

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 May, 4:51:33 PM

#77282 Test Account
Email: test@test.com 📞 +917878787878
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: NEW DELHI
State: Delhi
Country: INDIA

Chat Transcript

Chat Duration : 1 Min 40 Secs

Test Account	Hello, I am your Acebuddy	21 May, 4:51:36 PM
Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!	4:51:37 PM
	Whom Would You Like to Connect With?	4:51:37 PM
Test Account	Technical Support (QB & App Hosting)	4:51:40 PM
Acebuddy	Welcome to Ace Support.	4:51:40 PM
	Please chose an option :	4:51:40 PM
Test Account	I'd like to report an Issue	4:51:46 PM
Acebuddy	Please select an option!	4:51:46 PM
Test Account	Password Reset	4:51:51 PM
Acebuddy	Please select an option below	4:51:52 PM
Test Account	Already Enrolled to Selfcare Portal	4:51:56 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	4:51:56 PM
	Do you need any further assistance on the topic?	4:51:56 PM
Test Account	No	4:53:17 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	4:53:17 PM
	Acebuddy has ended this chat session	4:53:17 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 May, 1:12:29 AM

#77611 Deanna Logoteta
Email: dlogoteta@awakenjustice.org 📞 7752196737
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 2 Mins 5 Secs
City: RENO
State: Nevada
Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 23 Secs

Deanna Logoteta	Hello, I am your Acebuddy	30 May, 1:12:30 AM
Acebuddy	Hello Dlogoteta, I'm your Ace Buddy. I'll be happy to assist you!	1:12:31 AM
	Whom Would You Like to Connect With?	1:12:31 AM
Deanna Logoteta	Technical Support (QB & App Hosting)	1:12:34 AM
Acebuddy	Welcome to Ace Support.	1:12:34 AM
	Please chose an option :	1:12:34 AM
Deanna Logoteta	I'd like to report an Issue	1:12:37 AM
Acebuddy	Please select an option!	1:12:38 AM
Deanna Logoteta	QuickBooks Issue	1:14:04 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:14:04 AM
Deanna Logoteta	Other QB related issue	1:14:10 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:14:11 AM

Deanna Logoteta	It has been almost 5 hours and we need to get our payroll run out of Qbks, See Ticket ID: 703109 Summary: As per our conversation over call, we have assisted you with the QuickBooks File login issue where you were getting a QB File Doctor Error. .	1:16:07 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:16:11 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:16:11 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	1:16:17 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	1:16:47 AM
	I will surely help you with this issue.	1:17:40 AM
	Kindly allow me two minutes to check the same.	1:17:44 AM
Deanna Logoteta	Hello Rohit kumar has been assisting us and I'm concerned that our payroll is due soon and we have not had a resolution	1:18:07 AM
Ashutosh Mishra	Yes, we have got the backup file.	1:20:13 AM
Deanna Logoteta	Do you have an estimated timeframe as our payroll is due soon and if we need to re-enter the information, we would need to have the team ready to go	1:21:03 AM
Ashutosh Mishra	Please allow me few minutes i am checking for this.	1:23:03 AM
Deanna Logoteta	thank you	1:23:24 AM
Ashutosh Mishra	Thank you for your patience	1:29:09 AM
	Within an hour one of our senior engineers will contact you and help you with restoring the file on the call itself.	1:30:00 AM
Deanna Logoteta	Okay, hoping it can be resolved soon	1:32:56 AM
Ashutosh Mishra	Yes, the senior engineers will assist you over the call and verify the issue does not reoccur.	1:33:44 AM
	Is there anything else I may help you with ?	1:33:47 AM
Deanna Logoteta	no, just need this as the priority as that is how our company staff are paid	1:34:06 AM
Ashutosh Mishra	Thanks for the confirmation !	1:35:31 AM
	<p>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.</p> <p>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!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	1:35:45 AM
	<i>Ashutosh Mishra has ended this chat session</i>	1:36:53 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 May, 9:16:51 PM

#77303 Krisy Murray
Email: acctg@atavolaboise.com ☎ 2087610498
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 28 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 37 Secs

Krisy Murray	Hello, I am your Acebuddy	21 May, 9:16:51 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	9:17:14 PM
Krisy Murray	Reference Ticket #698578. You said I would receive an email in order to proceed with our QuickBooks upgrade. I have yet to receive any email and we have a Technician onsite that is here to help with the upgrade.	9:18:43 PM
	Can I verify email address that the email is being sent to and how long until it should arrive	9:19:32 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	9:19:45 PM
	I would like to inform you that the email has been sent to acctg@atavolaboise.com	9:20:15 PM
	Please revert back to that email with an approval so that we can proceed with it.	9:20:57 PM
Krisy Murray	So I need to email my license details and product key to support@acecloudhosting.com	9:22:31 PM
Anurag Sharma	Yes, that's correct. (Edited)	9:22:45 PM
Krisy Murray	or can i just reply to the email that you sent	9:22:48 PM
Anurag Sharma	I would recommend this.	9:23:31 PM
	Is there anything else I may help you with ?	9:24:09 PM

	Are we still connected here?	9:25:11 PM
Krisy Murray	I just replied to the email.	9:25:42 PM
	Thank you	9:25:43 PM
Anurag Sharma	Thanks for the confirmation !	9:25:58 PM
	Is there anything else I may help you with ?	9:26:03 PM
Krisy Murray	How long before I receive admin. permission to proceed?	9:27:04 PM
Anurag Sharma	I would like to inform you that you do not need to worry about the installation. As we have received the email approval from your end.	9:28:01 PM
	We will install the application for you and will inform you via email.	9:28:15 PM
	Is there anything else I can help you with?	9:29:01 PM
Krisy Murray	When will the new application be installed	9:29:50 PM
Anurag Sharma	We have initiated the process. You will be notified via email once it is completed.	9:30:16 PM
Krisy Murray	Thank you, that is everything	9:30:32 PM
Anurag Sharma	Thanks for the confirmation !	9:30:36 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	9:30:39 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:30:40 PM
	<p>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.</p> <p>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!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	9:30:43 PM
	<i>Anurag Sharma has ended this chat session</i>	9:30:45 PM



Chat Transcript

Hello, I am your Acebuddy

#76695 Carmen vansuilichem

Email: c.vansuilichem@btmindustrial.com 📞 16162599121

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: HARTLAND

State: Michigan

Country: UNITED STATES

Carmen vansuilichem	Hello, I am your Acebuddy	7 May, 7:52:40 PM
Acebuddy	Hello Carmen Vansuilichem, I'm your Ace Buddy. I'll be happy to assist you!	7:52:41 PM
	Whom Would You Like to Connect With?	7:52:41 PM
Carmen vansuilichem	Technical Support (QB & App Hosting)	7:53:44 PM
Acebuddy	Welcome to Ace Support.	7:53:44 PM
	Please chose an option :	7:53:44 PM
Carmen vansuilichem	I'd like to raise a Request	7:53:58 PM
Acebuddy	Please select your request type.	7:53:58 PM
Carmen vansuilichem	Other Request	7:54:20 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.	7:54:20 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:54:20 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.	8:28:46 PM
	Ended due to chat idle timeout	8:28:46 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 May, 10:32:31 PM

#76777 info

Email: info@brkimcpa.com 📞 9729724930

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 20 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 12 Secs

info	Hello, I am your Acebuddy	8 May, 10:32:31 PM
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	10:32:32 PM
	Whom Would You Like to Connect With?	10:32:32 PM
info	Technical Support (QB & App Hosting)	10:32:34 PM
Acebuddy	Welcome to Ace Support.	10:32:35 PM
	Please chose an option :	10:32:35 PM
info	I'd like to report an Issue	10:32:40 PM
Acebuddy	Please select an option!	10:32:40 PM
info	Password Reset	10:32:46 PM
Acebuddy	Please select an option below	10:32:46 PM
info	Already Enrolled to Selfcare Portal	10:32:50 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	10:32:50 PM
	Do you need any further assistance on the topic?	10:32:50 PM
info	Yes	10:32:58 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:32:58 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	10:32:58 PM
	<i>Rohan Prajapati declined the transfer request.</i>	10:33:00 PM
info	686536 is my ticket number	10:33:13 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	10:33:45 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	10:33:58 PM
	Kindly allow me two minutes to check the same.	10:34:08 PM
info	okay	10:34:15 PM
Ashutosh Mishra	I understand you had issues resetting password through selfcare portal, is that correct?	10:37:04 PM
info	yes	10:37:40 PM
Ashutosh Mishra	As per an email sent to you by relevant team on 1st May.	10:39:09 PM
	" We tested your account from the backend and successfully completed a password reset after full enrollment. Please visit selfcare.acecloudhosting.com and re-enroll yourself. One thing we have noticed is that you have entered Donna_bk.myrealdata.net , which should be Dona_bk@myrealdata.net. "	10:39:18 PM
	Have you tried these steps?	10:39:30 PM
info	Yes, but what is the password for that account?	10:39:53 PM
	I usually login with Donna_bk, not Dona_BK.	10:40:08 PM
	Never use that account	10:40:14 PM
Ashutosh Mishra	I am sending the password over the email.	10:43:09 PM
info	now i got it.	10:44:24 PM
	hold on please	10:44:25 PM
Ashutosh Mishra	Sure, please take your time	10:45:16 PM
info	<i>10:45:20 PM</i> info is sharing a file with you image.png - (Size:213.76 KB)	10:45:20 PM
	<i>10:47:05 PM</i> info is sharing a file with you image.png - (Size:51.95 KB)	10:47:05 PM
	<i>And, Donna_BK is still not working</i>	
	I also want to keep my accounat as Donna_BK even though I can't change my password. please dont make it complicated	10:47:50 PM
Ashutosh Mishra	Are you able to connect with Ace server?	10:48:20 PM
	May I take the remote access of your local computer?	10:48:53 PM
info	yes. I am using Donna_BK	10:49:19 PM
	okay but dont take too many time please	10:49:34 PM
Ashutosh Mishra	Sure.	10:49:39 PM

	Prior providing the access, I would suggest you to close any important documents at your end.	10:49:42 PM
	Kindly paste this link in the browser of local computer and join the session.	10:50:00 PM
	https://assist.acecloudhosting.com/join/9432767628	10:50:01 PM
info	thanks	11:08:10 PM
Ashutosh Mishra	As per discussion over the remote session, The issue is resolved by re-enrolling into self care portal and resetting the password using complete username Donna_BK@myrealdata.net	11:08:12 PM
	Thanks for the confirmation !	11:08:26 PM
info	please disconnect the remote session	11:08:27 PM
Ashutosh Mishra	Sure.	11:08:31 PM
	Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you	11:08:34 PM

Ashutosh Mishra has ended this chat session

11:08:44 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 May, 6:25:46 PM

#76901 Sandam

Email: sandam@yoecpa.com

Department: Support(QB & App Hosting)

Operator: Gurwinder Singh

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

Operating System: Apple iPhone

Browser: Microsoft Edge

Device: Mobile

Average Response Time: 52 Secs

City: ELKTON

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 10 Secs

Sandam	Hello, I am your Acebuddy	12 May, 6:25:47 PM
--------	---------------------------	--------------------

Acebuddy	Hello Sanda Myo, I'm your Ace Buddy. I'll be happy to assist you!	6:25:48 PM
	Whom Would You Like to Connect With?	6:25:48 PM
Sandam	Technical Support (QB & App Hosting)	6:26:05 PM
Acebuddy	Welcome to Ace Support.	6:26:05 PM
	Please chose an option :	6:26:05 PM
Sandam	I'd like to report an Issue	6:26:17 PM
Acebuddy	Please select an option!	6:26:17 PM
Sandam	Other Issue	6:27:03 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:27:03 PM
Sandam	692527 ticket id	6:27:20 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:27:21 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:27:21 PM
	<i>Deepak Taneja declined the transfer request.</i>	6:27:35 PM
	<i>Gurwinder Singh accepted the chat transfer request.</i>	6:28:07 PM
Gurwinder Singh	Thank you for contacting Ace Cloud Hosting. My name is Gurwinder Singh. I will be assisting you today.	6:28:21 PM
Sandam	Thanks	6:28:44 PM
Gurwinder Singh	Hi Sanda, yes i got your ticket regarding server login issue. Let me check the same.	6:29:28 PM
	Sanda, could you confirm if any other user is also facing the same issue.	6:30:31 PM
Sandam	I do not know	6:30:50 PM
	They will come on line in 1/2 hour	6:31:06 PM
Gurwinder Singh	Thank you for the information.	6:31:58 PM
	Let me check the server on our end.	6:32:04 PM
	Sanda, the server is inaccessible on our end as well. Give me 4-5 mints to confirm whats wrong with it.	6:34:07 PM
Sandam	Ok	6:34:18 PM
Gurwinder Singh	Meanwhile, can i take remote session of your local computer as well so i can check this on your end.	6:36:04 PM
Sandam	Ok	6:36:38 PM
Gurwinder Singh	Prior providing the access, I would suggest you to close any important documents at your end.	6:36:47 PM
Sandam	Sure	6:37:31 PM
	Already done	6:37:38 PM
	What do you need to access local computer?	6:38:13 PM
Gurwinder Singh	https://join.zoho.in/4532070245 Open this link on a browser on your computer and download the link please.	6:38:45 PM

Sandam	Seems issue for logging in	6:41:37 PM
	Is it ok?	6:41:54 PM
Gurwinder Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:42:26 PM
	Enter your password please.\	6:43:57 PM
	<i>Gurwinder Singh has ended this chat session</i>	6:46:57 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76514 jjiang

Email: jjiang@federalfilings.com ☎ 6262974637

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 8 Secs

City: CHENNAI

State: Tamil Nadu

Country: INDIA

2 May, 9:24:40 PM

Chat Transcript		Chat Duration : 25 Mins 10 Secs
jjiang	Hello, I am your Acebuddy	2 May, 9:24:41 PM
Acebuddy	Hello Jjiang, I'm your Ace Buddy. I'll be happy to assist you!	9:24:42 PM
	Whom Would You Like to Connect With?	9:24:42 PM
jjiang	Technical Support (QB & App Hosting)	9:24:48 PM
Acebuddy	Welcome to Ace Support.	9:24:48 PM
	Please chose an option :	9:24:48 PM

jjiang	I'd like to report an Issue	9:24:54 PM
Acebuddy	Please select an option!	9:24:54 PM
jjiang	Other Issue	9:25:00 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:25:00 PM
jjiang	Unable to use two remote server at a time	9:25:19 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:25:19 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:25:19 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	9:26:04 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	9:26:20 PM
	As I have understood you are trying to use server on multiple screen .	9:27:16 PM
	Please confirm is it right ?	9:27:28 PM
jjiang	No	9:27:34 PM
	We have two remote server and two user but unable to use remote server at a time. Only one user can be accessed the other user is getting connection was lost.	9:28:45 PM
Anjainay Singh	It means only one user is able to access the server and other is facing issue while connecting .	9:29:41 PM
jjiang	Yes you are right	9:29:58 PM
Anjainay Singh	Thankyou for your confirmation .	9:30:10 PM
	Could you please confirm which user is facing error .	9:30:32 PM
jjiang	Server name are Andrea and Jana	9:30:53 PM
Anjainay Singh	Since when Andrea is facing this issue .	9:31:56 PM
jjiang	For example, If I am using Andrea server and if other person tries to login to Jana server then immediately Andrea server connection was lost.	9:32:44 PM
	Past couple of weeks	9:32:58 PM
Anjainay Singh	Could you please request Andrea to login again .	9:33:56 PM
jjiang	We want to make sure that two remote server must be enabled even if two persons uses it.	9:33:58 PM
	Sure just a min	9:34:11 PM
Anjainay Singh	So that I can analyze the issue at my end .	9:34:25 PM
	Thankyou for your coperation.	9:35:02 PM
	<i>9:35:31 PMjjiang is sharing a file with you</i> <i>image.png - (Size:23.66 KB)</i>	9:35:31 PM
	<i>Andrea logged in but I am using Jana server I got disconnected now</i>	
	*cooperation.	9:35:34 PM
jjiang	Hope you understood the issue now with the snip	9:36:18 PM

