	8:33:51 PM
	isaac	I did that and its still not working	8:35:20 PM
Ashutosh Mishra		One of our senior engineers will shortly reach out to you, meanwhile I am sending you an email to approve password reset and I will share the new password for the user.	8:36:12 PM
	isaac	Is there somekind of password policy  why will it not take the password I just created	8:36:17 PM  8:36:26 PM
Ashutosh Mishra		If you were able to create user with the Password than there should be no issue.	8:36:53 PM
	isaac	I dont need what 'should be' I need someone to assist	8:38:33 PM
Ashutosh Mishra		May I take the remote access of your local computer?	8:40:15 PM
	isaac	sure  do you have her pc info?	8:40:29 PM  8:40:37 PM
Ashutosh Mishra		Would it be possible if Safanah can connect with support team over chat?	8:42:54 PM
	isaac	I'm remoted into her pc  what do u need me to do  ?	8:43:16 PM  8:43:23 PM  8:43:27 PM
Ashutosh Mishra		Since we can use any PC to connect with server, I can just verify over your computer if the issue is related to password or something else.  Prior providing the access, I would suggest you to close any important documents at your end.	8:44:13 PM  8:44:19 PM
		Kindly paste this link in the browser of local computer and join the session.  <a href="https://assist.acecloudhosting.com/join/2122292560">https://assist.acecloudhosting.com/join/2122292560</a>	8:44:39 PM  8:44:40 PM
		As per discussion over the remote session, the issue was resolved by creating a stronger password after which the server connection was successful.	9:12:38 PM
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:14:50 PM
		<i>Ashutosh Mishra has ended this chat session</i>	9:14:54 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

30 Jul, 8:28:43 PM

### #79944 Mary Johnson

Email: m.johnson@nddaenterprises.com ☎ 18177735156

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: 48 Secs

City: FT WORTH

State: Texas

Country: UNITED STATES

## Chat Transcript

Chat Duration : 44 Mins 28 Secs

Mary Johnson	Hello, I am your Acebuddy	30 Jul, 8:28:43 PM
Acebuddy	Hello Mary Johnson, I'm your Ace Buddy. I'll be happy to assist you!	8:28:44 PM
	Whom Would You Like to Connect With?	8:28:44 PM
Mary Johnson	Technical Support (QB & App Hosting)	8:28:51 PM
Acebuddy	Welcome to Ace Support.	8:28:51 PM
	Please chose an option :	8:28:51 PM
Mary Johnson	I'd like to raise a Request	8:28:58 PM
Acebuddy	Please select your request type.	8:28:58 PM
Mary Johnson	Setup Ace Server	8:29:11 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	8:29:11 PM
Mary Johnson	Microsoft Windows	8:29:20 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	8:29:21 PM

	Do you need any further assistance on the topic?	8:29:21 PM
Mary Johnson	Yes	8:29:32 PM
Acebuddy	Please wait while we connect you to our Support Representative  <i>Acebuddy (bot) forwarded the chat request</i>	8:29:32 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	8:30:18 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	8:30:26 PM
	Hello Mary	8:30:39 PM
Mary Johnson	I have one employee that has not been set up on our cloud and needs help getting that done. I put in a support ticket but have gotten no response.	8:30:40 PM
	Hello	8:30:45 PM
Shubham Kataria	How are you doing today?	8:30:48 PM
Mary Johnson	Really busy but that's a good thing	8:31:00 PM
Shubham Kataria	I deeply apologize for the inconvenience caused to you.	8:31:13 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:31:22 PM
Mary Johnson	It's ok I just need to get her set up. My server is NDDA Enterprises and the user that needs setting up is Casey Houk	8:31:59 PM
Shubham Kataria	Thank you for the information.	8:32:32 PM
	Please allow me a minute to check the same.	8:32:45 PM
Mary Johnson	ok	8:32:55 PM
Shubham Kataria	Kindly confirm if you have the password for this user.	8:33:18 PM
Mary Johnson	I do not	8:33:28 PM
Shubham Kataria	Alright	8:34:01 PM
Mary Johnson	Found this in my email	8:34:40 PM
	User Name- Casey.Houk Password Link- <a href="https://otp.acecloudhosting.com/s/kIFsN30OkVcU0iA40bOGe47bkJXnHjwh">https://otp.acecloudhosting.com/s/kIFsN30OkVcU0iA40bOGe47bkJXnHjwh</a>	8:34:44 PM
Shubham Kataria	May I take the remote access of your local computer and assist you to download the RDP file from my portal and reset the password for the user. (Edited)	8:34:47 PM
	That's great, can we connect over remote and help you to login in the server with user credentials.	8:35:31 PM
Mary Johnson	Do you need to call her or just talk over the remote link	8:36:22 PM
	We are not in the same location so I need to let her know.	8:36:50 PM
Shubham Kataria	If possible, may I share a remote session link with you, which you can then forward to her so she can connect? That way, I can assist her directly.	8:37:15 PM
Mary Johnson	sure	8:37:28 PM

	are you going to email it?	8:37:41 PM
Shubham Kataria	thank you	8:37:45 PM
	No, I will share with you here in the chat box	8:38:00 PM
	Prior providing the access, I would suggest user to close any important documents at their end. (Edited)	8:38:10 PM
	<a href="https://assist.acecloudhosting.com/join/4282797143">https://assist.acecloudhosting.com/join/4282797143</a>	8:38:27 PM
	Kindly ask user to paste this link in the browser of local computer and join the session.	8:38:43 PM
Mary Johnson	I just sent it to her via email. She should be joining soon. Do I need to link in as well?	8:39:50 PM
Shubham Kataria	Alright, I will provide you the confirmation here once the user will connect and only one person can connect over the remote session.	8:40:20 PM
Mary Johnson	Ok well then I will sign off once she's on.	8:40:45 PM
Shubham Kataria	You're welcome to connect with me over chat if you prefer. Otherwise, I'll assist her directly through the remote session and communicate with her there.	8:42:02 PM
Mary Johnson	That works, I have other things I need to attend to and she's probably much better with this type of thing than me anyway. Thank you for helping us!	8:42:43 PM
Shubham Kataria	Alright, could you please stay connected until she joins the remote session? She hasn't connected yet.	8:43:34 PM
Mary Johnson	She is coming in now.	8:44:31 PM
Shubham Kataria	She's now connected to the remote session. Would you like to stay connected via chat while I assist her?	8:44:50 PM
Mary Johnson	Sure, I have her on Facetime as well so I am connected to her also	8:45:12 PM
Shubham Kataria	Alright	8:45:33 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:45:39 PM
Mary Johnson	ok	8:45:52 PM
Shubham Kataria	Hello Mary	8:53:50 PM
	Thank you for your patience.	8:53:55 PM
Mary Johnson	is this the password you are looking for? - <a href="https://otp.acecloudhosting.com/s/kIFsN30OkVcU0iA40bOGe47bkJXnHjwh">https://otp.acecloudhosting.com/s/kIFsN30OkVcU0iA40bOGe47bkJXnHjwh</a>	8:54:44 PM
Shubham Kataria	The user is not aware of the password, and the password link you previously shared in the chat has expired.	8:55:02 PM
	<i>8:55:20 PM Shubham Kataria is sharing a file with you <a href="#">image.png</a> - ( Size:17.52 KB )</i>	8:55:20 PM
Mary Johnson	That is the only link I was provided. I'm not sure what you need if that doesn't work	8:55:42 PM
Shubham Kataria	We have two options: you can either reset the user's password through the My Portal, or you can provide your approval by emailing Support@acecloudhosting.com, and we will reset the password for	8:56:43 PM

	her.	
Mary Johnson	Let me try to reset it through my portal	8:57:18 PM
Shubham Kataria	Yes please	8:57:33 PM
	<i>8:58:11 PM Shubham Kataria is sharing a file with you <a href="#">How to Manage ACE Server Users 4.pdf</a> - ( Size:1.33 MB )</i>	8:58:11 PM
	<i>You may also refer this SOP, it will help you to get the password reset steps.</i>	
Mary Johnson	I reset it and she is sending it to you	8:59:43 PM
Shubham Kataria	Thank you, let me connect with her over remote, Will get back to you soon here.	9:00:10 PM
	Thank you for your patience.	9:06:57 PM
	As per the remote conversation user is logged onto the server now.	9:07:17 PM
	Is there anything else I may help you with ?	9:07:27 PM
	Are we still connected here?	9:09:38 PM
	Are we still connected here?	9:10:33 PM
	Are we still connected here?	9:11:50 PM
Mary Johnson	Yes,	9:12:13 PM
Shubham Kataria	Thank you	9:12:22 PM
	Is there anything else I may help you with ?	9:12:25 PM
Mary Johnson	No you have been most helpful!! Thank you!	9:12:51 PM
Shubham Kataria	You're welcome, glad to assist you.	9:13:00 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.	9:13:03 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:13:05 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!	9:13:09 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>Shubham Kataria has ended this chat session</i>	9:13:12 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

8 Jul, 7:14:32 PM

#79057 srinivas

Email: srinivas@taxgeeks.com ☎ 2252847776

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 6 Secs

City: NELLORE

State: Telangana

Country: INDIA

## Chat Transcript

Chat Duration : 11 Mins 4 Secs

srinivas	Hello, I am your Acebuddy	8 Jul, 7:14:33 PM
Acebuddy	Hello Srinivas, I'm your Ace Buddy. I'll be happy to assist you!	7:14:35 PM
	Whom Would You Like to Connect With?	7:14:35 PM
srinivas	Technical Support (QB & App Hosting)	7:14:36 PM
Acebuddy	Welcome to Ace Support.	7:14:36 PM
	Please chose an option :	7:14:36 PM
srinivas	I'd like to report an Issue	7:14:41 PM
Acebuddy	Please select an option!	7:14:41 PM
srinivas	Other Issue	7:14:45 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:14:45 PM
srinivas	server down	7:14:51 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:14:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:14:52 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	7:15:03 PM

Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today. (Edited)	7:15:18 PM
srinivas	hi	7:16:12 PM
	TAXGE server is down	7:16:17 PM
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:16:50 PM
	Thanks for the information	7:17:19 PM
srinivas	taxge - server name	7:17:48 PM
	tgsrinivas username	7:17:54 PM
Shivam Singh	I am checking the server, allow me 2 minutes to check the same.	7:18:15 PM
srinivas	ok	7:18:21 PM
	38.15.187.77	7:18:37 PM
	what is the issue	7:22:44 PM
	why is it down?	7:22:49 PM
Shivam Singh	There is currently a technical outage. We will respond to you within 15-30 minutes.	7:22:50 PM
srinivas	ok	7:22:58 PM
Shivam Singh	Is there anything else I may help you with ?	7:23:14 PM
srinivas	should we try after 15 min	7:23:25 PM
Shivam Singh	You may try in the meantime; however, we will update you as soon as the server is back up and running.	7:24:48 PM
srinivas	ok	7:25:16 PM
	will wait for your email update	7:25:22 PM
	bye	7:25:26 PM
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:25:33 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!	7:25:35 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Shivam Singh has ended this chat session</i>	7:25:38 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

15 Jul, 10:09:50 PM

**#79462 Brooke Hommel**

**Email:** bhommel@ohioams.com 216-264-1065

**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:** BRUNSWICK

**State:** Ohio

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 3 Mins

Brooke Hommel	Hello, I am your Acebuddy	15 Jul, 10:09:51 PM
Acebuddy	Hello Brooke Hommel, I'm your Ace Buddy. I'll be happy to assist you!	10:09:52 PM
	Whom Would You Like to Connect With?	10:09:52 PM
Brooke Hommel	Technical Support (QB & App Hosting)	10:09:57 PM
Acebuddy	Welcome to Ace Support.	10:09:57 PM
	Please chose an option :	10:09:57 PM
Brooke Hommel	I'd like to report an Issue	10:10:08 PM
Acebuddy	Please select an option!	10:10:08 PM
Brooke Hommel	QuickBooks Issue	10:10:12 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:10:12 PM
Brooke Hommel	QuickBooks is Frozen	10:10:18 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	10:10:19 PM
	Was that helpful?	10:10:19 PM
Brooke Hommel	Yes	10:12:51 PM

Acebuddy I'm glad to hear that! Should you need further assistance, please do not hesitate to reach out to me! 10:12:51 PM

*Acebuddy has ended this chat session* 10:12:52 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details 20 Jul, 4:02:51 AM

**#79631 Jocelyn**

**Email:** jjsaccounting@gmail.com **Phone:** 12087095347

**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:** 53 Secs

**City:** LEWISVILLE

**State:** Idaho

**Country:** UNITED STATES

Chat Transcript Chat Duration : 10 Mins 22 Secs

Jocelyn	Hello, I am your Acebuddy	20 Jul, 4:02:52 AM
Acebuddy	Hello Jocelyn, I'm your Ace Buddy. I'll be happy to assist you!	4:02:53 AM
	Whom Would You Like to Connect With?	4:02:53 AM
Jocelyn	Technical Support (QB & App Hosting)	4:02:59 AM
Acebuddy	Welcome to Ace Support.	4:02:59 AM
	Please chose an option :	4:02:59 AM
Jocelyn	I'd like to raise a Request	4:03:08 AM
Acebuddy	Please select your request type.	4:03:08 AM
Jocelyn	Other Request	4:03:18 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our	4:03:18 AM

	technicians will connect with you for further assistance.	
	If you are facing any issue/problem with your server, Please select the appropriate option below :	4:03:18 AM
Jocelyn	Yes, I'm facing issues with my server	4:03:25 AM
Acebuddy	Please select an option!	4:03:25 AM
Jocelyn	QuickBooks Issue	4:03:31 AM
Acebuddy	What type of QuickBooks Issue are you facing?	4:03:31 AM
Jocelyn	Other QB related issue	4:03:36 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:03:36 AM
Jocelyn	QB backup	4:03:51 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:03:51 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:03:52 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	4:04:00 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	4:04:06 AM
	Hello Jocelyn	4:04:19 AM
	How may I assist you today?	4:04:30 AM
Jocelyn	Hello	4:04:31 AM
	So I cancelled one of my clients account. Is there anyway to get a backup of the QB file. I think she did some work in the file after I transferred the back I had made.	4:05:38 AM
Shubham Kataria	Kindly help me with your server name and user name?	4:06:41 AM
Jocelyn	qblivepa1.myreldata and the username is JocelynJ.pa1	4:07:40 AM
	Blais8787!	4:08:07 AM
	Ignore that last message	4:08:17 AM
Shubham Kataria	Thank you for the information.	4:09:01 AM
	<i>4:09:41 AM Shubham Kataria is sharing a file with you <a href="#">image.png</a> - ( Size:28.74 KB )</i>	4:09:41 AM
	<i>Upon checking I found that we had already shared the back up over email as per ticket number #683392</i>	
	Kindly check your email, there is a link attached for the back up files	4:10:03 AM
Jocelyn	I found it, thank you so much	4:11:45 AM
Shubham Kataria	You're welcome	4:12:10 AM
	Is there anything else I may help you with ?	4:12:14 AM
Jocelyn	No, I appreciate your help	4:12:45 AM
Shubham Kataria	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:13:09 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!

4:13:12 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/>)

*Shubham Kataria has ended this chat session*

4:13:15 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

4 Jul, 1:19:19 PM

**#78981 Stephen Derrickson**

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

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

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**City:** VIENNA

**State:** Wien

**Country:** AUSTRIA

### Chat Transcript

Chat Duration : 4 Months 2 Weeks

Stephen Derrickson	Hello, I am your Acebuddy	4 Jul, 1:19:20 PM
Acebuddy	Hello Ibex401k, I'm your Ace Buddy. I'll be happy to assist you!	1:19:21 PM
	Whom Would You Like to Connect With?	1:19:21 PM
Stephen Derrickson	Technical Support (QB & App Hosting)	1:19:31 PM

Acebuddy	Welcome to Ace Support.	1:19:31 PM
	Please chose an option :	1:19:31 PM
Stephen Derrickson	I'd like to raise a Request	1:19:39 PM
Acebuddy	Please select your request type.	1:19:39 PM
Stephen Derrickson	Change in Users	1:19:45 PM
Acebuddy	Please select your desired option!	1:19:45 PM
Stephen Derrickson	User Addition	1:19:58 PM
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	1:19:58 PM
	Do you need any further assistance on the topic?	1:19:58 PM
Stephen Derrickson	Yes	1:20:13 PM
Acebuddy	Please wait while we connect you to our Support Representative	1:20:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:20:13 PM
	<i>Deepak Taneja has not responded for the transfer request.</i>	1:22:15 PM
Stephen Derrickson	Hi - I need to add a new user to my account and I am unable to do so on the self-portal. I am getting an error message when I try.	1:23:22 PM
	<i>Chat request was not picked up by the operators</i>	1:47:02 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jul, 9:10:09 PM

**#79107 John Paul Zafra**

**Email:** jp.zafra@wavenet.net

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 21 Secs

**City:** CARSON

**State:** California

**Country:** UNITED STATES

Chat Duration : 48 Mins 44 Secs

## Chat Transcript

John Paul Zafra	Hello, I am your Acebuddy	8 Jul, 9:10:10 PM
Acebuddy	Hello John Paul Zafra, I'm your Ace Buddy. I'll be happy to assist you!	9:10:11 PM
	Whom Would You Like to Connect With?	9:10:11 PM
John Paul Zafra	VDI/DaaS Support	9:10:51 PM
Acebuddy	Please wait while we connect you to an available Representative.	9:10:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:10:52 PM
	<i>Shubham accepted the chat transfer request.</i>	9:10:58 PM
	<i>Shubham is transferring the chat to Support(QB &amp; App Hosting).</i>	9:11:29 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	9:11:59 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	9:12:07 PM
John Paul Zafra	thank you	9:13:11 PM
	I am having trouble opening my program	9:13:19 PM
Shivam Singh	I apologize for the inconvenience caused. I'll be happy to assist you. Could you please let me know which application you're having trouble opening?	9:14:54 PM
John Paul Zafra	ace connect	9:15:38 PM
Shivam Singh	There is a <b>technical outage</b> at the moment, and our team is actively working to resolve the issue. We expect to provide an update within <b>30 minutes to 1 hours</b> .	9:18:38 PM
	We will share a weblink to keep a track of the status with you.	9:20:23 PM
	Are we still connected here?	9:20:38 PM
	This message has been deleted	9:20:46 PM
John Paul Zafra	yes	9:21:20 PM
Shivam Singh	I just checked the server and user are logged in.	9:23:50 PM
	Let me share an RDP with you to access the server.	9:24:16 PM
John Paul Zafra	is the user JP	9:25:17 PM
Shivam Singh	Could you, please confirm if it is <b>JP.Margaret.WN@myrealdatal.net</b> ?	9:26:21 PM
John Paul Zafra	yes that is correct	9:26:36 PM
Shivam Singh	Thanks for the confirmation	9:27:08 PM
	<i>9:30:36 PM Shivam Singh is sharing a file with you <a href="https://JP.Margaret.WN@myrealdatal.net.zip">JP.Margaret.WN@myrealdatal.net.zip</a> - ( Size:800 Bytes )</i>	9:30:36 PM

	Kindly unzip it and open it. Also, use your existing password.	9:30:59 PM
John Paul Zafra	I am opening it now	9:33:04 PM
Shivam Singh	Sure, please take your time	9:33:39 PM
	Did it work John ?	9:37:13 PM
John Paul Zafra	i am trying to log in	9:37:55 PM
Shivam Singh	May I take the remote access of your local computer? so that I can assist you in the process.	9:38:42 PM
John Paul Zafra	sure	9:39:06 PM
Shivam Singh	Thanks	9:40:56 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:41:04 PM
John Paul Zafra	will do	9:42:58 PM
	done	9:43:16 PM
Shivam Singh	Let me know once done	9:43:29 PM
	Thanks for the confirmation.	9:43:44 PM
	Kindly paste this link in the browser of local computer and join the session.	9:44:33 PM
	<a href="https://assist.acecloudhosting.com/join/6732312507">https://assist.acecloudhosting.com/join/6732312507</a>	9:44:35 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.	9:45:54 PM
	As the issue is resolved, is there anything else I can assist you with?	9:56:07 PM
	Are we still connected here?	9:57:42 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:58:38 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!	9:58:50 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Shivam Singh has ended this chat session</i>	9:58:55 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

2 Jul, 11:34:22 PM

### #78914 stacia

**Email:** stacia@prosperitybookkeepingllc.com 15128433896

**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:** 40 Secs

**City:** ANNAPOLIS

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 15 Mins 22 Secs

stacia	Hello, I am your Acebuddy	2 Jul, 11:34:22 PM
Acebuddy	Hello Stacia, I'm your Ace Buddy. I'll be happy to assist you!	11:34:23 PM
	Whom Would You Like to Connect With?	11:34:23 PM
stacia	Technical Support (QB & App Hosting)	11:34:33 PM
Acebuddy	Welcome to Ace Support.	11:34:33 PM
	Please chose an option :	11:34:33 PM
stacia	I'd like to report an Issue	11:34:39 PM
Acebuddy	Please select an option!	11:34:40 PM
stacia	Password Reset	11:34:45 PM
Acebuddy	Please select an option below	11:34:46 PM
stacia	Already Enrolled to Selfcare Portal	11:34:52 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	11:34:52 PM
	Do you need any further assistance on the topic?	11:34:52 PM
stacia	Yes	11:35:01 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:35:01 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	11:35:01 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	11:35:23 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	11:35:29 PM
	Hello stacia	11:35:35 PM
stacia	I have a user Tiffany Wildung who is unable to login and I can't reset her password.	11:35:58 PM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:36:31 PM
stacia	Sflores Prosperitybook	11:37:02 PM
Shubham Kataria	Thank you for the information. Please allow me a minute to check the same.	11:37:56 PM
stacia	Thank you!	11:38:20 PM
Shubham Kataria	Thank you for your patience.	11:39:51 PM
	We would like to inform you that the SelfCare and My portal tool is currently experiencing an outage. Our team is actively working to resolve the issue as quickly as possible. In the meantime, we can assist with resetting your password manually. Please email us at Support@acecloudhosting.com from your registered email address to proceed. (Edited)	11:40:17 PM
stacia	Got it what information do I need to include	11:40:55 PM
Shubham Kataria	You may just send a request to reset user Tiffany password. Once we will get the email, we will proactively reset the password and send you immediately.	11:41:38 PM
	And please send the email from this email address - stacia@prosperitybookkeepingllc.com	11:42:34 PM
stacia	Got it! I just sent the email	11:43:37 PM
Shubham Kataria	Let me check	11:43:47 PM
	Thank you, I have received the email. let me reset the password very Quick.	11:44:52 PM
stacia	Thank you!	11:45:27 PM
	Let me know when it's reset please.	11:46:26 PM
Shubham Kataria	You're welcome	11:47:13 PM
	I've send the password over the email. Kindly check and let me know if the user able to login with the new password.	11:47:38 PM
stacia	Got it! It worked thank you!	11:48:36 PM
Shubham Kataria	That's great	11:48:52 PM
	Is there anything else I may help you with ?	11:48:55 PM
stacia	That's it thank you.	11:49:30 PM
Shubham Kataria	You're welcome	11:49:31 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.	11:49:34 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:49:40 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!