	Can you please us to make two remote server connection works well.	9:36:43 PM
Anjainay Singh	Do you have access to Andreas login ?	9:36:44 PM
jjiang	Yes	9:36:50 PM
Anjainay Singh	May I take the remote access of your local computer?	9:36:59 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:37:06 PM
jjiang	Okay	9:37:12 PM
Anjainay Singh	https://assist.acecloudhosting.com/join/4372511980	9:37:26 PM
	Please copy this URL at your local machine browser so that I can access your machine .	9:37:56 PM
jjiang	Okay	9:38:26 PM
	I have to give Agree and download ?	9:39:09 PM
Anjainay Singh	Please let me know are you trying to access Andreas and Jana.Ji from same machine .	9:39:47 PM
jjiang	Yay I tried even from different it doesn't work	9:40:47 PM
Anjainay Singh	If you try to access both from same machine then one will be disconnected and other will be connected .	9:42:10 PM
jjiang	I think connected with the above link	9:42:24 PM
	But it is different remote server right ?	9:43:11 PM
	Its working now. I will let you know again if doesn't work. Thank you.	9:48:13 PM
Anjainay Singh	You may receive a survey in which you may click on smiling emoji to provide your positive feedback,	9:48:45 PM
jjiang	Okay	9:48:55 PM
Anjainay Singh	You may end this chat.	9:49:34 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:49:39 PM
jjiang	Thanks	9:49:47 PM

Anjainay Singh has ended this chat session

9:49:52 PM



#76565 Amy

Email: abradymdcollision.net

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins 16 Secs

City: WESTMINSTER

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 31 Secs

Amy	Hello, I am your Acebuddy	5 May, 6:33:30 PM
Acebuddy	Hello Amy, I'm your Ace Buddy. I'll be happy to assist you!	6:33:32 PM
	Whom Would You Like to Connect With?	6:33:32 PM
Amy	Technical Support (QB & App Hosting)	6:33:36 PM
Acebuddy	Welcome to Ace Support.	6:33:36 PM
	Please chose an option :	6:33:36 PM
Amy	I'd like to raise a Request	6:33:41 PM
Acebuddy	Please select your request type.	6:33:41 PM
Amy	Other Request	6:33:46 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	6:33:46 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	6:33:46 PM
Amy	Restart	6:33:54 PM
Acebuddy	Hello Amy, I'm your Ace Buddy. I'll be happy to assist you!	6:33:54 PM
	Whom Would You Like to Connect With?	6:33:54 PM
Amy	Technical Support (QB & App Hosting)	6:33:59 PM
Acebuddy	Welcome to Ace Support.	6:33:59 PM
	Please chose an option :	6:33:59 PM
Amy	I'd like to raise a Request	6:34:05 PM
Acebuddy	Please select your request type.	6:34:06 PM
Amy	Setup Ace Server	6:34:11 PM
Acebuddy		

	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	6:34:11 PM
Amy	Microsoft Windows	6:34:16 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	6:34:16 PM
	Do you need any further assistance on the topic?	6:34:16 PM
Amy	Yes	6:34:21 PM
Acebuddy	Please wait while we connect you to our Support Representative	6:34:21 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:34:21 PM
Amy	thank you	6:34:33 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	6:34:54 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	6:35:11 PM
Amy	thanks! amy is now set up as a user so we need the remote desktop downloaded so she can login	6:35:34 PM
	?	6:39:38 PM
Anjainay Singh	Please allow me two minutes so that I can look into the issue .	6:40:02 PM
	Could you please provide your user name through which you login into server .	6:40:37 PM
Amy	amy	6:40:43 PM
Anjainay Singh	We could not find any existing users with name Amy , we need to add you as a new user , and we have already received your request in previous chat and once it gets completed we will send the login details over an email.	6:43:40 PM
Amy	she is added in there, our contact from brownplus did it already	6:44:06 PM
	i just need the remote desktop on this computer. what do i have to do to get it?	6:45:05 PM
	can we use my login and get it done?	6:45:17 PM
	and then set amy up?	6:45:23 PM
Anjainay Singh	Please allow me two minutes .	6:45:32 PM
Amy	thanks	6:47:55 PM
Anjainay Singh	May I take the remote access of your local computer?	6:48:38 PM
Amy	yes	6:48:41 PM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	6:48:47 PM
	https://assist.acecloudhosting.com/join/7462403026	6:49:05 PM
	Please copy this URL at your local machine browser .	6:49:35 PM
Amy	did it work	6:51:55 PM
Anjainay Singh	We could not locate your account in BSSF CPAs	6:53:15 PM
		6:54:01 PM

	Please confirm with the user who created the user and account name .	
Amy	karen from brownplus did it	6:55:00 PM
	can we use my credntaisl to dowkoad it	6:55:08 PM
	sorry i cant see the chat because of the remote thing	6:55:17 PM
	my credentials to download it	6:55:23 PM
	i just need the remote server on this compier	6:55:29 PM
	computer	6:55:32 PM
Anjainay Singh	Yes we will able to assist you however you need to confirm your username which you use while logging into server .	6:56:45 PM
Amy	my username is cindy	6:56:54 PM
Anjainay Singh	We would like to inform you that only Deborah has authorization to add any user to account .	6:57:26 PM
	https://assist.acecloudhosting.com/join/4782316529	6:57:51 PM
Amy	we dont even have anyone named deborah	6:58:03 PM
Anjainay Singh	BSSFEnterprise.myrealdata.net - is this the server which you want to access.	6:58:48 PM
Amy	yeah	6:58:54 PM
Anjainay Singh	Please copy this URL at your local machine .	6:59:13 PM
	In browser so that I can access your machine .	6:59:29 PM
Amy	i did	6:59:38 PM
Anjainay Singh	Are we still connected here?	7:12:16 PM
	Are we still connected here?	7:13:24 PM
	Are we still connected here?	7:14:14 PM
	As there is no response from your end so we are closing this chat .	7:15:04 PM

Anjainay Singh has ended this chat session

7:16:02 PM



#76682 Kerry Gordon

Email: kerry@kgordoncpa.com 📞 19133338106

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 46 Secs

City: ST PAUL

State: Minnesota

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 25 Secs

Kerry Gordon	Hello, I am your Acebuddy	7 May, 4:49:13 PM
Acebuddy	Hello Kerry Gordon, I'm your Ace Buddy. I'll be happy to assist you!	4:49:15 PM
	Whom Would You Like to Connect With?	4:49:15 PM
Kerry Gordon	Technical Support (QB & App Hosting)	4:49:19 PM
Acebuddy	Welcome to Ace Support.	4:49:19 PM
	Please chose an option :	4:49:19 PM
Kerry Gordon	I'd like to report an Issue	4:49:26 PM
Acebuddy	Please select an option!	4:49:26 PM
Kerry Gordon	Other Issue	4:49:32 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:49:32 PM
Kerry Gordon	I've tried multiple times this morning to access the remote desktop and am getting an error message that my username doesn't exist. This happened yesterday morning as well and eventually let me in after several attempts	4:50:27 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:50:31 PM
	Acebuddy (bot) forwarded the chat request	4:50:31 PM
	Deepak Taneja declined the transfer request.	4:50:38 PM
	Anjainay Singh accepted the chat transfer request.	4:50:43 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	4:51:02 PM
Kerry Gordon	Hello!	4:51:11 PM
Anjainay Singh	Please confirm whether all users are facing this issue .	4:51:39 PM
	May I take the remote access of your local computer?	4:52:24 PM
Kerry Gordon		

	I have not heard from anyone else with this issue.	4:52:30 PM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	4:52:33 PM
Kerry Gordon	Yes, you can take control	4:52:59 PM
Anjainay Singh	https://assist.acecloudhosting.com/join/3282543557	4:53:26 PM
	Please copy above URL in local machine browser .	4:53:48 PM
Kerry Gordon	Done...	4:54:54 PM
Anjainay Singh	I have access of your local machine .	4:55:20 PM
Kerry Gordon	Can you tell me why I wasn't able to get in...it didn't appear you changed anything...	4:57:39 PM
Anjainay Singh	There was space in username which was hindering the access .	4:58:12 PM
Kerry Gordon	I used this same login all day yesterday,...and didn't change a thing in the settings since then...	4:58:47 PM
Anjainay Singh	This may happened due to some glitch in DNS name of server or username so we corrected that .	5:01:55 PM
Kerry Gordon	I really don't understand why this works and then all of a sudden it doesn't. This happens frequently and definitely costs me time and causes frustration. I'm happy it's working....just hope it continues to work...thank you...	5:03:24 PM
Anjainay Singh	We understand your situation and are here to help. If you continue to experience any issues, please don't hesitate to give us a call. One of our senior team members will be available to assist you directly over the phone.	5:04:38 PM
	Is there anything else I may help you with ?	5:04:50 PM
Kerry Gordon	Nothing else....thank you. Have a wonderful day!	5:05:06 PM
Anjainay Singh	Please provide your valuable feedback by clicking on smiling emoji after this chat gets end .	5:05:31 PM
	You may end this chat .	5:06:06 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:06:11 PM
	<i>Anjainay Singh has ended this chat session</i>	5:07:39 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77552 Steve Baus

29 May, 1:18:07 AM

Email: steve@baus-systems.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: WOODINVILLE
State: Washington
Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 58 Secs

Steve Baus	Hello, I am your Acebuddy	29 May, 1:18:08 AM
Acebuddy	Hello Steve Baus, I'm your Ace Buddy. I'll be happy to assist you!	1:18:08 AM
	Whom Would You Like to Connect With?	1:18:08 AM
Steve Baus	Technical Support (QB & App Hosting)	1:18:20 AM
Acebuddy	Welcome to Ace Support.	1:18:20 AM
	Please chose an option :	1:18:20 AM
Steve Baus	I'd like to raise a Request	1:18:31 AM
Acebuddy	Please select your request type.	1:18:31 AM
Steve Baus	Other Request	1:18:42 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.	1:18:42 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:18:42 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.	1:51:06 AM
	Ended due to chat idle timeout	1:51:06 AM



#77309 LESLIE STEPHENS

Email: stephenshardwood@highland.net 📞 14236632564

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: 38 Secs

City: PINE KNOT

State: Kentucky

Country: UNITED STATES

LESLIE STEPHENS	Hello, I am your Acebuddy	21 May, 10:08:49 PM
Acebuddy	Hello Leslie Stephens, I'm your Ace Buddy. I'll be happy to assist you!	10:08:50 PM
	Whom Would You Like to Connect With?	10:08:50 PM
LESLIE STEPHENS	Technical Support (QB & App Hosting)	10:09:01 PM
Acebuddy	Welcome to Ace Support.	10:09:01 PM
	Please chose an option :	10:09:01 PM
LESLIE STEPHENS	I'd like to report an Issue	10:09:09 PM
Acebuddy	Please select an option!	10:09:09 PM
LESLIE STEPHENS	Other Issue	10:09:14 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:09:14 PM
LESLIE STEPHENS	SH_Sawmill.NENT1@myrealdata.net is not able to open the remote desktop.	10:09:59 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:09:59 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:09:59 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	10:11:10 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	10:11:25 PM
	Are you the only one facing the issue or others are affected too.	10:13:11 PM
LESLIE STEPHENS	I am the desktop with the admin username. She is the only one having the issue, the one with sawmill in it.	10:13:41 PM
Shivam Singh	May I take the remote access of your local computer?	10:14:19 PM
LESLIE STEPHENS	Can you call her at the phone number listed? She is at a different location than I am.	10:14:46 PM

Shivam Singh	Sure	10:15:22 PM
	What would be her number ?	10:15:31 PM
LESLIE STEPHENS	4236634172	10:15:55 PM
Shivam Singh	Noted.	10:17:16 PM
	I will arrange a callback.	10:17:33 PM
	Is there anything else I may help you with ?	10:17:40 PM
LESLIE STEPHENS	That is all. Can she receive the call now?	10:18:23 PM
Shivam Singh	I'll try to find the earliest slot,.	10:19:08 PM
LESLIE STEPHENS	Thank you.	10:19:19 PM
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:19:34 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.	10:19:37 PM
	<p>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.</p> <p>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.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).](https://selfcare.acecloudhosting.com).)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	10:19:39 PM

Shivam Singh has ended this chat session

10:19:50 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77434 zahid

Email: zahid@columbiatax.onmicrosoft.com

Department: Support(QB & App Hosting)

Operator: Rohit Kumar

25 May, 6:35:14 PM

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 53 Secs

City: DHAKA

State: Dhaka

Country: BANGLADESH

Chat Transcript

Chat Duration : 1 Hour 16 Mins

zahid	Hello, I am your Acebuddy	25 May, 6:35:15 PM
Acebuddy	Hello Zahid, I'm your Ace Buddy. I'll be happy to assist you!	6:35:15 PM
	Whom Would You Like to Connect With?	6:35:15 PM
zahid	Technical Support (QB & App Hosting)	6:53:32 PM
Acebuddy	Welcome to Ace Support.	6:53:32 PM
	Please chose an option :	6:53:32 PM
zahid	I'd like to report an Issue	6:53:40 PM
Acebuddy	Please select an option!	6:53:40 PM
zahid	QuickBooks Issue	6:53:46 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:53:46 PM
zahid	Other QB related issue	6:53:58 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:54:10 PM
zahid	Facing trouble printing document using PrintBoss 50	6:55:10 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:55:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:55:10 PM
	<i>Rohit Kumar accepted the chat transfer request.</i>	6:55:13 PM
Rohit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Rohit Kumar. I will be assisting you today.	6:55:21 PM
zahid	Hello	6:55:50 PM
Rohit Kumar	Hello Zahid	6:56:06 PM
	How can I help you?	6:56:27 PM
zahid	I can't do printing job using Print boss 50	6:56:40 PM
	If I select printBoss it comes Uniprint	6:57:07 PM
Rohit Kumar	Alright, I will definitely assist you.	6:57:18 PM
	<i>6:57:26 PMzahid is sharing a file with you</i>	

	SGR-2025-05-25.png - (Size:294.45 KB)	6:57:26 PM
	<i>Look</i>	
	May I take remote access of your local computer.	6:57:54 PM
zahid	I had some communication with your other college yesterday and today.	6:58:30 PM
Rohit Kumar	We tried to call you on 8801774346496 but the call did not connect	6:58:57 PM
	<i>6:59:04 PMzahid is sharing a file with you</i> ZohoAssist_Chat_Log_6992306295.txt - (Size:7.54 KB)	6:59:04 PM
	<i>I'm sending it for your reference</i>	
zahid	can you call me now	6:59:30 PM
Rohit Kumar	We can continue to Chat here. Please open the given link on your local computer: https://assist.acecloudhosting.com/join/7052246935	7:00:31 PM
zahid	ok	7:00:45 PM
Rohit Kumar	If required we will connect on a call	7:00:58 PM
zahid	Link has opened	7:02:42 PM
	Hello	7:03:14 PM
	Are you there?	7:04:46 PM
Rohit Kumar	Yes	7:05:07 PM
	The Session is not connected yet	7:05:26 PM
zahid	what to do ?	7:05:47 PM
Rohit Kumar	Please click on agree and download	7:06:45 PM
zahid	already done it	7:06:58 PM
Rohit Kumar	then please open the downloaded icon	7:07:35 PM
zahid	Opened it and allowed for change	7:08:07 PM
Rohit Kumar	then it should start initialing the remote connection.	7:08:39 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:09:00 PM
	We are connected now.	7:09:07 PM
	Please allow me 2 -3 minutes to check the details.	7:09:23 PM
zahid	ok, please	7:09:45 PM
Rohit Kumar	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.	7:16:24 PM
zahid	I can't write to you in your chat	7:30:37 PM
Rohit Kumar	Ok.	7:30:48 PM