11:49:42 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/>)

*Shubham Kataria has ended this chat session*

11:49:44 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

21 Jul, 2:27:14 AM

**#79635 Brad Brad.n.blake**

**Email:** brad.n.blake@gmail.com ☎ 13043602924

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

**Operator:** Anurag Sharma

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 19 Secs

**City:** HUNTINGTON

**State:** West Virginia

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 11 Mins 3 Secs

Brad Brad.n.blake	Hello, I am your Acebuddy	21 Jul, 2:27:15 AM
Acebuddy	Hello Brad N Blake, I'm your Ace Buddy. I'll be happy to assist you!	2:27:16 AM
	Whom Would You Like to Connect With?	2:27:16 AM
Brad Brad.n.blake		

	Technical Support (QB & App Hosting)	2:27:20 AM
Acebuddy	Welcome to Ace Support.	2:27:20 AM
	Please chose an option :	2:27:20 AM
Brad Brad.n.blake	I'd like to report an Issue	2:27:27 AM
Acebuddy	Please select an option!	2:27:27 AM
Brad Brad.n.blake	Other Issue	2:27:33 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:27:33 AM
Brad Brad.n.blake	I need instructions on how to install on a macbook	2:27:53 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:27:53 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:27:53 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	2:28:01 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	2:28:03 AM
	Hello Brad	2:28:24 AM
Brad Brad.n.blake	hello, can you assist with this?	2:28:44 AM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:29:19 AM
Brad Brad.n.blake	Username - myrealdata\BradB.NPRO1	2:30:07 AM
Anurag Sharma	Thanks for the confirmation !	2:30:41 AM
	May I take the remote access of your local computer? (Edited)	2:30:46 AM
Brad Brad.n.blake	sure	2:31:05 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	2:31:18 AM
	<a href="https://assist.acecloudhosting.com/join/5862736213">https://assist.acecloudhosting.com/join/5862736213</a>	2:31:28 AM
	Kindly paste this link in the browser of local computer and join the session.	2:31:37 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	2:33:48 AM
	The RDP is successfully setup on your device.	2:37:52 AM
Brad Brad.n.blake	That is all I needed. Thanks.	2:37:52 AM
Anurag Sharma	Thanks for the confirmation !	2:38:06 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:38:11 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:38:14 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

2:38:16 AM

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

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

*Anurag Sharma has ended this chat session*

2:38:19 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

9 Jul, 4:03:04 AM

#### #79182 Brian Leavitt

**Email:** 1car@earthlink.net 4253482777

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 49 Secs

**City:** EVERETT

**State:** Washington

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 21 Mins 29 Secs

Brian Leavitt	Hello, I am your Acebuddy	9 Jul, 4:03:05 AM
Acebuddy	Hello Brian Leavitt, I'm your Ace Buddy. I'll be happy to assist you!	4:03:05 AM
	Whom Would You Like to Connect With?	4:03:05 AM
Brian Leavitt	Technical Support (QB & App Hosting)	4:03:11 AM
Acebuddy	Welcome to Ace Support.	4:03:11 AM

	Please chose an option :	4:03:11 AM
Brian Leavitt	I'd like to report an Issue	4:03:17 AM
Acebuddy	Please select an option!	4:03:17 AM
Brian Leavitt	QuickBooks Issue	4:03:20 AM
Acebuddy	What type of QuickBooks Issue are you facing?	4:03:20 AM
Brian Leavitt	QuickBooks is Frozen	4:03:29 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	4:03:29 AM
	Was that helpful?	4:03:29 AM
Brian Leavitt	No	4:03:34 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	4:03:34 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:03:34 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	4:04:38 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	4:05:00 AM
Brian Leavitt	how do I restart the app hosting? most of the update worked but i need you guys to restart your end	4:05:04 AM
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:05:05 AM
Brian Leavitt	BrianL.npro1	4:05:34 AM
	Brian leavitt	4:05:54 AM
	??	4:06:56 AM
Yash Kalra	Kindly allow me two minutes to check the same.	4:07:47 AM
	Brian, we will be making some changes from the backend to resolve the issue. You might need to log in again once the changes are completed.	4:10:35 AM
Brian Leavitt	Ok I am just having issues with it actually getting it restarted	4:11:57 AM
Yash Kalra	Please try to log in now and let us know the status of the issue.	4:13:18 AM
Brian Leavitt	it is still saying a critical quicbooks update is waiting for instillation  when I tried to open the file	4:15:24 AM
	do you want to see my screen?	4:15:45 AM
Yash Kalra	May I take the remote access of your server?	4:16:54 AM
Brian Leavitt	yes please	4:17:04 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	4:17:10 AM
Brian Leavitt	thank you is the update going to happen tonight?	4:23:03 AM
Yash Kalra	Yes Brian, we have scheduled the update for the night hours. We will update you once the process is completed.	4:23:51 AM
Brian Leavitt		4:24:18 AM

thank you!

Yash Kalra Thank you for choosing ACE cloud Hosting, you have a wonderful day. 4:24:22 AM

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

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

Thanks! 4:24:24 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/>)

*Yash Kalra has ended this chat session*

4:24:34 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 1 Jul, 3:32:49 AM

**#78842 ktbooks46**

**Email:** ktbooks46@gmail.com 118508677001

**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:** MOBILE

**State:** Florida

**Country:** UNITED STATES

Chat Transcript Chat Duration : 41 Mins 51 Secs

ktbooks46 Hello, I am your Acebuddy 1 Jul, 3:32:49 AM

Acebuddy Hello Ktbooks46, I'm your Ace Buddy. I'll be happy to assist you! 3:32:50 AM

	Whom Would You Like to Connect With?	3:32:50 AM
ktbooks46	Technical Support (QB & App Hosting)	3:33:07 AM
Acebuddy	Welcome to Ace Support.	3:33:07 AM
	Please chose an option :	3:33:07 AM
ktbooks46	I'd like to raise a Request	3:33:19 AM
Acebuddy	Please select your request type.	3:33:19 AM
ktbooks46	Other Request	3:33:29 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	3:33:29 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:33:29 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.	4:14:41 AM
	<i>Ended due to chat idle timeout</i>	4:14:41 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

30 Jul, 11:36:11 PM

**#79962 Anjali.r**

**Email:** anjali.r@myreldata.net

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** DHANORI

**State:** Maharashtra

**Country:** INDIA

### Chat Transcript

Chat Duration : 42 Mins 16 Secs

Anjali.r	Hello, I am your Acebuddy	30 Jul, 11:36:12 PM
Acebuddy	Hello Anjali.r, I'm your Ace Buddy. I'll be happy to assist you!	11:36:12 PM
	Whom Would You Like to Connect With?	11:36:12 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.	31 Jul, 12:18:29 AM
	<i>Ended due to chat idle timeout</i>	12:18:29 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

31 Jul, 2:20:08 AM

**#79974 Katie Rainis**

**Email:** katie@rcstructures.com 5167802612

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 50 Secs

**City:** FARMINGDALE

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 11 Mins 45 Secs

Katie Rainis	Hello, I am your Acebuddy	31 Jul, 2:20:09 AM
Acebuddy	Hello Katie Rainis, I'm your Ace Buddy. I'll be happy to assist you!	2:20:10 AM
	Whom Would You Like to Connect With?	2:20:10 AM
Katie Rainis	Technical Support (QB & App Hosting)	2:20:14 AM
Acebuddy	Welcome to Ace Support.	2:20:15 AM
	Please chose an option :	2:20:15 AM

Katie Rainis	I'd like to report an Issue	2:20:47 AM
Acebuddy	Please select an option!	2:20:47 AM
Katie Rainis	QuickBooks Issue	2:20:52 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:20:52 AM
Katie Rainis	QuickBooks Login Issue	2:21:41 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	2:21:41 AM
	Was that helpful?	2:21:41 AM
Katie Rainis	No	2:21:55 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	2:21:55 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:21:55 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	2:22:03 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	2:22:07 AM
	Hello Katie , how are you doing	2:22:26 AM
Katie Rainis	I am good, but I am having issues with logging into one of our Quickbooks Company Files	2:22:55 AM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:23:06 AM
Katie Rainis	The server is for RC Structures CID75142	2:23:54 AM
	My username is Katie	2:24:02 AM
Sanyam Madan	Kindly allow me two minutes to check the same.	2:24:20 AM
Katie Rainis	ok thank you	2:24:32 AM
	I am sending you the warning I get when I try to login	2:25:05 AM
	<i>2:25:12 AMKatie Rainis is sharing a file with you <u>1_image.png</u> - ( Size:92.35 KB )</i>	2:25:12 AM
Sanyam Madan	Katie, It appears that one of your users is currently accessing the company file in Single-User Mode. That's why you're unable to access the file at the moment.	2:28:14 AM
	Please ask the user to switch to <b>Multi-User Mode</b> so that others can access the file as well.	2:28:28 AM
	This will surely resolve your issue	2:29:11 AM
Katie Rainis	Ok, thank you	2:29:48 AM
Sanyam Madan	Is there anything else I may help you with ?	2:30:15 AM
Katie Rainis	No that would be it, thank you!	2:31:38 AM
	I hope you have a good day!	2:31:47 AM
Sanyam Madan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:31:47 AM

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

2:31:52 AM

Sanyam Madan has ended this chat session

2:31:55 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

3 Jul, 5:36:43 PM

#### #78938 ERICAJOHNS

Email: ericajohns@southernwoodframing.com ☎ 3017512317

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 31 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