	Please let me know if you can print the check or not	7:31:00 PM
zahid	Bank selection is not working now	7:31:05 PM
Rohit Kumar	Ok.	7:31:37 PM
zahid	Without selecting bank we can't print the check	7:31:39 PM
	Now bank selection option is not coming in my last try	7:32:13 PM
Rohit Kumar	Can I call you now.	7:32:34 PM
zahid	Shall I try again	7:32:35 PM
	Yes please	7:32:42 PM
	Please	7:33:06 PM
Rohit Kumar	Please stay on the Chat while I am calling you. Once we are connected on Chat you can end the chat session.	7:33:12 PM
	880 1774346496	7:33:28 PM
zahid	Yes, please	7:33:41 PM
Rohit Kumar	Did you receive any call?	7:34:57 PM
zahid	Not yet	7:35:10 PM
Rohit Kumar	I did called. Please allow me some time so I can call you again.	7:35:28 PM
zahid	+8801774346496	7:35:36 PM
Rohit Kumar	I am unable to call you. Please let me know if you can call our support line	7:37:35 PM
	Are we connected.	7:38:20 PM
zahid	yes	7:38:27 PM
Rohit Kumar	can You call our support line?	7:38:39 PM
	Shall I provide you the number?	7:38:54 PM
zahid	ok	7:39:03 PM
Rohit Kumar	+1*888-415-5240*	7:39:30 PM
	Please try and let me know. (Edited)	7:39:45 PM
zahid	I've connected, but no sound	7:41:40 PM
Rohit Kumar	Ok	7:41:58 PM
	Do you have MS team installed on your computer?	7:42:13 PM
	can I send you an invite on MS TEAMS	7:42:38 PM
zahid	You mean this one	7:42:46 PM
Rohit Kumar	yes	7:42:51 PM
zahid	Yes please	7:42:51 PM

Rohit Kumar	Please allow me 4 -5 minutes	7:43:27 PM
	Visitor updated the name and email address of the visitor.	7:44:52 PM
	Thank you for your patience	7:49:10 PM
	Please move the chat option from the screen	7:49:25 PM
	Are we connected?	7:49:51 PM
zahid	Yes	7:49:59 PM
Rohit Kumar	please move the chat from the page	7:50:16 PM
zahid	It isn't working	7:50:31 PM
	Looks stack	7:50:55 PM
	Zahid has ended this chat session	7:51:34 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 May, 12:15:17 AM

#76930 Qasim Mahmood

Email: kasem@3qscpa.com ☎ 16145587724

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: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 49 Mins 39 Secs

Qasim Mahmood	Hello, I am your Acebuddy	13 May, 12:15:18 AM
Acebuddy	Hello Asif, I'm your Ace Buddy. I'll be happy to assist you!	12:15:19 AM

	Whom Would You Like to Connect With?	12:15:19 AM
Qasim Mahmood	Technical Support (QB & App Hosting)	12:15:32 AM
Acebuddy	Welcome to Ace Support.	12:15:32 AM
	Please chose an option :	12:15:32 AM
Qasim Mahmood	I'd like to raise a Request	12:15:41 AM
Acebuddy	Please select your request type.	12:15:42 AM
Qasim Mahmood	Change in Users	12:15:49 AM
Acebuddy	Please select your desired option!	12:15:49 AM
Qasim Mahmood	User Replacement	12:15:55 AM
Acebuddy	We do not recommend modifying an existing user due to technical challenges. Hence we request you to disable the existing user (that you'd like to replace) and instead add a new user from MyPortal.	12:15:55 AM
	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!	12:15:55 AM
	Do you need any further assistance on the topic?	12:15:55 AM
	<i>The visitor's email address was changed to kasem@3qscpa.com.</i>	12:33:22 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.	1:04:58 AM
	<i>Ended due to chat idle timeout</i>	1:04:58 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77147 Alex Hu

Email: enrollmentservices@fivebranches.edu 📞 14082620208

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

16 May, 10:48:05 PM

City: SALT LAKE CITY
State: Utah
Country: UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 36 Secs

Alex Hu	Hello, I am your Acebuddy	16 May, 10:48:05 PM
Acebuddy	Hello Alex Hu, I'm your Ace Buddy. I'll be happy to assist you!	10:48:06 PM
	Whom Would You Like to Connect With?	10:48:06 PM
Alex Hu	Technical Support (QB & App Hosting)	10:48:21 PM
Acebuddy	Welcome to Ace Support.	10:48:21 PM
	Please chose an option :	10:48:21 PM
Alex Hu	I'd like to raise a Request	10:48:30 PM
Acebuddy	Please select your request type.	10:48:30 PM
Alex Hu	Other Request	10:48:45 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.	10:48:45 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:48:45 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:29:42 PM
	Ended due to chat idle timeout	11:29:42 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 May, 9:17:32 PM

#76984 Chris Rhodes

Email: crhodes@engloinc.com 📞 13042530777

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 2 Mins 14 Secs
City: BECKLEY
State: West Virginia
Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 12 Secs

Chris Rhodes	Hello, I am your Acebuddy	13 May, 9:17:33 PM
Acebuddy	Hello Chris Rhodes, I'm your Ace Buddy. I'll be happy to assist you!	9:17:34 PM
	Whom Would You Like to Connect With?	9:17:34 PM
Chris Rhodes	Technical Support (QB & App Hosting)	9:17:50 PM
Acebuddy	Welcome to Ace Support.	9:17:50 PM
	Please chose an option :	9:17:50 PM
Chris Rhodes	I'd like to report an Issue	9:18:02 PM
Acebuddy	Please select an option!	9:18:02 PM
Chris Rhodes	QuickBooks Issue	9:18:15 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:18:15 PM
Chris Rhodes	QuickBooks Login Issue	9:18:30 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	9:18:30 PM
	Was that helpful?	9:18:30 PM
Chris Rhodes	No	9:18:42 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:18:42 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:18:42 PM
	<i>Arjun Sikarwar declined the transfer request.</i>	9:18:46 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:20:25 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	9:20:33 PM
Chris Rhodes	Hello.	9:20:49 PM
	Quickbooks for Englo says it cannot open the file because it is in single user mode. We cannot find anyone logged in. Can we log out whom ever it thinks is in there?	9:21:59 PM
Ashutosh Mishra	I will surely help you with this issue.	9:22:01 PM
	Kindly allow me two minutes to check the same.	9:23:28 PM

	Please help me with your server name and user name.	9:23:47 PM
Chris Rhodes	CID71512 user name is Chris	9:24:14 PM
Ashutosh Mishra	Thanks for the confirmation !	9:26:38 PM
	May I take the remote access of your server?	9:27:38 PM
Chris Rhodes	Yes you may.	9:27:47 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	9:28:10 PM
Chris Rhodes	okay	9:28:26 PM
	Thank you. You have solved my issue.	9:35:14 PM
Ashutosh Mishra	As per discussion over the remote session, The issue is resolved by opening the company file through dedicated open company file option in Quickbooks as that runs the file in multi user mode.	9:35:30 PM
	Thanks for the confirmation !	9:35:35 PM
	Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you	9:35:39 PM
	<i>Ashutosh Mishra has ended this chat session</i>	9:35:46 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details ----- 16 May, 9:30:08 PM

#77141 office.fusionfab

Email: office.fusionfab@gmail.com

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: 55 Secs

City: FT COLLINS

State: Colorado

Country: UNITED STATES

Chat Transcript		Chat Duration : 46 Mins 56 Secs
office.fusionfab	Hello, I am your Acebuddy	16 May, 9:30:09 PM
Acebuddy	Hello Fusion Fabrication, I'm your Ace Buddy. I'll be happy to assist you!	9:30:10 PM
	Whom Would You Like to Connect With?	9:30:10 PM
office.fusionfab	Sales & Solutions	9:30:29 PM
Acebuddy	Please wait while we connect you to one of our Sales Representative.	9:30:29 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:30:29 PM
	<i>Rahul accepted the chat transfer request.</i>	9:30:32 PM
Rahul	Thank you for contacting ACE. My name is Rahul. I will be assisting you further.	9:31:31 PM
office.fusionfab	We just got oour	9:31:57 PM
	Our onboarding email and i just want to make sure i do it right	9:32:14 PM
Rahul	Please help me with your CID Number	9:32:47 PM
	or your account name please	9:33:13 PM
office.fusionfab	Anjainay Singh <support@acecloudhosting.com> Attachments 6:57 AM (3 hours ago) to me, Mary Hello Mike, Greetings!! Ticket ID: #695473 Issue: User Addition	9:33:37 PM
	where do i find that cid	9:33:49 PM
Rahul	Are you from: Beyond Tax (Edited)	9:34:23 PM
office.fusionfab	yes we work with Mary	9:34:46 PM
Rahul	Your Customer ID is: CID73545	9:36:10 PM
office.fusionfab	ok	9:36:46 PM
	you can call me if you want I was waiting for Mary but we want to get this going ASAP	9:37:06 PM
Rahul	were you in touch with any of our team members earlier?	9:37:47 PM
office.fusionfab	no just got the emails	9:38:31 PM
	well my boos did	9:38:36 PM
	9708932955	9:38:55 PM
	Anjainay Singh <support@acecloudhosting.com>	9:39:17 PM
Rahul	I can transfer your chat to our support team	9:39:18 PM
office.fusionfab	Email from	9:39:23 PM
	<i>Rahul changed the visitor name from Fusion Fabrication to Anjainay Singh.</i>	9:39:38 PM
	<i>Rahul is transferring the chat to Support(QB & App Hosting).</i>	9:40:15 PM
	<i>Tushar accepted the chat transfer request.</i>	9:41:11 PM

Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	9:41:41 PM
office.fusionfab	ok	9:41:50 PM
Tushar	Kindly allow me two minutes to check previous chat you had.	9:42:15 PM
office.fusionfab	maybe I'll just call in	9:46:15 PM
Tushar	Thank you for waiting.	9:46:16 PM
	you can do that but if you want, we can assist you over the chat session using remote session.	9:47:32 PM
	I checked your ticket you recently got a new user delivered.	9:48:57 PM
	You want assistance with the first time login correct.	9:49:25 PM
	Are we still connected here?	9:51:13 PM
office.fusionfab	yes we are new	9:52:59 PM
Tushar	Okay lets help you login for the first time.	9:54:02 PM
	May I take the remote access of your local computer?	9:54:05 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:54:07 PM
	Are we still connected here?	9:56:17 PM
	Are we still connected here?	9:58:06 PM
office.fusionfab	yes sorry	9:58:49 PM
Tushar	https://assist.acecloudhosting.com/join/8032859645	9:59:26 PM
	Kindly Click on the link and open the downloaded file.	9:59:29 PM
office.fusionfab	yes	10:00:33 PM
	ok I did it	10:00:36 PM
Tushar	open the downloaded file and grant necessary permissions for remote session.	10:01:37 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.	10:02:12 PM
	Kindly open the Email on which the new user details have been sent.	10:02:46 PM
office.fusionfab	we might have to switch computers	10:03:13 PM
	I cant here anything	10:03:20 PM
Tushar	Okay kindly tell me the email address on which I can share the remote access link.	10:03:53 PM
	As per the remote session for clear and better understanding you chose to call us and currently calling us.	10:15:06 PM
	After this chat ends, I will add this chat transcript with the primary one so another engineer can get better understanding of the situation.	10:16:02 PM
	As per your Text you need to go for lunch and will be back after 30 minutes.	10:16:42 PM

Acebuddy	Please select your desired option!	3:47:05 AM
Tony Lee	Application Replacement	3:47:10 AM
Acebuddy	To request replacement of an application, please send us an email at support@acecloudhosting.com with the details of the current application that needs to be uninstalled, such as its name and version.	3:47:10 AM
	Additionally, please provide us with the name and version of the new application along with any license details that may be necessary for the installation (for example, in case of QuickBooks).	3:47:10 AM
	We request you to download the setup file for the new application from its respective website or portal and save it on your server desktop.	3:47:10 AM
	Once this is done, kindly inform us by sending an email to support@acecloudhosting.com, and we will proceed with the installation of the new application at our end.	3:47:10 AM
	Do you need any further assistance on the topic?	3:47:10 AM
Tony Lee	Yes	3:47:24 AM
Acebuddy	Please wait while we connect you to our Support Representative	3:47:24 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:47:24 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	3:47:43 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	3:47:47 AM
Tony Lee	I need to exchange Quickbooks Premier Accountant edition 2022 to 2024 version	3:47:48 AM
Shashwat Verma	Hello	3:47:54 AM
	I will surely help you with this issue.	3:48:06 AM
	Kindly allow me two minutes to check the same.	3:48:09 AM
Tony Lee	Help me remove 2022 quickbook desktop and install 2024	3:48:10 AM
	ok	3:48:12 AM
Shashwat Verma	Do you have new license details? (Edited)	3:48:59 AM
Tony Lee	its the same license?	3:49:15 AM
Shashwat Verma	If you want to continue with premier then you have to connect with intuit for updated license	3:50:18 AM
	We only lease the enterprise for now	3:50:34 AM
Tony Lee	i am not sure what you mean	3:50:43 AM
	my license number is 648205062332632	3:51:11 AM
Shashwat Verma	QuickBooks offers three versions: Pro , Premier , and Enterprise . Please note that we only provide licensing for the Enterprise version. As you currently have a client-owned Premier license and wish to continue using it, we recommend contacting Intuit directly for any license updates However, if you would like to upgrade to QuickBooks Enterprise 2024 , please let us know—we'd be happy to assist you with the upgrade process. (Edited)	3:52:27 AM
	Are we still connected here?	3:54:55 AM

	Are we still connected here?	3:56:37 AM
	Are we still connected here?	3:58:49 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	3:59:53 AM
	<i>Shashwat Verma has ended this chat session</i>	3:59:55 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 May, 6:37:17 PM


#77341 Jennifer Snyder
Email: jsnyder@saratogaconstruction.net 📞 15185870100
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 11 Secs
City: SCHENECTADY
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 40 Mins 16 Secs

Jennifer Snyder	Hello, I am your Acebuddy	22 May, 6:37:18 PM
Acebuddy	Hello Jennifer Snyder, I'm your Ace Buddy. I'll be happy to assist you!	6:37:19 PM
	Whom Would You Like to Connect With?	6:37:19 PM
Jennifer Snyder	Technical Support (QB & App Hosting)	6:37:25 PM
Acebuddy	Welcome to Ace Support.	6:37:25 PM
	Please chose an option :	6:37:25 PM
Jennifer Snyder	I'd like to report an Issue	6:37:52 PM

Acebuddy	Please select an option!	6:37:52 PM
Jennifer Snyder	Other Issue	6:37:57 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:37:57 PM
Jennifer Snyder	Trying to set up server on new computer and it will not take my password	6:38:21 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:38:22 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:38:22 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	6:38:29 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	6:38:44 PM
	May I take the remote access of your new local computer?	6:38:55 PM
Jennifer Snyder	yes	6:39:19 PM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	6:39:41 PM
Jennifer Snyder	ok	6:39:45 PM
Anjainay Singh	https://assist.acecloudhosting.com/join/2372146343	6:40:12 PM
	Please copy this URL your new local machine browser . (Edited)	6:40:30 PM
Jennifer Snyder	are we connected?	6:43:19 PM
Anjainay Singh	No we are not connected , please click on folder just download from downloaded folder from that URL and we will be able to connect.	6:44:26 PM
	https://assist.acecloudhosting.com/join/2372146343	6:45:15 PM
	Please use this second URL.	6:45:24 PM
Jennifer Snyder	ok	6:45:35 PM
	it says the session id is invalid	6:47:10 PM
Anjainay Singh	Alternatively I may send you the configured RDP file over an email which you may download it on new machine to access the server.	6:47:31 PM
Jennifer Snyder	I have it	6:47:42 PM
	I can get in because it did not accept my password	6:47:58 PM
Anjainay Singh	Please allow me one minute so that I can check the backend settings.	6:48:28 PM
	Please be patient with me I am working on it .	6:53:53 PM
Jennifer Snyder	ok	6:53:58 PM
Anjainay Singh	Please send us the authorization email from [jsnyder@saratogaconstruction.net] (mailto:jsnyder@saratogaconstruction.net) to support@acecloudhosting.com mentioning password reset so that we can reset it for you asap.	6:58:34 PM
Jennifer Snyder	ok	6:58:46 PM
Anjainay Singh	Please let me know when you are done.	6:59:34 PM
Jennifer Snyder		6:59:48 PM

	done	
Anjainay Singh	Thankyou for cooperation.	7:00:18 PM
	I have received an email .	7:01:31 PM
	I have just send you the new password and RDP file to access the server.	7:03:45 PM
	Please let me know if it resolves the issue .	7:04:46 PM
	Are we still connected here?	7:06:07 PM
Jennifer Snyder	yes	7:07:33 PM
Anjainay Singh	Please confirm whether you are able to access the server through the new RDP and password shared .	7:08:46 PM
Jennifer Snyder	I am not	7:09:06 PM
	the new password will not let me in either	7:09:20 PM
Anjainay Singh	Could you please provide your call back details as I am escalating your issue Call back number- Timezone- Suitable time for call- (Edited)	7:10:48 PM
	One of our escalation team member will reach you shortly to assist you over a call.	7:11:41 PM
Jennifer Snyder	ok I am good	7:11:50 PM
	I got in with the new link	7:11:57 PM
	just one last question	7:12:03 PM
	How di I put the shortcut on my desk top?	7:12:20 PM
	how do	7:12:24 PM
Anjainay Singh	Do you want to place RDP file or any other applications at your desktop ?	7:13:25 PM
Jennifer Snyder	yes	7:13:44 PM
Anjainay Singh	Okay please download the RDP file from email and place it from download folder to your desktop .	7:15:08 PM
Jennifer Snyder	ok	7:15:21 PM
Anjainay Singh	Is there anything else I may help you with ?	7:15:40 PM
Jennifer Snyder	all set, thank you	7:15:54 PM
Anjainay Singh	Please also share your positive feedback by clicking on smiling emoji .	7:16:50 PM
	You may disconnect this chat session.	7:17:09 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:17:15 PM
	<i>Anjainay Singh has ended this chat session</i>	7:17:34 PM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 May, 11:42:13 AM