### Chat Transcript

Chat Duration : 27 Mins 57 Secs

ERICAJOHNS	Hello, I am your Acebuddy	3 Jul, 5:36:45 PM
Acebuddy	Hello Erica Johns, I'm your Ace Buddy. I'll be happy to assist you!	5:36:47 PM
	Whom Would You Like to Connect With?	5:36:47 PM
ERICAJOHNS	Technical Support (QB & App Hosting)	5:36:51 PM
Acebuddy	Welcome to Ace Support.	5:36:51 PM
	Please chose an option :	5:36:51 PM
ERICAJOHNS	I'd like to report an Issue	5:36:58 PM
Acebuddy	Please select an option!	5:36:59 PM
ERICAJOHNS	QuickBooks Issue	5:37:05 PM
Acebuddy	What type of QuickBooks Issue are you facing?	5:37:05 PM

ERICAJOHNS	QuickBooks Update	5:37:19 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.	5:37:19 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.	5:37:19 PM
	Do you need any further assistance on the topic?	5:37:19 PM
ERICAJOHNS	Yes	5:37:30 PM
Acebuddy	Please wait while we connect you to our Support Representative	5:37:30 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:37:30 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	5:37:43 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	5:37:56 PM
ERICAJOHNS	This is getting ridiculous - we are unable to access our QuickBooks file, YET AGAIN, because it says "hold tight. we're updating your quickbooks, this could take a few minutes." How many updates can there POSSIBLY be, that this is happening so often. The last time I spoke with an Ace rep - we asked that they be scheduled for between 1-3am, so we knew no one would be kicked out. WHAT IS GOING ON?!	5:39:01 PM
Shivam Singh	I deeply apologize for the inconvenience caused to you. I will be surely assisting you with this. Allow me 2 minutes to check the server end.	5:39:54 PM
ERICAJOHNS	Just to make your team aware, we are actively searching for other cloud hosting services, because this is a MAJOR inconvenience and we keep being "assured" it won't keep happening. Each time this happens, our job flows get interrupted, which then causes an entire chain of other inconveniences.	5:41:18 PM
Shivam Singh	Surely, I take a note of the issue and as this is a repeating one, I will be highlighting the same with the team as well.	5:42:21 PM
	Could you please tell me as to when is the last time you have faced this issue.	5:42:49 PM
ERICAJOHNS	you should be able to see that in your files	5:44:34 PM
	it was sometime last week	5:44:41 PM
Shivam Singh	Erica, the last ticket I see is of 20th June.	5:45:43 PM
	#715912	5:45:54 PM
ERICAJOHNS	6/25, 6/19, 6/6, 6/5	5:46:10 PM
	okay - I'm not sure what that matters.. or why you would ask - if you have records... either way, 4 times in the last few weeks is ridiculous	5:46:58 PM
Shivam Singh	I completely understand how frustrating this must be — I'd feel the same in your position.	5:49:29 PM
ERICAJOHNS	i	5:51:02 PM
Shivam Singh	I am currently working on it, and I will also escalate the case to the appropriate resources to ensure continued follow-ups with you.	5:51:04 PM

ERICAJOHNS	Thanks.	5:51:10 PM
Shivam Singh	Erica, thank you so much for waiting patiently, could you please check now.	5:56:14 PM
ERICAJOHNS	I'm in, thank you.	5:58:25 PM
Shivam Singh	Erica, thanks for your confirmation	5:58:54 PM
	I will keep the ticket open and continue to follow up on it for a week to stay updated on the issue	6:00:12 PM
	Apart from that, I will also notify the resources about the same.	6:00:48 PM
	Erica, Is there anything else I may help you with?	6:01:00 PM
	Are we still connected here?	6:04:08 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	6:04:40 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>Shivam Singh has ended this chat session</i>	6:04:43 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

29 Jul, 1:20:08 AM

#79858 tim

Email: tim@commonwealthroofing.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 24 Secs

City: LOUISVILLE

**State:** Kentucky

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 7 Mins 51 Secs

tim	Hello, I am your Acebuddy	29 Jul, 1:20:09 AM
Acebuddy	Hello Timothy Swanson, I'm your Ace Buddy. I'll be happy to assist you!	1:20:10 AM
	Whom Would You Like to Connect With?	1:20:10 AM
tim	Technical Support (QB & App Hosting)	1:20:17 AM
Acebuddy	Welcome to Ace Support.	1:20:17 AM
	Please chose an option :	1:20:17 AM
tim	I'd like to report an Issue	1:20:27 AM
Acebuddy	Please select an option!	1:20:27 AM
tim	Other Issue	1:20:31 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:20:31 AM
tim	Set up issue for cloud hosting on Macbook	1:20:52 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:20:52 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:20:52 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	1:21:06 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	1:21:10 AM
tim	Hi	1:21:16 AM
Yash Kalra	Hi Timothy, I will be surely assisting you with this. Kindly help me with your server ]name and user name?	1:21:35 AM
tim	Server Name - WickerStrategic.myrealdatal.net User Name :TimSwanson	1:21:57 AM
Yash Kalra	Kindly allow me two minutes to check the same.	1:22:04 AM
<b>To help me assist you better, please answer the following question:</b>		
	1. Were you able to connect to the server before, or is this your first time trying?	1:23:28 AM
	(Edited)	
tim	First time, just got the email today	1:23:40 AM
Yash Kalra	May I take the remote access of your local computer?	1:24:04 AM
tim	I'm using a different terminal than the one I am trying to set up the access on	1:24:49 AM
	But I believe I might have found the issue, I didn't see the add Gateway line on the mac setup	1:25:07 AM
	Can I try doing that real quick	1:25:15 AM

Yash Kalra	Sure, please take your time	1:26:09 AM
	<i>1:26:24 AM Yash Kalra is sharing a file with you</i> <a href="#"><u>New ACE Cloud Hosting Setup Guide (Mac) 1 4.pdf</u></a> - ( Size:1.27 MB )	1:26:24 AM
tim	Nice, I am in. Looks like i just missed the step	1:26:42 AM
Yash Kalra	Is there anything else I may help you with ?	1:26:50 AM
tim	Nope, I was going to ask for the pdf of the instructions as our office is all macs but you were on top of it already	1:27:26 AM
	Sorry to waste your time!	1:27:30 AM
Yash Kalra	Don't worry we are here to help you out.	1:27:52 AM
	<i>Timothy Swanson has ended this chat session</i>	1:28:01 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 10 Jul, 6:51:38 PM

#79250 patrickrigg

Email: patrickrigg@pmrproperties.com ☎ 14029689366

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: 53 Secs

City: SAVANNAH

State: Missouri

Country: UNITED STATES

Chat Transcript Chat Duration : 21 Mins 17 Secs

patrickrigg	Hello, I am your Acebuddy	10 Jul, 6:51:39 PM
Acebuddy	Hello Patrickrigg, I'm your Ace Buddy. I'll be happy to assist you!	6:51:40 PM
	Whom Would You Like to Connect With?	6:51:40 PM

patrickrigg	Technical Support (QB & App Hosting)	6:51:45 PM
Acebuddy	Welcome to Ace Support.	6:51:45 PM
	Please chose an option :	6:51:45 PM
patrickrigg	I'd like to report an Issue	6:51:51 PM
Acebuddy	Please select an option!	6:51:51 PM
patrickrigg	Other Issue	6:51:56 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:51:56 PM
patrickrigg	I have a new user and we do not know how to log her in/	6:52:20 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:52:20 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:52:20 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	6:53:38 PM
	<i>Sujeet Kumar Suman is transferring the chat to Manish Singh.</i>	6:53:46 PM
	<i>Manish Singh accepted the chat transfer request.</i>	6:53:48 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	6:53:54 PM
	I will surely help you with this issue.	6:54:13 PM
	May I take the remote access of her local computer?	6:54:26 PM
	Are we still connected here?	6:56:35 PM
patrickrigg	yes.	6:58:02 PM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/1742483329">https://assist.acecloudhosting.com/join/1742483329</a>	7:01:32 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:01:35 PM
	Kindly paste this link on the browser of her local computer and join the session.	7:01:56 PM
patrickrigg	I think the remote session is going	7:04:06 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.	7:04:21 PM
	Regarding the QuickBooks company file access for new user you need to email us from authorized email patrickrigg@pmrproperties.com to support@acecloudhosting.com.	7:11:50 PM
	And kindly mention the path and name of the file where it is placed.	7:12:14 PM
patrickrigg	ok	7:12:14 PM
Manish Singh	Is there anything else I may help you with ?	7:12:35 PM
patrickrigg	no. thank you.	7:12:44 PM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on	7:12:48 PM

smileys at the end of this chat.

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

7:12:52 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!

7:12:55 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*

7:12:57 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Jul, 12:11:48 AM

**#79740 Bebe Bertolet HILLEGASS**

**Email:** bebe@bearinc.com ☎ 15105493300 x 105

**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:** BERKELEY

**State:** California

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 41 Secs

Bebe Bertolet  
HILLEGASS

Hello, I am your Acebuddy

24 Jul, 12:11:48  
AM

Acebuddy

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

12:11:49 AM

	Whom Would You Like to Connect With?	12:11:49 AM
Bebe Bertolet HILLEGASS	Technical Support (QB & App Hosting)	12:11:54 AM
Acebuddy	Welcome to Ace Support.	12:11:54 AM
	Please chose an option :	12:11:54 AM
Bebe Bertolet HILLEGASS	I'd like to raise a Request	12:12:05 AM
Acebuddy	Please select your request type.	12:12:05 AM
Bebe Bertolet HILLEGASS	Other Request	12:12:17 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	12:12:17 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:12:17 AM
Bebe Bertolet HILLEGASS	No, That'll be all!	12:12:30 AM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	12:12:30 AM
	<i>Acebuddy has ended this chat session</i>	12:12:30 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