#76810 Arvind Kumar
Email: arvind@advancefinserv.com
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 41 Secs
City: LUCKNOW
State: Uttar Pradesh
Country: INDIA

Chat Transcript

Chat Duration : 15 Mins 51 Secs

Arvind Kumar	Hello, I am your Acebuddy	9 May, 11:42:15 AM
Acebuddy	Hello Arvind Kumar, I'm your Ace Buddy. I'll be happy to assist you!	11:42:16 AM
	Whom Would You Like to Connect With?	11:42:16 AM
Arvind Kumar	Technical Support (QB & App Hosting)	11:42:23 AM
Acebuddy	Welcome to Ace Support.	11:42:23 AM
	Please chose an option :	11:42:23 AM
Arvind Kumar	I'd like to report an Issue	11:42:41 AM
Acebuddy	Please select an option!	11:42:42 AM
Arvind Kumar	QuickBooks Issue	11:42:46 AM
Acebuddy	What type of QuickBooks Issue are you facing?	11:42:47 AM
Arvind Kumar	QuickBooks Update	11:42:56 AM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	11:42:56 AM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need	11:42:56 AM

	be and share a confirmation via email.	
	Do you need any further assistance on the topic?	11:42:56 AM
Arvind Kumar	Yes	11:43:36 AM
Acebuddy	Please wait while we connect you to our Support Representative	11:43:36 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:43:36 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	11:43:41 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	11:43:49 AM
Arvind Kumar	Hi Shubham	11:44:39 AM
Shubham Kataria	Hello Arvind	11:44:48 AM
Arvind Kumar	we are not able to access QBD file	11:45:06 AM
	Plesas help me	11:45:15 AM
Shubham Kataria	I deeply apologize for the inconvenience caused to you.	11:45:19 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:45:24 AM
Arvind Kumar	Advance finserv	11:45:39 AM
Shubham Kataria	Thank you for the information	11:46:00 AM
	Kindly confirm if you're receiving any error while accessing QB file	11:46:20 AM
	<i>11:46:43 AMArvind Kumar is sharing a file with you</i> <i>1_image.png - (Size:85.48 KB)</i>	11:46:43 AM
	And May I know on which version of QB you're receiving this error	11:47:11 AM
Arvind Kumar	2024	11:47:19 AM
Shubham Kataria	Please allow me a minute to check the same	11:47:31 AM
Arvind Kumar	QBD pro plus 2024	11:47:33 AM
	sure...	11:47:41 AM
Shubham Kataria	I'm installing the pending updates of QB, please stay connected	11:49:04 AM
Arvind Kumar	okay	11:49:12 AM
Shubham Kataria	Could you please ask everyone to log off from the server as we need to reboot it after the QB update	11:50:18 AM
Arvind Kumar	sure....	11:50:37 AM
	you can do it.	11:51:24 AM
Shubham Kataria	Thank you	11:51:29 AM
	I've initiated the reboot, will inform you once server up and running	11:51:58 AM
	QB is updated now, you may access now	11:53:12 AM
Arvind Kumar	I am waiting for your response	11:53:13 AM

	okay	11:53:22 AM
Shubham Kataria	Is it working fine now?	11:56:46 AM
Arvind Kumar	yes	11:56:53 AM
Shubham Kataria	Great	11:57:00 AM
Arvind Kumar	thank you, Shubham	11:57:02 AM
Shubham Kataria	you're welcome	11:57:10 AM
	Is there anything else I may help you with ?	11:57:13 AM
Arvind Kumar	all are working fine now	11:57:45 AM
Shubham Kataria	Okay	11:57:53 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	11:57:57 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:58:00 AM
	<p>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.</p> <p>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!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).](https://selfcare.acecloudhosting.com).)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	11:58:03 AM
	<i>Shubham Kataria has ended this chat session</i>	11:58:06 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76913 REBECCA HARDY

Email: rebecca@trelfalabs.com 📞 19784172525

Department: Support(QB & App Hosting)

Operator: Gurwinder Singh

12 May, 8:51:31 PM

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 19 Secs

City: SALISBURY


State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 57 Secs

REBECCA HARDY	Hello, I am your Acebuddy	12 May, 8:51:31 PM
Acebuddy	Hello Rebecca, I'm your Ace Buddy. I'll be happy to assist you!	8:51:32 PM
	Whom Would You Like to Connect With?	8:51:32 PM
REBECCA HARDY	Technical Support (QB & App Hosting)	8:51:36 PM
Acebuddy	Welcome to Ace Support.	8:51:36 PM
	Please chose an option :	8:51:36 PM
REBECCA HARDY	I'd like to report an Issue	8:51:42 PM
Acebuddy	Please select an option!	8:51:42 PM
REBECCA HARDY	QuickBooks Issue	8:51:45 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:51:45 PM
REBECCA HARDY	QuickBooks Login Issue	8:51:55 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	8:51:55 PM
	Was that helpful?	8:51:55 PM
REBECCA HARDY	No	8:52:06 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:52:06 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:52:06 PM
	<i>Deepak Taneja declined the transfer request.</i>	8:52:13 PM
REBECCA HARDY	Hello. I cannot login to trelfalabs.myrealddata.net from my desktop app.	8:53:20 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	8:53:40 PM
	<i>Shivam Singh is transferring the chat to Gurwinder Singh.</i>	8:54:44 PM
	<i>Gurwinder Singh accepted the chat transfer request.</i>	8:54:50 PM
	It's working now.	8:54:56 PM
Gurwinder Singh	Thank you for contacting Ace Cloud Hosting. My name is Gurwinder Singh. I will be assisting you today.	8:55:00 PM

	Thats great. Is there anything else I may help you with ?	8:56:12 PM
	<i>Gurwinder Singh has ended this chat session</i>	8:57:29 PM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details	7 May, 1:22:56 AM
<p>#76662 jsis</p> <p>Email: jsis@pcworks-inc.com ☎ 14106279840</p> <p>Department: Support(QB & App Hosting)</p> <p>Operator: Shivam Singh</p> <p>Website: https://www.acecloudhosting.com/support-chat.php</p> <p>Operating System: Microsoft Windows</p> <p>Browser: Google Chrome</p> <p>Device: Desktop</p> <p>Average Response Time: 1 Min 3 Secs</p> <p>City: SHADY SIDE</p> <p>State: Maryland</p> <p>Country: UNITED STATES</p>	

Chat Transcript

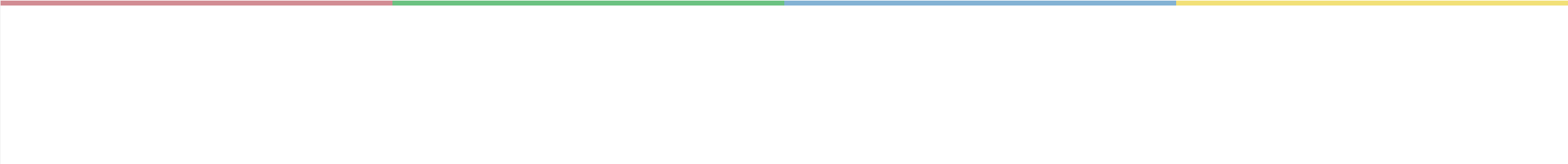
Chat Duration : 15 Mins 58 Secs

jsis	Hello, I am your Acebuddy	7 May, 1:22:56 AM
Acebuddy	Hello Jsis, I'm your Ace Buddy. I'll be happy to assist you!	1:22:57 AM
	Whom Would You Like to Connect With?	1:22:57 AM
jsis	Technical Support (QB & App Hosting)	1:23:01 AM
Acebuddy	Welcome to Ace Support.	1:23:01 AM
	Please chose an option :	1:23:01 AM
jsis	I'd like to report an Issue	1:23:13 AM
Acebuddy	Please select an option!	1:23:13 AM
jsis	QuickBooks Issue	1:23:17 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:23:17 AM

jsis	Other QB related issue	1:23:29 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:23:29 AM
jsis	bank feed issue same as previous ticket 653552	1:23:46 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:23:47 AM
Acebuddy (bot) forwarded the chat request		1:23:47 AM
Shivam Singh accepted the chat transfer request.		1:23:51 AM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	1:24:16 AM
	As I checked the ticket you, confirmed the issue was resolved.	1:24:54 AM
	Is this a recurring issue, or are you experiencing it again after a previous occurrence?	1:25:58 AM
jsis	experiencing it again	1:26:15 AM
Shivam Singh	Okay	1:26:24 AM
jsis	yes it was fixed	1:26:34 AM
	but same issue now appears. says it has been over a year says last synced and it won't sync now	1:27:00 AM
Shivam Singh	Okay allow me 2 minutes to check the same.	1:28:50 AM
jsis	ok thank you	1:28:56 AM
Shivam Singh	As I check there are some pending updates, we will have your QuickBooks updated overnight and will inform you about the same over the email	1:31:11 AM
jsis	ok very good	1:31:26 AM
Shivam Singh	Is there anything else I may help you with ?	1:31:41 AM
	Are we still connected here?	1:33:10 AM
	Are we still connected here?	1:35:48 AM
	Are we still connected here?	1:37:10 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:38:10 AM
	As there was no response, we are disconnecting the chat now. Also, we have noted your request regarding the bank feed issue. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	1:38:52 AM

Shivam Singh has ended this chat session

1:38:55 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 May, 12:51:33 AM

#77264 Laurie Tyre
Email: laurie@applied-adventure.com ☎ 19708333139
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
City: GRAND JUNCTION
State: Colorado
Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 18 Secs

Laurie Tyre	Hello, I am your Acebuddy	21 May, 12:51:34 AM
Acebuddy	Hello Laurie Tyre, I'm your Ace Buddy. I'll be happy to assist you!	12:51:35 AM
	Whom Would You Like to Connect With?	12:51:35 AM
Laurie Tyre	Technical Support (QB & App Hosting)	12:51:38 AM
Acebuddy	Welcome to Ace Support.	12:51:38 AM
	Please chose an option :	12:51:38 AM
Laurie Tyre	I'd like to raise a Request	12:51:43 AM
Acebuddy	Please select your request type.	12:51:43 AM
Laurie Tyre	Reboot your Server	12:51:47 AM
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion.	12:51:47 AM
	Do you need any further assistance on the topic?	12:51:47 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.	1:30:52 AM
	Ended due to chat idle timeout	1:30:52 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 May, 11:41:01 PM

#77363 Kathy Gosney
Email: kathy@ktgosney.com 📞 9162088636
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: SACRAMENTO
State: California
Country: UNITED STATES

Chat Transcript

Chat Duration : 48 Secs

Kathy Gosney	Hello, I am your Acebuddy	22 May, 11:41:02 PM
Acebuddy	Hello Kathy Gosney, I'm your Ace Buddy. I'll be happy to assist you!	11:41:02 PM
	Whom Would You Like to Connect With?	11:41:02 PM
Kathy Gosney	Technical Support (QB & App Hosting)	11:41:10 PM
Acebuddy	Welcome to Ace Support.	11:41:10 PM
	Please chose an option :	11:41:10 PM
Kathy Gosney	I'd like to raise a Request	11:41:24 PM
Acebuddy	Please select your request type.	11:41:24 PM
Kathy Gosney	Password Reset	11:41:28 PM
Acebuddy	Please select an option below	11:41:28 PM
Kathy Gosney	Already Enrolled to Selfcare Portal	11:41:42 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	11:41:42 PM
	Do you need any further assistance on the topic?	11:41:42 PM
Kathy Gosney	No	11:41:50 PM

duane	following up on Ticket ID: 686497	5:27:47 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:27:48 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:27:48 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	5:28:15 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	5:28:19 AM
	Hello Duane	5:28:22 AM
duane	Hi Anurag	5:28:35 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	5:29:42 AM
	Could you please confirm your username and the server name ?	5:29:54 AM
duane	no problem, just want to get it working again	5:30:01 AM
	cartercpaatx2.myrealdata.net	5:30:20 AM
Anurag Sharma	Thanks for the confirmation !	5:30:28 AM
	Kindly allow me two minutes to check the same.	5:30:32 AM
	May I take the remote access of your local computer?	5:31:47 AM
	Are we still connected here?	5:32:41 AM
	Are we still connected here?	5:33:19 AM
	Are we still connected here?	5:34:13 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	5:34:14 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:34:15 AM
	<i>Anurag Sharma has ended this chat session</i>	5:34:18 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77545 Kristin D Cooper

Email: kristin@kristincoopertaxprep.com 📞 3605099456

Department: Support(QB & App Hosting)

28 May, 10:42:58 PM

Operator: Vignesh Arul
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 21 Secs
City: PORT HADLOCK
State: Washington
Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 27 Secs

Kristin D Cooper	Hello, I am your Acebuddy	28 May, 10:42:59 PM
Acebuddy	Hello Kristin D Cooper, I'm your Ace Buddy. I'll be happy to assist you!	10:43:00 PM
	Whom Would You Like to Connect With?	10:43:00 PM
Kristin D Cooper	Technical Support (QB & App Hosting)	10:43:05 PM
Acebuddy	Welcome to Ace Support.	10:43:05 PM
	Please chose an option :	10:43:05 PM
Kristin D Cooper	I'd like to raise a Request	10:43:10 PM
Acebuddy	Please select your request type.	10:43:10 PM
Kristin D Cooper	Other Request	10:43:20 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.	10:43:20 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:43:20 PM
Kristin D Cooper	Yes, I'm facing issues with my server	10:43:29 PM
Acebuddy	Please select an option!	10:43:29 PM
Kristin D Cooper	Other Issue	10:43:33 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:43:33 PM
Kristin D Cooper	I need to move ATX back to my in-house desktop. ATX will not allow remote hosting.	10:44:01 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:44:01 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:44:01 PM
	<i>Arjun Sikarwar declined the transfer request.</i>	10:44:17 PM
	<i>Vignesh Arul accepted the chat transfer request.</i>	10:44:23 PM
Vignesh Arul	Thank you for contacting Ace Cloud Hosting. My name is Vignesh Arul. I will be assisting you today.	10:44:30 PM
Kristin D Cooper	Hello Vignesh	10:44:45 PM