24 Jul, 9:48:48 PM

**#79766 Tamara Bills**

**Email:** tamara@smithraxadvisors.com

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

**Operator:** Manish Singh

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 1 Min 1 Sec

**City:** ST GEORGE

**State:** Utah

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 29 Mins 34 Secs

Tamara Bills	Hello, I am your Acebuddy	24 Jul, 9:48:49 PM
Acebuddy	Hello Tamara Bills, I'm your Ace Buddy. I'll be happy to assist you!	9:48:50 PM
	Whom Would You Like to Connect With?	9:48:50 PM
Tamara Bills	Technical Support (QB & App Hosting)	9:49:00 PM
Acebuddy	Welcome to Ace Support.	9:49:00 PM
	Please chose an option :	9:49:00 PM
Tamara Bills	I'd like to report an Issue	9:49:13 PM
Acebuddy	Please select an option!	9:49:13 PM
Tamara Bills	Other Issue	9:49:18 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:49:18 PM
Tamara Bills	I am working out of town with my laptop. I purchased a second monitor. When I try to add multiple monitors on iCloud, it says I do not have the authorization to do so how do I proceed?	9:50:17 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:50:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:50:18 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:51:07 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:51:12 PM
Tamara Bills	Great	9:51:24 PM
Manish Singh	I will surely help you with this issue.	9:51:28 PM
	May I take the remote access of your local computer?	9:51:39 PM
Tamara Bills	I guess	9:52:07 PM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/1372144952">https://assist.acecloudhosting.com/join/1372144952</a>	9:52:33 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:52:36 PM
	Kindly paste this link in the browser of local computer and join the session.	9:52:50 PM
Tamara Bills	Ok just a moment	9:54:10 PM
	done	9:54:13 PM
	how do I paste that from my phone?	9:55:36 PM
Manish Singh	Copy the link and share it via what's app or any application and paste it on your local pc browser. (Edited)	9:56:30 PM
Tamara Bills	I will copy it and send it to my email rather than my phone. Give me a more and more moment please.	9:56:42 PM
Manish Singh	Sure, please take your time.	9:57:01 PM
Tamara Bills	I just sent it to myself by email. They should be coming through.	9:58:19 PM

	OK, the session ID is 137-214-4952	10:00:03 PM
Manish Singh	Yes	10:00:13 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:01:23 PM
Tamara Bills	I do not have the other monitor plugged in. Should I do that? It sure messes with my mouse when I do.	10:01:45 PM
Manish Singh	We need the access of your local PC not the server end, Tamara	10:02:00 PM
Tamara Bills	I'm not very savvy with computer stuff. Period so does that mean you want me to get off of the cloud?	10:02:54 PM
Manish Singh	The link that I have provided is to be pasted on local PC browser like chrome, Edge.	10:04:07 PM
	<a href="https://assist.acecloudhosting.com/join/7262345844">https://assist.acecloudhosting.com/join/7262345844</a>	10:05:15 PM
	Kindly use this new link.	10:05:26 PM
Tamara Bills	OK,	10:06:21 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.	10:08:50 PM
Tamara Bills	Window I plug in my second monitor?	10:09:55 PM
Manish Singh	Is there anything else I may help you with ?	10:12:10 PM
Tamara Bills	My mouse is not working on either monitor now it's just floating around. Show me again how to change that.	10:13:09 PM
Manish Singh	Sure	10:13:57 PM
	Is there anything else I may help you with ?	10:16:52 PM
Tamara Bills	That takes care of that issue now I'll proceed with my mass issue. Thank you so much.	10:17:23 PM
Manish Singh	Thank you for your patience.	10:17:36 PM
	Please let us know if we can assist you in any way, we would be happy to assist you.	10:17:59 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:18:13 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	10:18:18 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	10:18:23 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

8 Jul, 10:42:55 PM

### #79135 Anita Scheiderer

**Email:** ams@acornbusinessassistance.com 260 342 1845

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** FT WAYNE

**State:** Indiana

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 31 Mins 14 Secs

Anita Scheiderer	Hello, I am your Acebuddy	8 Jul, 10:42:56 PM
Acebuddy	Hello Anita, I'm your Ace Buddy. I'll be happy to assist you!	10:42:56 PM
	Whom Would You Like to Connect With?	10:42:56 PM
Anita Scheiderer	Technical Support (QB & App Hosting)	10:42:59 PM
Acebuddy	Welcome to Ace Support.	10:42:59 PM
	Please chose an option :	10:42:59 PM
Anita Scheiderer	I'd like to report an Issue	10:43:04 PM
Acebuddy	Please select an option!	10:43:04 PM
Anita Scheiderer	Other Issue	10:43:08 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:43:08 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:14:10 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

9 Jul, 1:52:40 AM

### #79171 heather

**Email:** heather@bluenorthernbuilders.com

**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:** 48 Secs

**City:** RIO LINDA

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 15 Mins 30 Secs

heather	Hello, I am your Acebuddy	9 Jul, 1:52:41 AM
Acebuddy	Hello Heather, I'm your Ace Buddy. I'll be happy to assist you!	1:52:41 AM
	Whom Would You Like to Connect With?	1:52:41 AM
heather	Technical Support (QB & App Hosting)	1:52:56 AM
Acebuddy	Welcome to Ace Support.	1:52:56 AM
	Please chose an option :	1:52:56 AM
heather	I'd like to report an Issue	1:53:03 AM
Acebuddy	Please select an option!	1:53:03 AM
heather	Other Issue	1:53:09 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:53:09 AM
heather	lost connection multiple times	1:53:22 AM

Acebuddy	Please wait while we connect you to a Support Representative	1:53:23 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:53:23 AM
heather	screen freezes and loses connection	1:54:36 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	1:54:41 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	1:54:50 AM
	Hello Heather	1:55:36 AM
heather	hello	1:55:41 AM
	I am unable to update my files	1:56:33 AM
	hello? Sujeet Kumar Suman?	1:57:05 AM
	any update on what is going on?	1:57:43 AM
Sujeet Kumar Suman	Are you experiencing difficulty connecting to the server?	1:57:47 AM
	I'm sorry for the wait. I'll do my best to assist you quickly.	1:58:06 AM
heather	I am connected, then the screen freezes and it drops and starts reconnecting	1:58:08 AM
	MULTIPULE times over and over	1:58:24 AM
	what do you recommend?	1:59:01 AM
Sujeet Kumar Suman	There is currently a technical outage. We will respond to you within 1 hour.	1:59:24 AM
	You may try in the meantime; however, we will update you as soon as the server is back up and running.	1:59:34 AM
	We apologize for the inconvenience this may have caused you and appreciate your patience and understanding throughout the process	1:59:42 AM
heather	OK	1:59:46 AM
Sujeet Kumar Suman	Is there anything else I may help you with ?	1:59:53 AM
heather	You didn't help me with this one. It has been for a few hours now.	2:00:08 AM
Sujeet Kumar Suman	I completely understand your concern. We are doing our best to resolve the issue as soon as possible.	2:00:53 AM
heather	Thanks.	2:01:02 AM
Sujeet Kumar Suman	Most welcome.	2:01:32 AM
	Is there anything else I may help you with ?	2:01:40 AM
	Are you still connected here? (Edited)	2:04:18 AM
	Are we still connected here?	2:06:14 AM
	Are we still connected here?	2:08:02 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.	2:08:10 AM

Sujeet Kumar Suman has ended this chat session

2:08:11 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

31 Jul, 12:29:10 AM

### #79968 Christopher Facendola

**Email:** chris@amgair.com ☎ 201-782-1782

**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:** RAMSEY

**State:** New Jersey

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 35 Mins 15 Secs

Christopher  
Facendola

Hello, I am your Acebuddy

31 Jul, 12:29:10  
AM

Acebuddy

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

12:29:11 AM

Whom Would You Like to Connect With?

12:29:11 AM

Christopher  
Facendola

Technical Support (QB & App Hosting)

12:29:43 AM

Acebuddy

Welcome to Ace Support.

12:29:44 AM

Please chose an option :

12:29:44 AM

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

1:04:26 AM

*Ended due to chat idle timeout*

1:04:26 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

28 Jul, 7:00:55 PM

#79844 Stephanie Zachary

Email: szachary@zacharyfinancial.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 26 Secs

City: PALM BEACH GARDENS

State: Florida

Country: UNITED STATES

## Chat Transcript

Chat Duration : 15 Mins 17 Secs

Stephanie Zachary	Hello, I am your Acebuddy	28 Jul, 7:00:56 PM
Acebuddy	Hello Stephanie Zachary, I'm your Ace Buddy. I'll be happy to assist you!	7:00:57 PM
	Whom Would You Like to Connect With?	7:00:57 PM
Stephanie Zachary	Technical Support (QB & App Hosting)	7:01:02 PM
Acebuddy	Welcome to Ace Support.	7:01:02 PM
	Please chose an option :	7:01:02 PM
Stephanie Zachary	I'd like to raise a Request	7:01:08 PM
Acebuddy	Please select your request type.	7:01:08 PM
Stephanie Zachary	Other Request	7:01:14 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.	7:01:14 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:01:14 PM
Stephanie Zachary	Yes, I'm facing issues with my server	7:01:23 PM
Acebuddy	Please select an option!	7:01:23 PM
Stephanie Zachary	Password Reset	7:01:28 PM

Acebuddy	Please select an option below	7:01:28 PM
Stephanie Zachary	Not Enrolled to Selfcare Portal	7:01:32 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.	7:01:32 PM
	Do you need any further assistance on the topic?	7:01:32 PM
Stephanie Zachary	Yes	7:01:37 PM
Acebuddy	Please wait while we connect you to our Support Representative	7:01:37 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:01:38 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:01:48 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:01:54 PM
Stephanie Zachary	I sent an email to support to reset my password and received the one time link on Friday evening. I went into the link today and tried to log on to the server with the password in the link and I keep getting a message that the logon attempt failed.	7:03:16 PM
Manish Singh	I will surely help you with this issue.	7:03:33 PM
	May I know the ticket number, Stephanie?	7:03:47 PM
Stephanie Zachary	740784	7:04:02 PM
Manish Singh	Kindly allow me two minutes to check the same.	7:04:53 PM
	I have successfully reset the password again you can reset your password via myportal.acecloudhosting.com too if you have the admin credentials.	7:11:17 PM
	<i>7:11:54 PM Manish Singh is sharing a file with you <a href="#">How to Manage ACE Server Users 4.pdf</a> - ( Size:1.33 MB )</i>	7:11:54 PM
	<i>Kindly take help from this sop if facing issue again.</i>	
Stephanie Zachary	I received the same message that the logon attempt failed	7:12:26 PM
Manish Singh	Have you tried new password ?	7:12:57 PM
Stephanie Zachary	Yes	7:13:00 PM
Manish Singh	Try to access now. (Edited)	7:14:07 PM
Stephanie Zachary	Now I was able to get it to work	7:15:34 PM
Manish Singh	Great!	7:15:43 PM
	Is there anything else I may help you with ?	7:15:46 PM
Stephanie Zachary	That's all	7:15:52 PM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	7:15:58 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:16:10 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!