	As you may know, ATX is sending cease and desist letters regarding hosting, as well as canceling contracts for ATX users who have used Ace for remote hosting. I actually no longer need hosting, so this is a good time for me to migrate my ATX apps back to my desktop in-house. Can you assist with that?	10:45:58 PM
	Should I start by downloading the ATX apps to my desktop?	10:47:46 PM
Vignesh Arul	Thank you for sharing this information. Kindly allow me 4-5 time to review it.	10:48:17 PM
	May I know where did you get the information about the same ? (Edited)	10:48:48 PM
Kristin D Cooper	There is a rumor circulating the ATX is actually suing Ace Cloud Hosting	10:48:51 PM
	My colleagues in an ATX user group are receiving letters and very expensive invoices from ATX	10:49:13 PM
	I can send you the verbiage of the letter	10:49:27 PM
Vignesh Arul	Kindly share the verbiage.	10:50:14 PM
Kristin D Cooper	When I signed on with Ace I expressed concern over this issue and was told by the Ace Sales Person that it did not break the terms of my contract with ATX - but it does. They do not allow remote use of their software.	10:50:26 PM
Vignesh Arul	Kristin, ATX is compatible with remote servers, and we have been providing support for ATX on the ACE server for a very long time.	10:52:29 PM
Kristin D Cooper	I am getting the letter for you	10:52:43 PM
Vignesh Arul	I understand the details you are sharing with me. Please allow me a few minutes to check, and I will get back to you shortly.	10:53:04 PM
Kristin D Cooper	Please advise how to move off the remote server now, I need to do this immediately. Thank you!	10:53:04 PM
	"Important Notice of Designated Office(s) and Authorized User Account Activity Reference is made to Universal Tax Systems, Inc.'s CCH Small Firm Services Standard Product License Agreement (for Tax Year 2024 Products) (the "License Agreement"). The License Agreement is for ATX Products (the "Software"). To Whom It May Concern: It has come to our attention that you are utilizing the Software at multiple locations. As you should be aware, the use of the Software in multiple locations not listed on the Order Confirmation, as well as use (of the Software) by persons not included within the Order Confirmation, constitutes a material breach of the License Agreement. You must immediately cease any use of the Software that does not conform to the License Agreement (including the Order Confirmation). In addition, you will receive an invoice for your use of the Software that is the cause for your material breach. We demand that (i) your Software use is adjusted to conform to the terms of the License Agreement and Order Confirmation, and (ii) you pay the outstanding amounts set forth on the invoice. If you fail to complete (i) and (ii), within 30 days from the date of receipt, access to your account may be suspended, and legal proceedings may be instituted (which could include an award of attorney's fees to Universal Tax Systems, Inc.). Please note, nothing set forth herein shall constitute a waiver of any rights and/or remedies to which we are entitled at law and/or equity, and all of such rights and/or remedies are expressly reserved. Important Notice of Designated Office(s) and Authorized User Account Activity Reference is made to Universal Tax Systems, Inc.'s CCH Small Firm Services Standard Product License Agreement (for Tax Year 2024 Products) (the "License Agreement"). The License Agreement is for ATX Products (the "Software")."	10:53:48 PM
Vignesh Arul	Thank you for the information and allow 2 minutes to check the same.	10:54:16 PM
Kristin D Cooper	It is a breach of license to "share" the software with Ace	10:54:18 PM
	Thank you for your assistance. If you are unable to immediately migrate my data off the remote	

	desktop and onto my personal desktop, I would ask to escalate to a supervisor.	10:55:33 PM
Vignesh Arul	Let me quickly transfer this case to the concerned department that handles this procedure.	10:56:21 PM
	Kindly share the best call back number.	10:56:44 PM
Kristin D Cooper	360.509.9456	10:56:59 PM
Vignesh Arul	Thanks for the confirmation !	10:57:06 PM
Kristin D Cooper	Thank you. This is urgent. Do you have written instructions I can follow to do the migration myself?	10:57:27 PM
Vignesh Arul	I completely understand the urgency. This won't take much longer — I will ask the team to call you immediately.	10:58:16 PM
Kristin D Cooper	Which teaM	11:00:05 PM
	Sorry, which team is calling?	11:00:11 PM
	Is it sales?	11:00:14 PM
Vignesh Arul	You will be receiving a call shortly from the Customer Success Manager.	11:01:08 PM
Kristin D Cooper	Will that person help me move my data?	11:02:02 PM
	I do not wish to negotiate this. The data needs to get moved today.	11:02:16 PM
Vignesh Arul	Kristin, I understand. This is not a negotiation, but rather the process of migration.	11:05:59 PM
Kristin D Cooper	Okay thank you Vignesh!	11:06:12 PM
Vignesh Arul	I appreciate your patience. I will make sure you receive proper assistance on this case. Thank you for sharing this information.	11:07:00 PM
Kristin D Cooper	As you can understand, this is a matter of great concern.	11:07:02 PM
Vignesh Arul	Surely I get that.	11:07:16 PM
	I will also share the ticket id with you over the mail once this chat is disconnected.	11:10:15 PM
	You might be reciveing the call any moment now.	11:11:52 PM
	They will be assisting you further.	11:12:10 PM
	You may end this chat now.	11:13:01 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:13:05 PM

Vignesh Arul has ended this chat session11:19:27 PM



[illegible]

Chat Transcript

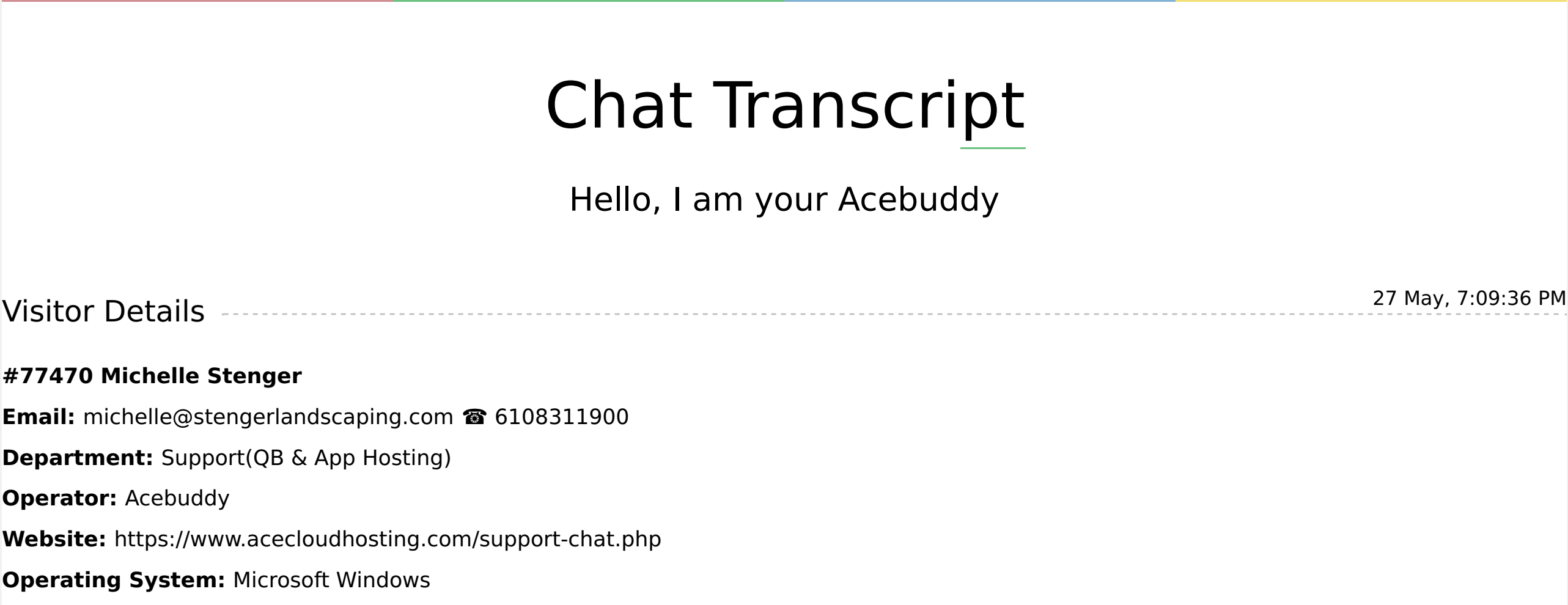
Hello, I am your Acebuddy

Visitor Details

27 May, 7:09:36 PM

27 May, 7:09:36 PM

Operating System: Microsoft Windows



Browser: Google Chrome
Device: Desktop
City: SCHWENKSVILLE
State: Pennsylvania
Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 31 Secs

Michelle Stenger	Hello, I am your Acebuddy	27 May, 7:09:38 PM
Acebuddy	Hello Michelle Stenger, I'm your Ace Buddy. I'll be happy to assist you!	7:09:39 PM
	Whom Would You Like to Connect With?	7:09:39 PM
Michelle Stenger	Technical Support (QB & App Hosting)	7:09:41 PM
Acebuddy	Welcome to Ace Support.	7:09:41 PM
	Please chose an option :	7:09:41 PM
Michelle Stenger	I'd like to report an Issue	7:09:50 PM
Acebuddy	Please select an option!	7:09:50 PM
Michelle Stenger	QuickBooks Issue	7:09:54 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:09:54 PM
Michelle Stenger	QuickBooks Update	7:10:01 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	7:10:01 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	7:10:01 PM
	Do you need any further assistance on the topic?	7:10:01 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.	7:41:09 PM

Ended due to chat idle timeout

7:41:09 PM



Karan Kanwal	Thank you for contacting Ace Cloud Hosting. My name is Karan Kanwal. I will be assisting you today.	1:29:32 PM
krisika	Quickbook not open in all PC	1:29:58 PM
Karan Kanwal	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:30:05 PM
krisika	Priorware.myrealddata.com	1:30:39 PM
Karan Kanwal	Kindly confirm which version of QuickBooks is not launching 22 or 24 or both?	1:31:35 PM
krisika	Quickbook version 24	1:31:58 PM
Karan Kanwal	When was the last time it was working?	1:32:18 PM
krisika	Now quickbook close	1:34:17 PM
Karan Kanwal	Kindly confirm, right now QuickBooks is working for all users?	1:34:47 PM
krisika	Yes	1:34:59 PM
Karan Kanwal	Is there anything else I may help you with ?	1:35:09 PM
krisika	Quickbook not open in all user	1:35:31 PM
Karan Kanwal	Is there any error message popping up?	1:35:58 PM
	Are we connected?	1:37:08 PM
krisika	Yes	1:37:18 PM
Karan Kanwal	Kindly confirm, is there any error message popping up?	1:37:46 PM
	Are we still connected here?	1:39:13 PM
krisika	Not responding error	1:39:13 PM
Karan Kanwal	Alright thank you for the confirmation.	1:39:27 PM
	As you mentioned all users are unable to access QuickBooks right now, hence I'm proceeding with server reboot.	1:39:59 PM
	Kindly notify your co-workers to save their work before logging off, in the meantime I'm dropping them a message at their end as well.	1:40:42 PM
	The server will be rebooted in the next 3 mins.	1:42:55 PM
	The server will be rebooted in the next 1 min.	1:45:17 PM
krisika	You are server rebooting ?	1:46:30 PM
Karan Kanwal	The server has been rebooted now, kindly hold on for 2-3 min it should be up and running.	1:46:48 PM
	The server is up and running now, kindly login to the server and confirm if the QuickBooks is working or not.	1:48:31 PM
krisika	Ok	1:48:33 PM
Karan Kanwal	Kindly confirm is the Quickbooks working, now?	1:50:15 PM
krisika	Yes	1:50:24 PM
	Thank u	1:50:29 PM

Susan Szoke	Hello, I am your Acebuddy	30 May, 3:52:17 AM
Acebuddy	Hello Sszoke, I'm your Ace Buddy. I'll be happy to assist you!	3:52:18 AM
	Whom Would You Like to Connect With?	3:52:18 AM
Susan Szoke	Managed IT	3:52:26 AM
Acebuddy	Please wait while we connect you to an available Representative.	3:52:26 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:52:26 AM
	<i>Himanshu accepted the chat transfer request.</i>	3:52:45 AM
Susan Szoke	I have a new user who needs access to ace cloud hosting.	3:52:45 AM
	<i>Himanshu is transferring the chat to Support(QB & App Hosting).</i>	3:52:58 AM
	<i>Tushar accepted the chat transfer request.</i>	3:54:07 AM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	3:54:22 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:54:34 AM
Susan Szoke	how do I find our server name?	3:56:24 AM
Tushar	May I know your company name ?	3:57:41 AM
Susan Szoke	RoofTech Consulting	3:58:34 AM
	hello, I need this right away	4:01:33 AM
	ACE Cloud Dedicated Server : RoofTech Consulting, Inc.: CID74546	4:02:27 AM
	are you there?	4:03:35 AM
Tushar	I deeply apologize for the inconvenience caused to you.	4:10:46 AM
	Had an issue with my system.	4:11:14 AM
	To add a new user, you can use My Portal to add remove any user you like.	4:12:17 AM
	<i>4:13:03 AMTushar is sharing a file with you</i> <i>How to Manage ACE Server Users 4.pdf - (Size:1.33 MB)</i>	4:13:03 AM
	<i>This is he guide which will help you use MyPortal your user name will be CID74546</i>	
	Now you can Add / Remove users as well as reset their passwords (if need be) from your end via Ace MyPortal . We have attached a comprehensive user management guide to help you seamlessly complete this process. The attached document provides clear instructions on adding new users and removing existing ones along with instructions on How to reset the password. Please log in to https://myportal.acecloudhosting.com/login. Your username will be your CID number . In case you forget your password, kindly reset it by clicking on 'Forgot Password'. Please note that only registered account owner is allowed to perform the user's management activity through the user guide.	4:13:43 AM

	Is there anything else I may help you with ?	4:15:04 AM
Susan Szoke	not sure what you mean my user name is cid number. I tried that and it didn't work	4:20:29 AM
Tushar	May I take the remote access of your local computer?	4:27:29 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	4:27:32 AM
	I will be guiding you through the MyPortal process.	4:27:44 AM
	Are we still connected here?	4:31:43 AM
	Are we still connected here?	4:33:26 AM
	Are we still connected here?	4:37:00 AM
Susan Szoke	I figured it out. I have the user added. But she can only have access to the quickbooks program nothing else. Do not want her to have access to files on the desktop.	4:38:57 AM
Tushar	Okay.	4:41:21 AM
	You can have custom access set up for users on your server. To proceed, please email us at support@acecloudhosting.com with your specific requirements. Once we receive your request, one of our engineers will work on it and notify you via email once the setup is complete.	4:43:53 AM
	Are we still connected here?	4:46:49 AM
Tushar has ended this chat session		5:14:25 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77039 John

Email: john@hpifinishingsupply.com 📞 13145693655

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: 59 Secs

City: WILMINGTON

State: Delaware

15 May, 12:49:07 AM

Country: UNITED STATES

Chat Transcript

Chat Duration : 48 Mins 34 Secs

John	Hello, I am your Acebuddy	15 May, 12:49:08 AM
Acebuddy	Hello John Perry, I'm your Ace Buddy. I'll be happy to assist you!	12:49:09 AM
	Whom Would You Like to Connect With?	12:49:09 AM
John	Technical Support (QB & App Hosting)	12:50:53 AM
Acebuddy	Welcome to Ace Support.	12:50:54 AM
	Please chose an option :	12:50:54 AM
John	I'd like to raise a Request	12:50:59 AM
Acebuddy	Please select your request type.	12:50:59 AM
John	Other Request	12:52:00 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.	12:52:00 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:52:00 AM
John	Yes, I'm facing issues with my server	12:52:13 AM
Acebuddy	Please select an option!	12:52:13 AM
John	Other Issue	12:52:22 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:52:22 AM
John	RDP is logging in the incorrect user. Perhaps Windows has saved the incorrect login. I am unable to fix that.	12:53:28 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:53:28 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:53:28 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	12:54:00 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	12:54:14 AM
	I will surely help you with this issue. Please share a screenshot to review the issue.	12:54:41 AM
	Are we still connected here?	12:57:34 AM
	<i>12:57:46 AMJohn is sharing a file with you</i> <i>image.png - (Size:141.5 KB)</i>	12:57:46 AM
	<i>It reads as user Paula Frey however it is using John Perry</i>	
	I understand the credentials used to login is for John Perry but the computer name is showing as Paula Frey, is that correct?	12:59:22 AM
John	In reverse. Clicked RDP for Paula and got John	1:00:08 AM