7:16:13 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*

7:16:14 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

31 Jul, 7:01:01 PM

**#79990 mgosen**

**Email:** mgosen@eternal-cosmetics.com 13052625355

**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 35 Secs

**City:** ANNAPOLIS

**State:** Maryland

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 51 Mins 41 Secs

mgosen	Hello, I am your Acebuddy	31 Jul, 7:01:03 PM
Acebuddy	Hello Maria Gosen, I'm your Ace Buddy. I'll be happy to assist you!	7:01:05 PM
	Whom Would You Like to Connect With?	7:01:05 PM
mgosen	Technical Support (QB & App Hosting)	7:01:10 PM
Acebuddy		

	Welcome to Ace Support.	7:01:10 PM
	Please chose an option :	7:01:10 PM
mgosen	I'd like to report an Issue	7:01:19 PM
Acebuddy	Please select an option!	7:01:19 PM
mgosen	QuickBooks Issue	7:01:24 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:01:24 PM
mgosen	Other QB related issue	7:01:31 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:01:31 PM
mgosen	I can't send emails from QB	7:02:03 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:02:04 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:02:04 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	7:02:59 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	7:03:06 PM
mgosen	Hello. thanks	7:03:23 PM
Ashutosh Mishra	Hello Maria, I will be surely assisting you with this. Kindly help me with your server name and user name?	7:03:27 PM
mgosen	Server Name: EternalCLLS.myrealdatal.net	7:03:51 PM
	USER: MSTANLEY	7:03:59 PM
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.	7:04:18 PM
mgosen	I can't send emails from QB	7:04:25 PM
Ashutosh Mishra	Is this the first time you are facing this issue?	7:04:39 PM
mgosen	I CAN'T SEND A PURCHASE ORDER	7:05:01 PM
	About 4 years ago it happened to me	7:05:25 PM
Ashutosh Mishra	Kindly allow me two minutes to check from backend.	7:06:04 PM
mgosen	ok, thanks	7:06:18 PM
Ashutosh Mishra	May I take the remote access of your server?	7:08:24 PM
	This would help me identify the root cause of the issue.	7:09:31 PM
mgosen	yes	7:11:01 PM
	please	7:11:04 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	7:11:30 PM
mgosen	ok	7:12:03 PM
Ashutosh Mishra	Please accept message on the screen.	7:12:57 PM

mgosen	I don't see it	7:13:40 PM
Ashutosh Mishra	I have sent request again on the server, your username is Mstanley, is that correct?	7:14:48 PM
mgosen	Oh no, I have no problem, this chat is with another user.	7:15:40 PM
	is a problem?	7:16:28 PM
Ashutosh Mishra	I see, please share the username of the affected person and also let them know we are sending request on the server to join remote session.	7:16:31 PM
mgosen	MSTANLEY I've already told you, it's pending	7:17:31 PM
Ashutosh Mishra	Yes I am sending request to Mstanley, now the user has joined the session.	7:18:20 PM
	Please inform user to enter email details again.	7:24:54 PM
mgosen	ok	7:25:01 PM
	I'm sorry, I hope you send me the message	7:33:13 PM
Ashutosh Mishra	That's Ok we are here to assist you, it appears user is facing issue with getting a verification code to sign in with the email address.	7:35:21 PM
	May I know the preferred email address which is used in your QuickBooks?	7:36:07 PM
mgosen	marias@eternal-cosmetics.com	7:38:30 PM
Ashutosh Mishra	Please inform user to try and send email again.	7:41:06 PM
mgosen	ok. one moment	7:41:42 PM
	not working	7:42:56 PM
Ashutosh Mishra	Kindly allow me two minutes to check.	7:43:30 PM
mgosen	thanks	7:43:54 PM
Ashutosh Mishra	Please inform user to open company file.	7:46:38 PM
	Maria, could we schedule a callback directly with user from a senior engineer to assist better with the issue?	7:50:09 PM
mgosen	ok	7:50:44 PM
Ashutosh Mishra	After this chat I will send you an email requesting for callback details and preferred time. Please respond to it and we will reach out promptly.	7:51:38 PM
mgosen	ok	7:51:49 PM
Ashutosh Mishra	Thank you for your patience.	7:52:12 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!	7:52:15 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	

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

*Ashutosh Mishra has ended this chat session*

7:52:45 PM



# Chat Transcript

Hello, I am your Acebuddy

8 Jul, 9:44:07 PM

## Visitor Details

**#79120 himanshu**

**Email:** himanshu@erufinlaw.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:** GURGAON

**State:** Delhi

**Country:** INDIA

## Chat Transcript

Chat Duration : 42 Secs

himanshu	Hello, I am your Acebuddy	8 Jul, 9:44:07 PM
Acebuddy	Hello Himanshu Chhabra, I'm your Ace Buddy. I'll be happy to assist you!	9:44:08 PM
	Whom Would You Like to Connect With?	9:44:08 PM
himanshu	Technical Support (QB & App Hosting)	9:44:20 PM
Acebuddy	Welcome to Ace Support.	9:44:20 PM
	[ ]	9:44:20 PM
	We are currently experiencing higher than normal contact volume related to server connectivity issues.	9:44:20 PM
	Are you also experiencing issues related to server connectivity?	9:44:20 PM
himanshu	Yes	9:44:50 PM

Acebuddy	Please refer to our status page for further updates on the issue status.	9:44:50 PM
	Thank you contact Ace Support. Have a wonderful day!	9:44:50 PM
	<i>Acebuddy has ended this chat session</i>	9:44:50 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

4 Jul, 12:18:15 PM

**#78980 krisika**

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

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

**Operator:** Acebuddy

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**City:** BORSAD

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

Chat Duration : 43 Mins 8 Secs

krisika	Hello, I am your Acebuddy	4 Jul, 12:18:17 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	12:18:18 PM
	Whom Would You Like to Connect With?	12:18:18 PM
krisika	Technical Support (QB & App Hosting)	12:18:20 PM
Acebuddy	Welcome to Ace Support.	12:18:20 PM
	Please chose an option :	12:18:20 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.	1:01:25 PM
	<i>Ended due to chat idle timeout</i>	1:01:25 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

9 Jul, 1:15:58 AM

**#79167 David Jimenez**

**Email:** david@rcstructures.com 3477939306

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

**Operator:** Sujeeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

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

**City:** ROSLYN

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 14 Mins 15 Secs

David Jimenez	Hello, I am your Acebuddy	9 Jul, 1:15:58 AM
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!	1:15:59 AM
	Whom Would You Like to Connect With?	1:15:59 AM
David Jimenez	Technical Support (QB & App Hosting)	1:16:04 AM
Acebuddy	Welcome to Ace Support.	1:16:04 AM
	Please chose an option :	1:16:04 AM
David Jimenez	I'd like to report an Issue	1:16:09 AM
Acebuddy	Please select an option!	1:16:09 AM
David Jimenez	QuickBooks Issue	1:16:12 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:16:12 AM
David Jimenez	QuickBooks Login Issue	1:16:17 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	1:16:17 AM

	Was that helpful?	1:16:17 AM
David Jimenez	No	1:16:22 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	1:16:22 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:16:22 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	1:17:08 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	1:17:17 AM
	Hello David	1:17:25 AM
David Jimenez	Hi...We are currently resolving a licensing issue with Intuit. It appears they have us as a subscription based customer but we shouldn't be because we bought our license years ago...is there anyway you could re-install Quickbooks Premier 2021 trial so we can get temporary access to our data while we fix the issue with Intuit?	1:19:08 AM
	It is urgent we get back in and this is the only "immediate" way we can.	1:19:24 AM
	per our IT person	1:19:36 AM
Sujeet Kumar Suman	Sure, I can help with that. Let me look into it for you.	1:20:25 AM
	Sure, we will proceed with reinstalling the QuickBooks application. Once the installation is complete, we will confirm via email	1:23:12 AM
David Jimenez	Also, please confirm that none of the data will be deleted, just a re-install of the program.	1:24:04 AM
	The Client Data i mean	1:25:13 AM
Sujeet Kumar Suman	No, the data will not be removed. All your data will remain intact during this process.	1:25:20 AM
David Jimenez	ok great! Thanks! do you know how long this will take (approximately)?	1:25:51 AM
Sujeet Kumar Suman	The process will take approximately 30 minutes to 1 hour	1:28:03 AM
	Is there anything else I may help you with ?	1:28:08 AM
David Jimenez	ok great. that works...and you said i will be emailed once it's complete?	1:29:30 AM
Sujeet Kumar Suman	Thanks for the confirmation !	1:30:07 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	1:30:10 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>	1:30:14 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

2 Jul, 10:53:39 PM

#78911 shari

Email: shari@jkservicesinc.com ☎ 18054079440

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 32 Secs

City: SAN JOSE DEL CABO

State: Baja California Sur

Country: MEXICO

## Chat Transcript

Chat Duration : 38 Mins 59 Secs

shari	Hello, I am your Acebuddy	2 Jul, 10:53:40 PM
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!	10:53:41 PM
	Whom Would You Like to Connect With?	10:53:41 PM
shari	Technical Support (QB & App Hosting)	10:54:13 PM
Acebuddy	Welcome to Ace Support.	10:54:13 PM
	Please chose an option :	10:54:13 PM
shari	I'd like to report an Issue	10:54:57 PM
Acebuddy	Please select an option!	10:54:57 PM
shari	Other Issue	10:56:08 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:56:09 PM
shari	on the Beacon file the admin user is locked	11:06:27 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:06:27 PM
<i>Acebuddy (bot) forwarded the chat request</i>		11:06:27 PM

	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	11:06:53 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	11:07:00 PM
	Is this for account: <b>JK Services Inc ?</b>	11:07:41 PM
shari	yes I was logged in to the Beacon Marine QB file as admin. I shut down and logged out and it is still showing logged in	11:08:05 PM
Abhay Kumar Saraswat	I will be surely assisting you with this.	11:08:51 PM
	Are you on the server now?	11:08:57 PM
shari	yes but not in QB	11:09:25 PM
Abhay Kumar Saraswat	Okay.	11:09:35 PM
	Where exactly the file is?	11:10:30 PM
	On desktop or in Client data folder?	11:10:54 PM
shari	it is on the Z drive	11:11:20 PM
Abhay Kumar Saraswat	And are you the only one who is facing this?	11:12:22 PM
shari	Anyone that wants to login is as an admin user will run into this issue.	11:13:06 PM
Abhay Kumar Saraswat	Okay.	11:13:21 PM
shari	it is only the Beacon file	11:13:52 PM
Abhay Kumar Saraswat	Could you please share the exact path of the file?	11:13:54 PM
shari	z:/BME 062025 Premier	11:15:16 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	11:16:05 PM
	Kindly allow me two minutes to check the same.	11:16:09 PM
	Thank you for your patience.	11:17:27 PM
	Could you please try to login now as admin?	11:17:47 PM
shari	one sec	11:18:13 PM
Abhay Kumar Saraswat	Please take your time.	11:20:13 PM
shari	no I still cant	11:21:26 PM
Abhay Kumar Saraswat	Could you please confirm the server username that you are connected with?	11:22:06 PM
shari	sbray	11:22:57 PM
Abhay Kumar Saraswat	May I take the remote access of your server?	11:23:16 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	11:23:28 PM

Could you please accept the remote session request?

11:24:37 PM

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

11:24:45 PM

Please try to open the file.

11:25:08 PM

Okay.

11:26:29 PM

Thank you for showing the error and allow 2 minutes to check the same.

11:26:44 PM

Thank you for your patience.

11:29:40 PM

Is it working now?

11:29:48 PM

I've made few changes from backend.

11:31:36 PM

shari yes now it is fine

11:31:48 PM

thank you

11:31:50 PM

Abhay Kumar Saraswat

My pleasure to assist you.

11:32:07 PM

Is there anything else I may help you with ?

11:32:12 PM

shari no thank you

11:32:20 PM

Abhay Kumar Saraswat

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

11:32:26 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!

11:32:29 PM

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

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

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

11:32:33 PM

*Abhay Kumar Saraswat has ended this chat session*

11:32:39 PM



# Chat Transcript

# Hello, I am your Acebuddy

## Visitor Details

30 Jul, 9:32:03 PM

**#79954 atidiv.t**

**Email:** atidiv.t@myrealdata.net

**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:** MUMBAI

**State:** Maharashtra

**Country:** INDIA

## Chat Transcript

Chat Duration : 43 Mins 5 Secs

atidiv.t	Hello, I am your Acebuddy	30 Jul, 9:32:04 PM
Acebuddy	Hello Anjali R, I'm your Ace Buddy. I'll be happy to assist you!	9:32:05 PM
	Whom Would You Like to Connect With?	9:32:05 PM
atidiv.t	Technical Support (QB & App Hosting)	9:32:10 PM
Acebuddy	Welcome to Ace Support.	9:32:10 PM
	Please chose an option :	9:32:10 PM
atidiv.t	I'd like to report an Issue	9:32:18 PM
Acebuddy	Please select an option!	9:32:18 PM
atidiv.t	QuickBooks Issue	9:32:27 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:32:27 PM
atidiv.t	QuickBooks Login Issue	9:32:34 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	9:32:34 PM
	Was that helpful?	9:32:34 PM
atidiv.t	No	9:32:40 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:32:40 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:32:40 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:32:47 PM

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:32:55 PM
atidiv.t	Hello Manish.	9:33:08 PM
	I'm unable to login qb.	9:33:30 PM
Manish Singh	I will surely help you with this issue.	9:34:03 PM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	9:34:11 PM
atidiv.t	we are using same i'd and password.	9:35:04 PM
Manish Singh	Alright,	9:35:44 PM
	Kindly allow me two minutes to check the same.	9:35:47 PM
atidiv.t	okay.	9:35:52 PM
Manish Singh	Are you not able to proceed with the payment option or you are not able to access QuickBooks?	9:36:53 PM
atidiv.t	we are not able to login in payment gateway.	9:38:10 PM
Manish Singh	Do you get your Intuit password and ID?	9:38:37 PM
atidiv.t	we don't have access & we need to reset the password.	9:39:27 PM
Manish Singh	As I can check ticket #742635, you need to talk to your QuickBooks Admin or contact Intuit support regarding the ID and password issue.	9:40:05 PM
	If you want we can arrange a callback with ACE and Intuit to assist you accordingly.	9:40:26 PM
atidiv.t	can u helps us login in intuit?	9:41:02 PM
Manish Singh	May I take the remote access of your server?	9:41:11 PM
atidiv.t	yes.	9:41:30 PM
Manish Singh	May I know your username on server?	9:41:44 PM
atidiv.t	sure.	9:41:54 PM
	atidiv.t@myrealdata.net	9:41:56 PM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	9:42:02 PM
atidiv.t	okay	9:42:11 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.	9:42:48 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10:15:10 PM
	<i>Ended due to chat idle timeout</i>	10:15:10 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

14 Jul, 7:23:57 PM

#79367 AIFinancedone

Email: aifinancedone@outlook.com

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: 51 Secs

City: INDUSTRIAL ESTATE

State: Chandigarh

Country: INDIA

## Chat Transcript

Chat Duration : 24 Mins 31 Secs

AIFinancedone	Hello, I am your Acebuddy	14 Jul, 7:23:58 PM
Acebuddy	Hello Aifinancedone, I'm your Ace Buddy. I'll be happy to assist you!	7:23:59 PM
	Whom Would You Like to Connect With?	7:23:59 PM
AIFinancedone	Technical Support (QB & App Hosting)	7:24:01 PM
Acebuddy	Welcome to Ace Support.	7:24:01 PM
	Please chose an option :	7:24:01 PM
AIFinancedone	I'd like to report an Issue	7:24:08 PM
Acebuddy	Please select an option!	7:24:08 PM
AIFinancedone	Other Issue	7:24:12 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:24:12 PM
AIFinancedone	RDP working with lag	7:24:35 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:24:36 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:24:36 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	7:24:46 PM

Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	7:24:51 PM
AIFinancedone	Hi Sujeet	7:24:55 PM
	Server is lagy	7:25:12 PM
	too much	7:25:15 PM
	please fix	7:25:19 PM
	at your backend	7:25:27 PM
Sujeet Kumar Suman	Our apologies for the inconvenience.	7:25:37 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:25:41 PM
AIFinancedone	AccountsavvyCpas	7:25:56 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	7:26:40 PM
AIFinancedone	sure	7:26:51 PM
Sujeet Kumar Suman	Are you the only one facing the problem, or are your colleagues experiencing the same issue as well?	7:27:33 PM
AIFinancedone	Everyone facing issue	7:27:59 PM
Sujeet Kumar Suman	Thank you for your patience.	7:29:35 PM
	May I take the remote access of your server?	7:29:43 PM
AIFinancedone	No	7:30:07 PM
	Is it possible for you to restart server	7:30:46 PM
Sujeet Kumar Suman	If that's the case, we can proceed with rebooting the server from the backend. (Edited)	7:30:47 PM
	Sure.	7:31:05 PM
AIFinancedone	please do	7:31:06 PM
Sujeet Kumar Suman	Please guide your colleague to log out from the servers to proceed further.	7:31:40 PM
AIFinancedone	Is it possible for you to reboot the server even then	7:32:11 PM
Sujeet Kumar Suman	Sure.	7:33:33 PM
AIFinancedone	Please do	7:33:42 PM
	Let me know when I can login back	7:34:19 PM
Sujeet Kumar Suman	We have rebooted the server from the backend. Once it is back online, we will let you know	7:34:56 PM
	Thank you for your patience.	7:36:31 PM
	The server is now turned on. Kindly try to log in and let us know if you are still experiencing the same issue.	7:36:35 PM
AIFinancedone	checking	7:38:17 PM
Sujeet Kumar Suman	Sure, please take your time	7:38:35 PM
	Are we still connected here?	7:42:45 PM

AIFinancedone	Hey	7:43:54 PM
	a message appear	7:44:00 PM
	to me	7:44:02 PM
	that your licence has been ended up soon	7:44:15 PM
	& then machine disconnected	7:44:39 PM
Sujeet Kumar Suman	cloud you please help you with the screenshot so we can assist you accordingly.	7:45:18 PM
AIFinancedone	Still hang	7:46:47 PM
	Can i change my internet provider	7:46:59 PM
	please wait then	7:47:03 PM
Sujeet Kumar Suman	Yes Please try and let us know.	7:47:37 PM
	<i>AIFinancedone has ended this chat session</i>	7:48:29 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

22 Jul, 12:15:02 AM

**#79665 Garth van der Merwe**

**Email:** garth@beaconmarineelectronics.com

**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:** 41 Secs

**City:** OXNARD

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 46 Mins 13 Secs

Garth van der Merwe

22 Jul, 12:15:03

	Hello, I am your Acebuddy	AM
Acebuddy	Hello Garth, I'm your Ace Buddy. I'll be happy to assist you!	12:15:05 AM
	Whom Would You Like to Connect With?	12:15:05 AM
Garth van der Merwe	Technical Support (QB & App Hosting)	12:15:12 AM
Acebuddy	Welcome to Ace Support.	12:15:12 AM
	Please chose an option :	12:15:12 AM
Garth van der Merwe	I'd like to report an Issue	12:15:18 AM
Acebuddy	Please select an option!	12:15:19 AM
Garth van der Merwe	QuickBooks Issue	12:15:22 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:15:22 AM
Garth van der Merwe	Other QB related issue	12:15:28 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:15:29 AM
Garth van der Merwe	customer states they are unable to open our billing emails.	12:15:50 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:15:50 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:15:50 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	12:16:24 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	12:16:29 AM
	I will be surely assisting you with this. Kindly help me with your server name or account name?	12:17:03 AM
Garth van der Merwe	blue isle drake	12:18:16 AM
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.	12:19:17 AM
	Thank you for your patience.	12:20:54 AM
	Is this the correct account name: <b>Blueisle Bookkeeping</b> ?	12:21:13 AM
Garth van der Merwe	I am not getting the same error message so I don't know how else to guide you	12:21:15 AM
	yes	12:21:23 AM
Abhay Kumar Saraswat	Okay.	12:21:29 AM
	Is this issue occurring only for a single user, or are other users on the server also experiencing it?	12:21:42 AM
Garth van der Merwe	Steve Heller experienced this morning	12:22:16 AM
Abhay Kumar Saraswat	Okay.	12:22:30 AM
Garth van der Merwe	And Phil Sager	12:22:39 AM
Abhay Kumar Saraswat	Let me check if he is on the server.	12:22:41 AM

	Okay.	12:22:45 AM
	Kindly allow me two minutes to check the same.	12:22:59 AM
	Thank you for your patience.	12:24:51 AM
	So, I can see the 2 servers on this account. On which server users facing this issue?	12:24:56 AM
Garth van der Merwe	Beacon Marine Electronics	12:25:14 AM
Abhay Kumar Saraswat	<b>Blueisle-Ent or Blueisle-Pre ?</b>	12:25:14 AM
Garth van der Merwe	blueisle drake my real data .net	12:25:36 AM
Abhay Kumar Saraswat	Kindly allow me two minutes.	12:26:32 AM
Garth van der Merwe	one was a yahoo email, the other earthlink.  my gmail and outlook received fine.	12:29:39 AM 12:29:44 AM
Abhay Kumar Saraswat	Thank you for your patience.	12:30:28 AM
	I apologize, but I'm unable to locate the users you mentioned on the specified server while searching for their details.	12:31:39 AM
Garth van der Merwe	These were customers I emailed invoices to	12:31:53 AM
	I am logged in under Garth and the other user is Joel	12:32:03 AM
Abhay Kumar Saraswat	Do you have <b>CID</b> number?	12:32:24 AM
Garth van der Merwe	i don't know what that is.	12:32:33 AM
Abhay Kumar Saraswat	Could you please share the complete usernames of the users, so I could get the details of the users and assist you in better way? (Edited)	12:33:56 AM
Garth van der Merwe	I don't understand. The owner is Joel Bowman. The company is Beacon Marine Electronics. The server is Blueisle.Drake.myrealdata.net	12:34:47 AM
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check once again.	12:35:20 AM
	I'm checking the details.	12:42:02 AM
	Please stay with me.	12:42:08 AM
	I apologize for the delay.	12:42:18 AM
Garth van der Merwe	ok	12:42:56 AM
Abhay Kumar Saraswat	Thank you for your patience.	12:46:18 AM
	May I take the remote access of the local computer of the users facing issue?	12:46:34 AM
Garth van der Merwe	yes	12:46:57 AM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	12:47:13 AM
Garth van der Merwe		12:47:19 AM

	okay	
Abhay Kumar Saraswat	<a href="https://assist.acecloudhosting.com/join/7582574340">https://assist.acecloudhosting.com/join/7582574340</a>	12:47:30 AM
	Kindly paste this link in the browser of local computer and join the session.	12:47:36 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.	12:50:12 AM
	Thank you for your time on remote.	12:57:10 AM
	Is there anything else I may help you with ?	12:57:18 AM
	Are we still connected here?	12:58:10 AM
	Are we still connected here?	12:59:49 AM
	Are we still connected here?	1:00:47 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	1:01:14 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	1:01:16 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