Ashutosh Mishra	I just checked from backend and currently two users are logged in that is Michelle and John, so it looks like the RDP needs to be renamed since it is using credentials for John.	1:02:23 AM
	May I take the remote access of your local computer?	1:02:40 AM
John	Yes you may. However I still use my own RDP John Perry. When Paula clicks hers it knocks me off.	1:04:10 AM
Ashutosh Mishra	Okay, i understand that Paula has the wrong RDP application. I can send the new RDP for Paula.	1:05:48 AM
John	Take over if you like	1:06:17 AM
Ashutosh Mishra	Sure, do you have any existing ticket open for this concern?	1:07:37 AM
John	This conversation is all I have	1:09:29 AM
Ashutosh Mishra	I noticed you were facing similar issue under ticket #680194 when you were getting logged in as Lauren Crabtree.	1:12:02 AM
	This was resolved earlier.	1:12:24 AM
John	Yes this seems similar with another login	1:12:37 AM
Ashutosh Mishra	Let me send you a new RDP for your login.	1:12:56 AM
	<i>1:14:24 AM</i> Ashutosh Mishra is sharing a file with you JohnPerry@myrealdata.net.rdp.zip - (Size:815 Bytes) <i>Unzip this file and login with the given RDP.</i>	1:14:24 AM
	Are we still connected here?	1:16:48 AM
John	Working on it	1:17:54 AM
Ashutosh Mishra	Sure	1:18:04 AM
	Paula is inactive from the backend, i have activated her account and will also share RDP for her login.	1:21:14 AM
John	Is it possible to email the new RDP?	1:22:42 AM
Ashutosh Mishra	Yes i can do that	1:22:48 AM
John	john@hpifinishingsupply.com	1:25:55 AM
Ashutosh Mishra	I have just sent you the email with the RDP attached for Paula and John.	1:27:27 AM
	You would have received email with the ticket id #694359.	1:28:39 AM
	Are we still connected here?	1:30:20 AM
John	I have logged in with John succesfully. I think?	1:31:02 AM
Ashutosh Mishra	John, Is there anything else I may help you with ?	1:31:09 AM
	I do see you are logged in the server.	1:31:32 AM
	I am glad to see that Paula has also just logged in. Now both of the users are connected.	1:32:48 AM
	Are we still connected here?	1:34:06 AM
	Are we still connected here?	1:36:04 AM
John	ok that is all	1:37:27 AM

Ashutosh Mishra	Thanks for the confirmation !	1:37:34 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:37:37 AM
	<p>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.</p> <p>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!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	1:37:40 AM
	<i>Ashutosh Mishra has ended this chat session</i>	1:37:42 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 May, 1:56:11 AM

#77110 Vin Davis

Email: vin@leepropertygroup.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 28 Secs

City: SAN LEANDRO

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 28 Mins 2 Secs

Vin Davis	Hello, I am your Acebuddy	16 May, 1:56:12 AM

Acebuddy	Hello Vin Davis, I'm your Ace Buddy. I'll be happy to assist you!	1:56:13 AM
	Whom Would You Like to Connect With?	1:56:13 AM
Vin Davis	Technical Support (QB & App Hosting)	1:56:25 AM
Acebuddy	Welcome to Ace Support.	1:56:25 AM
	Please chose an option :	1:56:25 AM
Vin Davis	I'd like to report an Issue	1:56:36 AM
Acebuddy	Please select an option!	1:56:36 AM
Vin Davis	Other Issue	1:56:46 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:56:46 AM
Vin Davis	When trying to attach a file in QB, I am getting an error message that TSScan Registration is expired. I believe credit card payment was made 4-24-25.	1:58:02 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:58:03 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:58:03 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	1:58:08 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	1:58:17 AM
	I will surely help you with this issue.	1:58:38 AM
	Kindly help me with your server name and user name?	1:58:48 AM
Vin Davis	Qblivepro1.myrealddata.net	1:59:17 AM
	User: myrealddata\VinD.pro1	1:59:54 AM
Ashutosh Mishra	Thanks for the confirmation !	2:00:51 AM
	Kindly allow me few minutes to check the same.	2:01:01 AM
	May I take the remote access of your server?	2:01:37 AM
Vin Davis	Yes	2:02:11 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	2:02:28 AM
	May I take the remote access of your local computer?	2:10:35 AM
Vin Davis	Yes	2:10:52 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	2:11:01 AM
	Kindly paste this link in the browser of local computer and join the session.	2:11:13 AM
	https://assist.acecloudhosting.com/join/6852242466	2:11:20 AM
	As per discussion over the remote session, The issue will be resolved by the relevant team since the TSScan is not working due to license expiry issue.	2:23:22 AM
Vin Davis	Thank you.	2:23:57 AM
Ashutosh Mishra	Thanks for the confirmation !	2:24:09 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!

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/>)

2:24:12 AM

Ashutosh Mishra has ended this chat session

2:24:15 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 May, 9:17:30 PM

#77028 jean duvall
Email: jean@marinecitycontracting.com ☎ 18105313586
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: 1 Min 10 Secs
City: CHICAGO
State: Illinois
Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 33 Secs

jean duvall	Hello, I am your Acebuddy	14 May, 9:17:31 PM
Acebuddy	Hello Jean, I'm your Ace Buddy. I'll be happy to assist you!	9:17:32 PM
	Whom Would You Like to Connect With?	9:17:32 PM
jean duvall		

	Technical Support (QB & App Hosting)	9:17:36 PM
Acebuddy	Welcome to Ace Support.	9:17:36 PM
	Please chose an option :	9:17:36 PM
jean duvall	I'd like to raise a Request	9:17:40 PM
Acebuddy	Please select your request type.	9:17:40 PM
jean duvall	Other Request	9:17:51 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:17:51 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:17:51 PM
jean duvall	Yes, I'm facing issues with my server	9:18:20 PM
Acebuddy	Please select an option!	9:18:20 PM
jean duvall	Other Issue	9:18:27 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:18:27 PM
jean duvall	login	9:18:36 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:18:37 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:18:37 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:19:05 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:19:08 PM
	Hello Jean	9:19:14 PM
	I will surely help you with this issue.	9:19:25 PM
	May I take the remote access of your local computer?	9:19:30 PM
jean duvall	I'm having trouble logging in. I've changed my password	9:19:52 PM
	yes	9:19:54 PM
Shashwat Verma	Okay	9:19:57 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:20:01 PM
	https://assist.acecloudhosting.com/join/5802952332	9:20:14 PM
	Kindly Click on the link and open the downloaded file.	9:20:20 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.	9:21:24 PM
	Are we still connected here?	9:27:06 PM
	Are we still connected here?	9:28:11 PM
jean duvall	I lost connection for a minute	9:29:13 PM

Shashwat Verma	Okay	9:29:18 PM
jean duvall	Am I supposed to keep trying?	9:31:26 PM
Shashwat Verma	As per the remote session, issue resolved by resetting the password.	9:35:56 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:35:59 PM
Shashwat Verma has ended this chat session		9:36:05 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77298 Krisy Murray

Email: acctg@atavolaboise.com 📞 2087610498

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: WILMINGTON

State: Delaware


Country: UNITED STATES

21 May, 8:52:31 PM

Chat Transcript

Chat Duration : 40 Secs

Krisy Murray	Hello, I am your Acebuddy	21 May, 8:52:32 PM
Acebuddy	Hello Krisy Murray, I'm your Ace Buddy. I'll be happy to assist you!	8:52:32 PM
	Whom Would You Like to Connect With?	8:52:32 PM
Krisy Murray	Technical Support (QB & App Hosting)	8:52:36 PM
Acebuddy	Welcome to Ace Support.	8:52:37 PM
	Please chose an option :	8:52:37 PM
Krisy Murray	I'd like to raise a Request	8:52:44 PM
Acebuddy		

	Please select your request type.	8:52:44 PM
Krisy Murray	Application Version Upgrade	8:52:54 PM
Acebuddy	Please select the application you would like to upgrade :	8:52:54 PM
Krisy Murray	ProSeries	8:53:02 PM
Acebuddy	Kindly download the ProSeries setup file from your application portal and save it on your server desktop.	8:53:02 PM
	Once done, Please email us at support@acecloudhosting.com, and we will provide you with an update via email.	8:53:02 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.	8:53:02 PM
	Do you need any further assistance on the topic?	8:53:02 PM
Krisy Murray	No	8:53:12 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	8:53:13 PM
	<i>Acebuddy has ended this chat session</i>	8:53:13 PM
<div></div>		

Chat Transcript


Hello, I am your Acebuddy

Visitor Details

26 May, 7:45:30 PM

#77445 Jack Stinson

Email:

stinsonsvillage@gmail.com  16036678966

Department:

Support(QB & App Hosting)

Operator:

Anjainay Singh

Website:

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

Operating System:

Apple iPhone

Browser:

Apple Safari

Device:

Mobile

Average Response Time:

1 Min 5 Secs

City:

HANOVER


State:

Vermont

Country:

UNITED STATES

Jack Stinson	Hello, I am your Acebuddy	26 May, 7:45:32 PM
Acebuddy	Hello Jack Stinson, I'm your Ace Buddy. I'll be happy to assist you!	7:45:32 PM
Jack Stinson	Whom Would You Like to Connect With?	7:45:32 PM
	VDI/DaaS Support	7:45:48 PM
Acebuddy	Please wait while we connect you to an available Representative.	7:45:48 PM
Acebuddy (bot) forwarded the chat request		7:45:48 PM
Sushant accepted the chat transfer request.		7:45:55 PM
Sushant	Thank you for contacting Ace Cloud Hosting. My name is Sushant. I will be assisting you today.	7:50:14 PM
Sushant is transferring the chat to Support(QB & App Hosting).		7:51:58 PM
Anjainay Singh accepted the chat transfer request.		7:52:14 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	7:52:25 PM
Jack Stinson	Great just upgraded to 2024 Quickbooks. Issue is slow at understanding how to now sign in. ? Believe new platform new sign in code need-have failed	7:52:30 PM
Anjainay Singh	Please allow me two minutes so that I can look into the request .	7:55:42 PM
Jack Stinson	Thank you	7:55:53 PM
Anjainay Singh	May I take the remote access of your server?	7:56:03 PM
Jack Stinson	yes	7:56:08 PM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	7:56:30 PM
Jack Stinson	done	7:56:39 PM
Anjainay Singh	https://assist.acecloudhosting.com/join/6892623450	7:56:44 PM
Please copy this URL at your server browser so that I can access your server .		7:57:02 PM
Are you logged into the server?		8:01:12 PM
Jack Stinson	I try to sign in but- normally proceed fails	8:02:06 PM
Anjainay Singh	It means you are not able to sign into the server.	8:02:32 PM
Jack Stinson	Yes	8:02:44 PM
	unsure if password was changed when I upgraded	8:03:21 PM
Anjainay Singh	May I take the remote access of your local computer?	8:03:29 PM
Prior providing the access, I would suggest you to close any important documents at your end.		8:03:36 PM
Jack Stinson	Trying repeatedly now	8:03:54 PM
Anjainay Singh	https://assist.acecloudhosting.com/join/4892254588	8:03:58 PM

	Please copy this new URL at your local machine browser and click on downloaded file and click on allow .	8:04:45 PM
Jack Stinson	i think it almost worked	8:06:17 PM
	8:07:12 PMJack Stinson is sharing a file with you image.jpg - (Size:4.65 MB)	8:07:12 PM
Anjainay Singh	You need to click on Agree and Download.	8:07:47 PM
Jack Stinson	Yes I have many times	8:08:19 PM
Anjainay Singh	Alternatively we may assist you on call for quick resolution.	8:08:48 PM
	Please provide your call back details in below format Call back number- Timezone- Suitable time for call- (Edited)	8:09:17 PM
Jack Stinson	603-643-6986	8:09:36 PM
Anjainay Singh	Please also share Timezone- Suitable time for call-	8:09:50 PM
Jack Stinson	anytime next 4 hours	8:10:17 PM
Anjainay Singh	I will pas all your queries regarding QB and server login.	8:11:21 PM
	One of our senior engineer will reach you over call for further assistance .	8:11:45 PM
Jack Stinson	Easter standard time	8:11:51 PM
Anjainay Singh	Is there anything else regarding which you need assistance?	8:13:28 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	8:18:20 PM
	Anjainay Singh has ended this chat session	8:18:22 PM
		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76474 Gabriel Malavolti

Email: gmalavolti@tavola.group ☎ 13128824306

Department: Support(QB & App Hosting)

2 May, 1:26:37 AM

Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 8 Secs
City: GLENVIEW
State: Illinois
Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins

Gabriel Malavolti	Hello, I am your Acebuddy	2 May, 1:26:38 AM
Acebuddy	Hello Maria Sentic, I'm your Ace Buddy. I'll be happy to assist you!	1:26:39 AM
	Whom Would You Like to Connect With?	1:26:39 AM
Gabriel Malavolti	Technical Support (QB & App Hosting)	1:27:16 AM
Acebuddy	Welcome to Ace Support.	1:27:16 AM
	Please chose an option :	1:27:16 AM
Gabriel Malavolti	I'd like to raise a Request	1:27:23 AM
Acebuddy	Please select your request type.	1:27:23 AM
Gabriel Malavolti	Password Reset	1:27:28 AM
Acebuddy	Please select an option below	1:27:28 AM
Gabriel Malavolti	Not Enrolled to Selfcare Portal	1:27:33 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	1:27:33 AM
	Do you need any further assistance on the topic?	1:27:33 AM
Gabriel Malavolti	Yes	1:27:39 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:27:39 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:27:39 AM
Gabriel Malavolti	i was told to do this, but i dont know my CID number -- Please log in to https://myportal.acecloudhosting.com/login . Your username will be your CID number. In case you forget your password, kindly reset it by clicking on 'Forgot Password'.	1:28:04 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	1:28:46 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1:28:49 AM
	Hello Maria	1:28:54 AM
Gabriel Malavolti	what is the CID number for my ace account	1:29:22 AM

Shashwat Verma	I will surely help you with this issue.	1:29:36 AM
	Kindly allow me two minutes to check the same.	1:29:38 AM
	CID68189	1:30:00 AM
	Here is the CID	1:30:07 AM
	Do you need further assistance to access the myportal?	1:30:35 AM
	Are we still connected here?	1:32:11 AM
	Are we still connected here?	1:33:50 AM
	Are we still connected here?	1:35:21 AM
	<i>The visitor's email address and phone number were changed.</i>	1:35:50 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.	1:38:58 AM
	<i>Shashwat Verma has ended this chat session</i>	1:39:38 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 May, 5:52:22 AM

#76949 Bonnie Crabtree

Email: bonnie@crabtreebookkeeping.com 📞 12095526490

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins 50 Secs

City: YUBA CITY

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 50 Mins 36 Secs



Bonnie Crabtree	Hello, I am your Acebuddy	13 May, 5:52:23 AM
Acebuddy	Hello Bonnie, I'm your Ace Buddy. I'll be happy to assist you!	5:52:24 AM
	Whom Would You Like to Connect With?	5:52:24 AM
Bonnie Crabtree	Technical Support (QB & App Hosting)	5:52:28 AM
Acebuddy	Welcome to Ace Support.	5:52:28 AM
	Please chose an option :	5:52:28 AM
Bonnie Crabtree	I'd like to report an Issue	5:52:35 AM
Acebuddy	Please select an option!	5:52:35 AM
Bonnie Crabtree	QuickBooks Issue	5:52:39 AM
Acebuddy	What type of QuickBooks Issue are you facing?	5:52:39 AM
Bonnie Crabtree	Other QB related issue	5:52:54 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:52:55 AM
Bonnie Crabtree	Sorry not QuickBooks. We can't seem to login into Wells Fargo and the credentials work find outside of the Virtual Machine.	5:53:26 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:53:27 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:53:27 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	5:53:52 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	5:54:12 AM
Bonnie Crabtree	hello	5:55:26 AM
Ashutosh Mishra	Is wells fargo your account with the bank or is it any application on the server. Or is it QuickBooks bank feed issue.	5:55:29 AM
Bonnie Crabtree	logging in using a browser	5:57:09 AM
Ashutosh Mishra	Are you trying to connect directly to Wells Fargo account on browser, in that case i would suggest checking with support of Wells Fargo since the issue seems to be unrelated to Ace servers.	5:58:08 AM
Bonnie Crabtree	No. No. We can log in just find on our computers just not in the VM	5:58:32 AM
Ashutosh Mishra	Are you connected to Ace server, can we check the issue on your end?	6:00:47 AM
Bonnie Crabtree	Yes. using Debra's machine	6:01:52 AM
Ashutosh Mishra	Okay	6:02:06 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	6:02:09 AM
Bonnie Crabtree	ok	6:02:38 AM
Ashutosh Mishra	As discussed over remote session i am transferring you to another agent who will be able to assist further with the concern. (Edited)	6:08:44 AM
	<i>Ashutosh Mishra is transferring the chat to Shubham Kataria.</i>	6:08:54 AM

Bonnie Crabtree	Thank you	6:09:00 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	6:09:07 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	6:09:16 AM
Bonnie Crabtree	Hi	6:09:22 AM
Shubham Kataria	Hello bonnie	6:09:32 AM
	May I take the remote access of your local computer?	6:09:51 AM
Bonnie Crabtree	yes	6:09:57 AM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	6:10:12 AM
	https://assist.acecloudhosting.com/join/3982460149	6:10:28 AM
Bonnie Crabtree	access Debra's VM	6:10:28 AM
	You want us to access via the local machine or the VM	6:11:12 AM
Shubham Kataria	We require to take the session of local computer	6:11:34 AM
	Please ask the user connect on this link	6:11:48 AM
Bonnie Crabtree	working on it	6:13:22 AM
	398-246-0149	6:13:48 AM
Shubham Kataria	No problem, take your time	6:14:05 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:15:04 AM
Bonnie Crabtree	sire	6:15:15 AM
Shubham Kataria	Thank you for your patience.	6:38:40 AM
	As per our remote session with Debra, issue got resolved	6:38:54 AM
	Is there anything else I may help you with ?	6:38:57 AM
Bonnie Crabtree	It's not necessarily resolved. But it's brining up that code thing so at least we can get in. But it looks like it may be a wells fargo permissions thing. Have to look into it. Thanks for your help.	6:39:54 AM
Shubham Kataria	For you reference, I will keep the ticket open for next two days, if user faces any issue again. please revert over the same email then we will connect over a conference call along with the wells fargo support team.	6:40:54 AM
	Are we still connected here?	6:41:43 AM
	As you're disconnected from the chat, we are ending the chat session now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	6:42:57 AM
	<i>Shubham Kataria has ended this chat session</i>	6:42:59 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 May, 9:03:09 PM

#77077 sasha perry
Email: cpa@buffalofinances.com ☎ 9193870306
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 15 Secs
City: APEX
State: North Carolina
Country: UNITED STATES

Chat Transcript

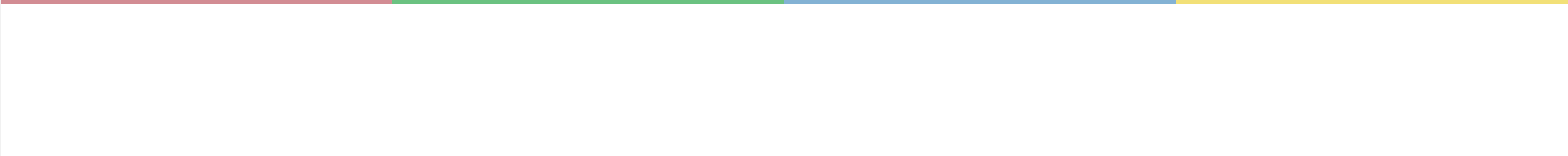
Chat Duration : 18 Mins 50 Secs

sasha perry	Hello, I am your Acebuddy	15 May, 9:03:10 PM
Acebuddy	Hello Sasha Perry, I'm your Ace Buddy. I'll be happy to assist you!	9:03:12 PM
	Whom Would You Like to Connect With?	9:03:12 PM
sasha perry	Technical Support (QB & App Hosting)	9:03:18 PM
Acebuddy	Welcome to Ace Support.	9:03:18 PM
	Please chose an option :	9:03:18 PM
sasha perry	I'd like to report an Issue	9:03:31 PM
Acebuddy	Please select an option!	9:03:31 PM
sasha perry	Password Reset	9:03:36 PM
Acebuddy	Please select an option below	9:03:36 PM
sasha perry	Already Enrolled to Selfcare Portal	9:03:47 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	9:03:47 PM
	Do you need any further assistance on the topic?	9:03:47 PM

sasha perry	Yes	9:04:26 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:04:27 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:04:27 PM
sasha perry	can you send me the link to the selfcare portal	9:04:56 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:05:41 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:05:46 PM
	Hello	9:05:49 PM
	I will surely help you with this issue.	9:05:54 PM
	http://selfcare.acecloudhosting.com/	9:06:04 PM
	Here is the link	9:06:12 PM
	Is there anything else I may help you with ?	9:06:50 PM
sasha perry	i may need more help let me try logging on	9:08:59 PM
Shashwat Verma	I will surely help you with this issue.	9:09:08 PM
	May I take the remote access of your local computer?	9:09:11 PM
sasha perry	sure	9:09:51 PM
	can you tell me my login username?	9:10:03 PM
Shashwat Verma	Sasha.P@myrealdata.net	9:10:33 PM
	Here is your username	9:10:39 PM
	Use only Sasha.P in forgot password section, if you are trying to reset the password	9:11:08 PM
	Are we still connected here?	9:15:35 PM
	Are we still connected here?	9:18:27 PM
	Are we still connected here?	9:20:24 PM
sasha perry	i got in, thank you so much for your help	9:21:47 PM
Shashwat Verma	Perfect	9:21:54 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:21:57 PM

Shashwat Verma has ended this chat session

9:22:01 PM



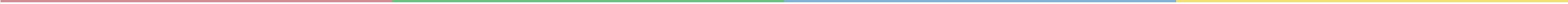
Chat Transcript

Hello, I am your Acebuddy

Visitor Details	21 May, 7:48:13 PM
#77293 William A. Costley, Jr. EA	
Email: will@williamcostleyllc.com 📞 17702021212	
Department: Support(QB & App Hosting)	
Operator: Anjainay Singh	
Website: https://www.acecloudhosting.com/support-chat.php	
Operating System: Microsoft Windows	
Browser: Google Chrome	
Device: Desktop	
Average Response Time: 2 Mins 35 Secs	
City: MUMBAI	
State: Maharashtra	
Country: INDIA	

Chat Transcript	Chat Duration : 51 Mins 1 Sec
William A. Costley, Jr. EA	Hello, I am your Acebuddy21 May, 7:48:15 PM
Acebuddy	Hello William A. Costley, Jr. Ea, I'm your Ace Buddy. I'll be happy to assist you!7:48:16 PM
	Whom Would You Like to Connect With?7:48:16 PM
William A. Costley, Jr. EA	Managed Security7:48:25 PM
Acebuddy	Please wait while we connect you to an available Representative.7:48:25 PM
	<i>Acebuddy (bot) forwarded the chat request</i> 7:48:25 PM
	<i>Abhijeet Arun Thakur accepted the chat transfer request.</i> 7:48:32 PM
Abhijeet Arun Thakur	Thank you for contacting Ace Cloud Hosting. My name is Abhijeet. How may I assist you today?7:48:43 PM
William A. Costley, Jr. EA	HI Abhijet My name is Anil Kushwah7:49:13 PM
Abhijeet Arun Thakur	Thank you sharing the details. Let me transfer you to the concerned team.7:54:13 PM
	<i>Abhijeet Arun Thakur is transferring the chat to Support(QB & App Hosting).</i> 7:54:28 PM
	<i>Anjainay Singh accepted the chat transfer request.</i> 7:54:35 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.7:54:43 PM
	Could you please mention your issue so that I can assist you accordingly .7:58:02 PM

	Are we still connected here?	8:01:51 PM
	Are we still connected here?	8:05:15 PM
	Are we still connected here?	8:07:36 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:39:16 PM
Ended due to chat idle timeout		8:39:16 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 May, 4:55:08 PM

#76821 Alan Rouse

Email: alanr@issisandsons.com ☎ 12053936289

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 44 Secs

City: PELHAM

State: Alabama

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 14 Secs

Alan Rouse	Hello, I am your Acebuddy	9 May, 4:55:10 PM
Acebuddy	Hello Alanr, I'm your Ace Buddy. I'll be happy to assist you!	4:55:11 PM
	Whom Would You Like to Connect With?	4:55:11 PM
Alan Rouse	Technical Support (QB & App Hosting)	4:55:42 PM
Acebuddy	Welcome to Ace Support.	4:55:42 PM
	Please chose an option :	4:55:42 PM

Alan Rouse	I'd like to report an Issue	4:55:55 PM
Acebuddy	Please select an option!	4:55:55 PM
Alan Rouse	Other Issue	4:56:02 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:56:02 PM
Alan Rouse	When I connect to ace cloud hosting the system freezes at the multifactor authentication portion and then ends the process. I have restarted my computer and still have the same issues	4:56:48 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:56:49 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:56:49 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	4:56:54 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	4:56:57 PM
	Hello Alanr	4:57:07 PM
Alan Rouse	Hello how are you	4:57:14 PM
Anurag Sharma	I am good, what about you?	4:58:55 PM
Alan Rouse	good just really need to get into my quickbooks to write some checks asap	4:59:50 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	4:59:58 PM
Alan Rouse	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:00:01 PM
	issis.myrealddata.net	5:00:25 PM
	alan.rouse	5:00:29 PM
Anurag Sharma	Thanks for the confirmation !	5:00:39 PM
	May I take the remote access of your local computer?	5:00:45 PM
Alan Rouse	yes	5:00:51 PM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	5:00:56 PM
Alan Rouse	ok give me a minute	5:01:08 PM
Anurag Sharma	Sure, please take your time	5:01:23 PM
	Are we still connected here?	5:03:34 PM
Alan Rouse	I am ready	5:04:33 PM
Anurag Sharma	Thanks for the confirmation !	5:04:51 PM
	https://assist.acecloudhosting.com/join/7622840328	5:04:55 PM
	Kindly paste this link in the browser of local computer and join the session.	5:04:59 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	5:06:04 PM
Alan Rouse	I have	5:06:05 PM

	ok	5:06:14 PM
	ok	5:10:47 PM
Anurag Sharma	Alan I deeply apologize for the inconvenience caused to you.	5:11:02 PM
	I would like to inform you that this problem is being caused by an issue on the backend.	5:11:53 PM
	Our team is currently working on this issue.	5:12:05 PM
	Please try to login again after 30 minutes.	5:12:18 PM
Alan Rouse	ok thank you	5:12:25 PM
Anurag Sharma	The issue should get fixed by this time.	5:12:37 PM
Alan Rouse	thanks so much for your help	5:12:46 PM
Anurag Sharma	Thank you for understanding.	5:12:57 PM
	Is there anything else I may help you with ?	5:12:59 PM
Alan Rouse	that is it	5:13:07 PM
Anurag Sharma	Thanks for the confirmation !	5:13:12 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:13:19 PM
	<p>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.</p> <p>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!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	5:13:22 PM
	<i>Anurag Sharma has ended this chat session</i>	5:13:24 PM



#76894 jean duvall

Email: jean@marinecitycontracting.com 📞 18105313586

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 58 Secs

City: DUBLIN

State: Dublin

Country: IRELAND

Chat Transcript

Chat Duration : 25 Mins 12 Secs

jean duvall	Hello, I am your Acebuddy	12 May, 3:44:32 PM
Acebuddy	Hello Jean Duvall, I'm your Ace Buddy. I'll be happy to assist you!	3:44:33 PM
	Whom Would You Like to Connect With?	3:44:33 PM
jean duvall	Technical Support (QB & App Hosting)	3:44:46 PM
Acebuddy	Welcome to Ace Support.	3:44:48 PM
	Please chose an option :	3:44:48 PM
jean duvall	I'd like to raise a Request	3:44:53 PM
Acebuddy	Please select your request type.	3:44:53 PM
jean duvall	Setup Ace Server	3:45:04 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	3:45:04 PM
jean duvall	Microsoft Windows	3:45:09 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	3:45:09 PM
	Do you need any further assistance on the topic?	3:45:09 PM
jean duvall	Yes	3:49:03 PM
Acebuddy	Please wait while we connect you to our Support Representative	3:49:03 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:49:03 PM
	<i>Gurwinder Singh accepted the chat transfer request.</i>	3:50:19 PM
Gurwinder Singh	Thank you for contacting Ace Cloud Hosting. My name is Gurwinder Singh. I will be assisting you today.	3:51:10 PM
jean duvall	hi	3:52:07 PM

	I'm having trouble installing on a new pc	3:52:34 PM
	<i>Gurwinder Singh is transferring the chat to Anjainay Singh.</i>	3:53:15 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	3:53:26 PM
Anjainay Singh	This message has been deleted	3:54:03 PM
	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	3:55:11 PM
jean duvall	hi	3:55:20 PM
Anjainay Singh	As I have understood you want to setup server on new local machine .	3:56:15 PM
jean duvall	yes	3:56:23 PM
Anjainay Singh	May I take the remote access of your local computer?	3:57:04 PM
jean duvall	yes	3:57:10 PM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	3:57:14 PM
jean duvall	ok	3:57:36 PM
Anjainay Singh	https://assist.acecloudhosting.com/join/2622393658	3:57:49 PM
	Please copy this URL at your local machine browser.	3:58:06 PM
	Could you please enter your password .	4:03:08 PM
	As your issue has been resolved on remote session you may end this chat session .	4:07:00 PM
	You will also receive a feedback in which you may click on smiling emoji to provide your positive feedback .	4:07:40 PM
	As issue has been resolved so we are disconnecting this chat .	4:09:41 PM

Anjainay Singh has ended this chat session

4:09:45 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76484 erica.terminello

Email: erica.terminello@gmail.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

2 May, 4:32:56 AM

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 51 Secs

City: VIRGINIA BEACH

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 27 Mins 37 Secs

erica.terminello	Hello, I am your Acebuddy	2 May, 4:32:57 AM
Acebuddy	Hello Erica.terminello, I'm your Ace Buddy. I'll be happy to assist you!	4:32:57 AM
	Whom Would You Like to Connect With?	4:32:57 AM
erica.terminello	Technical Support (QB & App Hosting)	4:33:07 AM
Acebuddy	Welcome to Ace Support.	4:33:07 AM
	Please chose an option :	4:33:07 AM
erica.terminello	I'd like to report an Issue	4:33:14 AM
Acebuddy	Please select an option!	4:33:14 AM
erica.terminello	Password Reset	4:33:17 AM
Acebuddy	Please select an option below	4:33:17 AM
erica.terminello	Already Enrolled to Selfcare Portal	4:33:23 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	4:33:23 AM
	Do you need any further assistance on the topic?	4:33:23 AM
erica.terminello	Yes	4:33:28 AM
Acebuddy	Please wait while we connect you to our Support Representative	4:33:28 AM
	Acebuddy (bot) forwarded the chat request	4:33:28 AM
	Gaurav Kumar declined the transfer request.	4:33:31 AM
	Ashutosh Mishra accepted the chat transfer request.	4:33:36 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	4:33:44 AM
erica.terminello	I needed to do a password reset. You guys needed to contact my accountant to get approval to do the reset. I am following up to see if they have given permission to do the reset. Erica,T@myrealdata.net	4:35:33 AM
	Sorry it is Erica.T@myrealdata.net	4:36:02 AM
Ashutosh Mishra	As per your ticket #686909, the authorization was provided by Jemma. We have reset the password and sent the OTP link to your email.	4:36:50 AM

erica.terminello	Ok Checking now	4:37:23 AM
	erica.terminello@gmail.com?	4:38:04 AM
Ashutosh Mishra	Yes	4:38:18 AM
erica.terminello	Ok	4:38:25 AM
	What is the subject line	4:39:04 AM
Ashutosh Mishra	The mail was sent 5 hours ago with subject Robertson Accounting Group LLC: Password Reset	4:39:54 AM
erica.terminello	The account was restricted. There were two options and tried to accomplish both.	4:42:54 AM
Ashutosh Mishra	To assist further, may I take the remote access of your local computer?	4:43:49 AM
	Are we still connected here?	4:44:56 AM
erica.terminello	This is my husbands computer so no. I have a Mac but the program doesn't seem to run on my computer so I am going back and forth	4:46:11 AM
Ashutosh Mishra	I understand, since the issue is persistent i would suggest connecting with Ace support on the computer where you login to ace server so we can identify and resolve the issue in real time.	4:47:23 AM
	We can also schedule callback if you want assistance over the phone.	4:48:01 AM
erica.terminello	How do you remote in	4:48:26 AM
Ashutosh Mishra	I will send you a link to open in your browser.	4:49:05 AM
erica.terminello	Send it	4:49:23 AM
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.	4:50:36 AM
	https://assist.acecloudhosting.com/join/3512886575	4:50:37 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	4:51:16 AM
erica.terminello	He has a lot of security on his computer. It is blocking everything	4:52:00 AM
	I will have to work this a different way. How do I get the restriction off	4:52:55 AM
	For the account	4:53:20 AM
Ashutosh Mishra	For restrictions on computer, please contact local IT team.	4:53:40 AM
	We can assist you with Ace Server related issues, we would suggest connecting with your computer where you used to access Ace server for better assistance.	4:54:27 AM
	<i>4:55:05 AMerica.terminello is sharing a file with you</i> <i>1_image.png - (Size:335.61 KB)</i>	4:55:05 AM
erica.terminello	This is what I am getting	4:55:15 AM
Ashutosh Mishra	This is My Portal from Ace. (Edited)	4:55:51 AM
	This can be accessed by My Portal Admin only.	4:56:23 AM
erica.terminello	Where are they?	4:57:02 AM
Ashutosh Mishra	It is F. Mark Robertson.	4:57:10 AM
erica.terminello		4:57:57 AM