30 Jul, 1:41:35 AM

#### #79906 Amy Torres

**Email:** atorres@absihc.com 13162953282

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 28 Secs

**City:** ROSE HILL

**State:** Kansas

**Country:** UNITED STATES

## Chat Transcript

Amy Torres	Hello, I am your Acebuddy	30 Jul, 1:41:36 AM
Acebuddy	Hello Amy Torres, I'm your Ace Buddy. I'll be happy to assist you!	1:41:36 AM
	Whom Would You Like to Connect With?	1:41:36 AM
Amy Torres	Technical Support (QB & App Hosting)	1:41:59 AM
Acebuddy	Welcome to Ace Support.	1:41:59 AM
	Please chose an option :	1:41:59 AM
Amy Torres	I'd like to report an Issue	1:42:10 AM
Acebuddy	Please select an option!	1:42:10 AM
Amy Torres	QuickBooks Issue	1:42:34 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:42:34 AM
Amy Torres	Other QB related issue	1:42:54 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:42:54 AM
Amy Torres	my printer won't print	1:43:13 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:43:14 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:43:14 AM
Amy Torres	from QBD	1:43:19 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	1:43:37 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	1:43:43 AM
	I deeply apologize for the inconvenience caused to you.	1:44:14 AM
	I will be surely assisting you with this.	1:44:21 AM
Amy Torres	Great	1:44:56 AM
Abhay Kumar Saraswat	Is this for account : <b>A Better Solution In Home Care ?</b>	1:45:05 AM
	Are we connected?	1:46:24 AM
Amy Torres	yes	1:46:29 AM
	and yes it is	1:46:35 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	1:46:46 AM
Amy Torres	ABSIHC	1:46:48 AM
Abhay Kumar Saraswat	Is this the first time you are facing this issue?	1:46:54 AM

	This message has been deleted	1:46:54 AM
Amy Torres	no	1:47:26 AM
Abhay Kumar Saraswat	Okay.	1:47:51 AM
	Could you please elaborate your issue regarding the printing? (Edited)	1:49:13 AM
Amy Torres	I tried to uninstall the printer but it won't allow me to	1:49:22 AM
	<i>1:49:40 AMAmy Torres is sharing a file with you <u>1_image.png</u> - (Size:65.11 KB )</i>	1:49:40 AM
	Here's the printer queue	1:50:01 AM
	I have turned the printer off and on as well. It is wireless	1:50:44 AM
Abhay Kumar Saraswat	Okay, are you trying to uninstall the printer from local PC or from ACE server?	1:51:36 AM
Amy Torres	from ACE Server	1:52:48 AM
Abhay Kumar Saraswat	Okay, unfortunately I would like to inform you that you have no admin rights to uninstall or install the application or device from the server.	1:54:12 AM
Amy Torres	ok	1:54:25 AM
Abhay Kumar Saraswat	But I'll assist you.	1:54:30 AM
Amy Torres	what other option do we have	1:54:32 AM
Abhay Kumar Saraswat	May I take the remote access of your local computer?	1:54:38 AM
	First allow me to diagnose the issue then I'll let you know.	1:55:23 AM
Amy Torres	ok	1:55:57 AM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	1:56:18 AM
	<a href="https://assist.acecloudhosting.com/join/8292233520">https://assist.acecloudhosting.com/join/8292233520</a>	1:56:39 AM
Amy Torres	ok	1:56:40 AM
Abhay Kumar Saraswat	Kindly paste this link in the browser of local computer and join the session.	1:56:46 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:58:52 AM
	As we discussed over the remote session, I've restarted your local PC.	2:29:03 AM
	Issue has been resolved.	2:41:51 AM
	As client connected automatically on chat.	2:42:03 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	2:42:05 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

30 Jul, 1:34:12 AM

**#79905 shari**

**Email:** shari@jkservicesinc.com ☎ 18054079440

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 15 Secs

**City:** CABO SAN LUCAS

**State:** Baja California Sur

**Country:** MEXICO

## Chat Transcript

Chat Duration : 40 Mins 1 Sec

shari	Hello, I am your Acebuddy	30 Jul, 1:34:13 AM
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!	1:34:13 AM
	Whom Would You Like to Connect With?	1:34:13 AM
shari	Technical Support (QB & App Hosting)	1:34:21 AM
Acebuddy	Welcome to Ace Support.	1:34:21 AM
	Please chose an option :	1:34:21 AM
shari	I'd like to report an Issue	1:34:26 AM
Acebuddy	Please select an option!	1:34:26 AM
shari	QuickBooks Issue	1:34:30 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:34:30 AM
shari	Other QB related issue	1:34:35 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:34:35 AM
shari	file is saying it is in use when it is closed	1:39:48 AM

Acebuddy	Please wait while we connect you to a Support Representative	1:39:48 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:39:48 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	1:40:27 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	1:40:31 AM
	Hello shari , how are you doing	1:40:50 AM
shari	Hi can you take a look at D:/Client Data/Jk Services/JK Services file	1:40:58 AM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:41:11 AM
shari	blue isle - drake	1:42:14 AM
Sanyam Madan	can you please elaborate on your issue	1:42:32 AM
shari	the file crashed while one of my users was in and now the file said I needed to use file doctor but file doctor says the file is open when it is not	1:43:06 AM
Sanyam Madan	Kindly allow me two minutes to check the same.	1:43:18 AM
	Shari, may I go ahead and reboot the server?	1:45:09 AM
shari	one sec	1:45:21 AM
Sanyam Madan	yes, take your time	1:45:37 AM
shari	ok they are all logging out	1:48:55 AM
Sanyam Madan	okay, please let me know once they are all locked out	1:49:24 AM
shari	they should be out - do you see anyone still in	1:49:51 AM
Sanyam Madan	Kindly allow me two minutes to check the same.	1:50:21 AM
	No user was active	1:51:08 AM
	I've rebooted the server. Kindly try logging back in and let me know if the issue has been resolved.	1:52:15 AM
	Are we connected here?	1:55:10 AM
shari	yes	1:55:29 AM
	testing the file	1:55:32 AM
Sanyam Madan	okay, please take your time	1:55:50 AM
	This message has been deleted	2:03:33 AM
	Shari, just let me know once you've tested the file.	2:06:30 AM
shari	yes we are good	2:13:48 AM
Sanyam Madan	Is there anything else I may help you with ?	2:13:56 AM
shari	not right now thank you	2:14:04 AM
Sanyam Madan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:14:08 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:14:12 AM

Sanyam Madan has ended this chat session

2:14:14 AM



# Chat Transcript

Hello, I am your Acebuddy

22 Jul, 8:57:40 PM

## Visitor Details

**#79687 Garth van der Merwe**

**Email:** garth@beaconmarineelectronics.com

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 3 Secs

**City:** OXNARD

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 9 Mins 28 Secs

Garth van der Merwe	Hello, I am your Acebuddy	22 Jul, 8:57:41 PM
Acebuddy	Hello Garth, I'm your Ace Buddy. I'll be happy to assist you!	8:57:41 PM
	Whom Would You Like to Connect With?	8:57:41 PM
Garth van der Merwe	Technical Support (QB & App Hosting)	8:57:52 PM
Acebuddy	Welcome to Ace Support.	8:57:52 PM
	Please chose an option :	8:57:52 PM
Garth van der Merwe	I'd like to report an Issue	8:57:58 PM
Acebuddy	Please select an option!	8:57:58 PM
Garth van der Merwe	QuickBooks Issue	8:58:02 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:58:02 PM
Garth van der Merwe		

	QuickBooks is Frozen	8:58:08 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	8:58:08 PM
	Was that helpful?	8:58:08 PM
Garth van der Merwe	No	9:00:42 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:00:42 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:00:42 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:01:35 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:01:39 PM
	I will surely help you with this issue.	9:02:30 PM
	Kindly help me with your server name and user name?	9:03:03 PM
	Are we still connected here?	9:05:47 PM
	Are we still connected here?	9:06:50 PM
	Are we still connected here?	9:07:01 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	9:07:08 PM
	<i>Manish Singh has ended this chat session</i>	9:07:09 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

14 Jul, 8:14:50 PM

**#79374 Loreta Gonzalez**

**Email:** lgonzalez@ipgholding.com 14073741365

**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 47 Secs

**City:** BUENOS AIRES

**State:** Capital Federal

**Country:** ARGENTINA

## Chat Transcript

Chat Duration : 18 Mins 7 Secs

Loreta Gonzalez	Hello, I am your Acebuddy	14 Jul, 8:14:51 PM
Acebuddy	Hello Lgonzalez, I'm your Ace Buddy. I'll be happy to assist you!	8:14:52 PM
	Whom Would You Like to Connect With?	8:14:52 PM
Loreta Gonzalez	Technical Support (QB & App Hosting)	8:14:57 PM
Acebuddy	Welcome to Ace Support.	8:14:57 PM
	Please chose an option :	8:14:57 PM
Loreta Gonzalez	I'd like to report an Issue	8:15:02 PM
Acebuddy	Please select an option!	8:15:02 PM
Loreta Gonzalez	Other Issue	8:16:09 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:16:09 PM
Loreta Gonzalez	A user has not been able to connect to the server for a long time	8:16:24 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:16:25 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:16:25 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	8:16:43 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	8:16:58 PM
	I will be surely assisting you with this. Kindly help me with your server name and the affected user name?	8:18:30 PM
Loreta Gonzalez	IGP holding	8:19:38 PM
	IGPHolding.myrealdata.net	8:19:45 PM
Ashutosh Mishra	Thanks for the details, please also let me know the username who is not able to connect?	8:23:36 PM
	Are we still connected here?	8:26:04 PM
Loreta Gonzalez	user Marcelo Gonzalez	8:26:14 PM
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.	8:26:59 PM
Loreta Gonzalez	sure	8:27:53 PM
Ashutosh Mishra	Thank you for your patience.	8:30:02 PM
	We have made some changes from the backend, Marcelo should be able to login now without any issues.	8:30:32 PM

Loreta Gonzalez	ok	8:30:47 PM
	I will tell them to try and let me know if they still have issues	8:31:57 PM
	thank you	8:31:58 PM
Ashutosh Mishra	Thanks for the confirmation !	8:32:35 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	8:32:43 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!	8:32:46 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> )	

*Ashutosh Mishra has ended this chat session*

8:32:59 PM