	Can you send them a request to do this over again.	
Ashutosh Mishra	Sure I had informed them earlier, what i will do is also send you the RDP application where you can use the password to connect with Ace.	4:58:33 AM
	Is there anything else I may help you with ?	4:59:46 AM
erica.terminello	No Thx.	5:00:04 AM
Ashutosh Mishra	Great! Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you	5:00:23 AM
Ashutosh Mishra has ended this chat session		5:00:34 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 May, 8:29:51 PM

#77447 Robert Zeigen
Email: rzeigen@szcpa.tax 📞 15613920620
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: BOCA RATON
State: Florida
Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 4 Secs

Robert Zeigen	Hello, I am your Acebuddy	26 May, 8:29:51 PM
Acebuddy	Hello Robert Zeigen, I'm your Ace Buddy. I'll be happy to assist you!	8:29:52 PM
	Whom Would You Like to Connect With?	8:29:52 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:13:56 PM
Ended due to chat idle timeout		9:13:56 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 May, 9:45:47 PM

#77449 Ryan Perrone

Email: ryan@nautilus-homes.com ☎ 1-941-809-5989

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 44 Secs

City: SARASOTA

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 43 Secs

Ryan Perrone	Hello, I am your Acebuddy	26 May, 9:45:49 PM
Acebuddy	Hello Ryan Perrone, I'm your Ace Buddy. I'll be happy to assist you!	9:45:50 PM
	Whom Would You Like to Connect With?	9:45:50 PM
Ryan Perrone	Technical Support (QB & App Hosting)	9:46:04 PM
Acebuddy	Welcome to Ace Support.	9:46:04 PM
	Please chose an option :	9:46:04 PM
Ryan Perrone	I'd like to report an Issue	9:46:13 PM
Acebuddy	Please select an option!	9:46:13 PM
Ryan Perrone	Other Issue	9:46:21 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:46:21 PM
Ryan Perrone	I am trying to setup ACE on my home computer	9:46:35 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:46:35 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	9:46:35 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:46:40 PM
	<i>Ashutosh Mishra is transferring the chat to Anjainay Singh.</i>	9:47:02 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	9:47:24 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	9:47:37 PM
Ryan Perrone	Hello Anjainay.	9:48:15 PM
Anjainay Singh	I hope you're doing well. Could you please share the details of the issue you're facing so I can assist you more effectively?	9:49:50 PM
Ryan Perrone	I have a home computer and work computer, and today i am trying to work from home, but i don't have acces to my ace serrver through my home computer. Can you help me get that setup?	9:50:50 PM
Anjainay Singh	May I take the remote access of your local computer?	9:51:01 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:51:28 PM
	https://assist.acecloudhosting.com/join/1472334713	9:51:42 PM
	Please copy above URL at your local machine browser so that I can access your home computer and configure the new RDP .	9:52:33 PM
Ryan Perrone	OK	9:52:37 PM
Anjainay Singh	Alternatively I may also send you the new RDP file to your email just download at your home computer and access the server.	9:53:26 PM
Ryan Perrone	its starting now	9:55:08 PM
Anjainay Singh	Okay	9:55:23 PM
	Please click on agree and download .	9:57:12 PM
Ryan Perrone	I don't see that. The zoho assist is already downloaded and running	9:57:53 PM
Anjainay Singh	https://assist.acecloudhosting.com/join/1052766351	9:58:25 PM
	Please try with new URL	9:58:43 PM
Ryan Perrone	I just did it again.	9:59:19 PM
Anjainay Singh	We can also proceed with alternate solution I have setup your new RDP file .	10:00:09 PM
Ryan Perrone	Try connecting one more time	10:01:11 PM
	Its open an ready for you to connect	10:01:28 PM
Anjainay Singh	I do not see any option to access your remote session , alternatively without wasting extra time let me send you the new RDP file over an email.	10:02:51 PM
Ryan Perrone	OK, thats fine	10:03:03 PM
Anjainay Singh	Is there anything else I may help you with ?	10:03:13 PM
Ryan Perrone	I don't see the file. Have you sent it?	10:04:12 PM
Anjainay Singh		

	I will send you the details once this chat gets end , as automatic ticket will be created and I will send you the details over that email .	10:05:12 PM
Ryan Perrone	OK	10:05:32 PM
Anjainay Singh	You just need to enter the password in order to access the server.	10:05:44 PM
	Is there anything else I may help you with ?	10:05:53 PM
Ryan Perrone	I don't recall my password	10:06:30 PM
Anjainay Singh	No worries, please send the authorization email to support@acecloudhosting.com from registered email address ryan@nautilus-homes.com so that I can send you the new password . (Edited)	10:07:14 PM
Ryan Perrone	Not sure what that means	10:08:26 PM
Anjainay Singh	On same email I will send you the new RDP file to access the server .	10:09:08 PM
Ryan Perrone	OK	10:09:57 PM
Anjainay Singh	Once you have send please let me know.	10:10:45 PM
Ryan Perrone	Not sure what that mean	10:12:00 PM
Anjainay Singh	While we are on chat , please send the authorization email to [support@acecloudhosting.com] (mailto:support@acecloudhosting.com) from registered email address [ryan@nautilus-homes.com] (mailto:ryan@nautilus-homes.com) so that I can send you the new password along with new RDP file .	10:12:38 PM
	Once you have send an email please let me know .	10:14:14 PM
	Are we still connected?	10:16:33 PM
	Are we still connected here?	10:19:11 PM
	Are we still connected here?	10:21:20 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.	10:24:05 PM

Anjainay Singh has ended this chat session

10:25:32 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77475 steven

Email: steven@lynncpas.com 📞 17204703581

27 May, 8:15:19 PM

Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 16 Secs
City: DENVER
State: Colorado
Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 54 Secs

steven	Hello, I am your Acebuddy	27 May, 8:15:20 PM
Acebuddy	Hello Steven Lynn, I'm your Ace Buddy. I'll be happy to assist you!	8:15:28 PM
	Whom Would You Like to Connect With?	8:15:28 PM
steven	Technical Support (QB & App Hosting)	8:15:33 PM
Acebuddy	Welcome to Ace Support.	8:15:33 PM
	Please chose an option :	8:15:33 PM
steven	I'd like to report an Issue	8:15:39 PM
Acebuddy	Please select an option!	8:15:39 PM
steven	Other Issue	8:15:43 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:15:43 PM
steven	Unable to login to server	8:15:52 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:15:53 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:15:53 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	8:16:43 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	8:17:23 PM
steven	ok	8:17:42 PM
Anjainay Singh	Since when you are facing this issue ?	8:18:02 PM
steven	multiple times last week and again this morning	8:18:16 PM
Anjainay Singh	is every user facing this issue ?	8:19:20 PM
steven	im the only iser	8:19:30 PM
	user	8:19:31 PM
Anjainay Singh	Thankyou for letting me know , please provide me two to three minutes so that I can look into it .	8:20:16 PM

steven	ok	8:20:29 PM
Anjainay Singh	Please try to login back into server and let me know if you are able to do so .	8:24:45 PM
steven	worked that time	8:25:13 PM
	is this going to be an issues going forward?	8:25:23 PM
Anjainay Singh	We will observe the issue and will keep the ticket under priority hoping that this does not occurs again.	8:26:19 PM
steven	ok	8:26:28 PM
Anjainay Singh	Is there anything else I may help you with ?	8:27:12 PM
Anjainay Singh has ended this chat session		8:30:22 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76716 greyes

Email: greyes@thrivcpa.com ☎ 787-957-3275

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: SAN JUAN

State: Puerto Rico

Country: PUERTO RICO

Chat Transcript		Chat Duration : 15 Mins 59 Secs
greyes	Hello, I am your Acebuddy	8 May, 12:25:23 AM
Acebuddy	Hello Greyes, I'm your Ace Buddy. I'll be happy to assist you!	12:25:24 AM
	Whom Would You Like to Connect With?	12:25:24 AM
greyes	Technical Support (QB & App Hosting)	12:25:28 AM
Acebuddy		

shari	Hello, I am your Acebuddy	15 May, 11:06:59 PM
Acebuddy	Hello Shari Rogers, I'm your Ace Buddy. I'll be happy to assist you!	11:07:00 PM
	Whom Would You Like to Connect With?	11:07:00 PM
shari	Technical Support (QB & App Hosting)	11:07:03 PM
Acebuddy	Welcome to Ace Support.	11:07:03 PM
	Please chose an option :	11:07:03 PM
shari	I'd like to report an Issue	11:07:14 PM
Acebuddy	Please select an option!	11:07:14 PM
shari	Other Issue	11:07:19 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:07:19 PM
shari	checking status on ticket 694996	11:07:41 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:07:42 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:07:42 PM
	<i>Gaurava Tyagi declined the transfer request.</i>	11:07:47 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:08:08 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:08:12 PM
	Hello Shari	11:08:18 PM
	We have just completed the update	11:08:37 PM
	Just rebooted the server	11:08:44 PM
	Kindly try now	11:09:21 PM
	Or shall we remote in to check the outlook status now?	11:09:46 PM
shari	I am trying to log in	11:09:54 PM
Shashwat Verma	Sure, please take your time	11:10:04 PM
shari	my server won't connect	11:10:11 PM
Shashwat Verma	May I take the remote access of your local computer?	11:10:18 PM
shari	yes	11:10:21 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	11:10:35 PM
	https://assist.acecloudhosting.com/join/7842941887	11:10:36 PM
	Kindly Click on the link and open the downloaded file.	11:10:39 PM
	As per the remote session, we'll be assisting you on remote session for further troubleshooting.	11:19:26 PM
	<i>Shashwat Verma has ended this chat session</i>	11:19:59 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 May, 9:13:16 PM


#76579 Amber Wiley
Email: awiley@emainc.net 📞 7704484644
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Apple iPhone
Browser: Apple Safari
Device: Mobile
Average Response Time: 1 Min 14 Secs
City: ATLANTA
State: Georgia
Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 54 Secs

Amber Wiley	Hello, I am your Acebuddy	5 May, 9:13:17 PM
Acebuddy	Hello Amber Wiley, I'm your Ace Buddy. I'll be happy to assist you!	9:13:18 PM
	Whom Would You Like to Connect With?	9:13:18 PM
Amber Wiley	Technical Support (QB & App Hosting)	9:13:22 PM
Acebuddy	Welcome to Ace Support.	9:13:22 PM
	Please chose an option :	9:13:22 PM
Amber Wiley	I'd like to report an Issue	9:13:28 PM
Acebuddy	Please select an option!	9:13:28 PM
Amber Wiley	Other Issue	9:13:37 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:13:37 PM
	<i>9:14:42 PMAmber Wiley is sharing a file with you</i> <i>IMG_8880.jpeg - (Size:5.64 MB)</i>	9:14:42 PM
	<i>i cannot connect to my computer and it's saying the network is slow</i>	

	Please wait while we connect you to a Support Representative	9:14:43 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:14:43 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:15:19 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	9:15:28 PM
	I will surely help you with this issue.	9:15:49 PM
	Kindly help me with your server name and user name?	9:16:04 PM
Amber Wiley	EMA.myrealdata.net	9:16:42 PM
	user name is AmberWiley	9:18:13 PM
Ashutosh Mishra	Thanks for the confirmation !	9:18:50 PM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	9:18:55 PM
Amber Wiley	it's just me that is using it from home	9:19:17 PM
Ashutosh Mishra	Is this the first time you are facing this issue?	9:21:05 PM
Amber Wiley	yes	9:21:19 PM
Ashutosh Mishra	I see that server is accessible from backend, If you have multiple internet connections please try connecting with different network or wifi.	9:22:15 PM
Amber Wiley	i have. i went to a totally new location and it's still not working	9:24:13 PM
	it stays on a please wait screen	9:24:52 PM
	<i>9:25:07 PMAmber Wiley is sharing a file with you</i> <i>image.jpg - (Size:3.29 MB)</i>	9:25:07 PM
Ashutosh Mishra	After you posted the screenshot. Your username did show up on the server now, I have signed off your account. Please try connecting again	9:26:36 PM
Amber Wiley	it just worked! i also have been getting a screen saying 8% if free space remaining on c drive.	9:27:11 PM
	<i>9:27:27 PMAmber Wiley is sharing a file with you</i> <i>image.jpg - (Size:4.98 MB)</i>	9:27:27 PM
Ashutosh Mishra	Yes, i noticed that too.	9:27:31 PM
	Kindly allow me two minutes to check the same.	9:27:43 PM
Amber Wiley	thank you	9:27:56 PM
Ashutosh Mishra	I am clearing all the unnecessary and residual files from the C: drive.	9:31:23 PM
Amber Wiley	thank you	9:31:35 PM
Ashutosh Mishra	After clearing the files you will get around 12-13% free space.	9:31:37 PM
	I would suggest you to keep free space at minimum 20-25% since this can cause system instability.	9:32:06 PM
Amber Wiley	i don't know what's on the c drive that can be removed	9:32:43 PM
Ashutosh Mishra	We can end the chat session, i will send you more information over the email for some options. You can reply to that as per your convenience.	9:33:43 PM

Amber Wiley	okay thank you	9:33:53 PM
Ashutosh Mishra	Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you	9:34:09 PM
	Ashutosh Mishra has ended this chat session	9:34:12 PM
<div></div>		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 May, 1:20:08 AM

#77108 Stacy Ciolli

Email: wildfire1789@gmail.com 📞 19702274435

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: 30 Secs

City: ESTES PARK

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 20 Secs

Stacy Ciolli	Hello, I am your Acebuddy	16 May, 1:20:09 AM
Acebuddy	Hello Stacy Ciolli, 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
Stacy Ciolli	Technical Support (QB & App Hosting)	1:20:20 AM
Acebuddy	Welcome to Ace Support.	1:20:20 AM
	Please chose an option :	1:20:20 AM
Stacy Ciolli	I'd like to raise a Request	1:20:27 AM
Acebuddy	Please select your request type.	1:20:27 AM

Stacy Ciolli	Change in Users	1:20:36 AM
Acebuddy	Please select your desired option!	1:20:36 AM
Stacy Ciolli	User Addition	1:20:40 AM
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	1:20:40 AM
	Do you need any further assistance on the topic?	1:20:40 AM
Stacy Ciolli	Yes	1:20:52 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:20:53 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:20:53 AM
	<i>Tushar accepted the chat transfer request.</i>	1:21:19 AM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	1:21:23 AM
Stacy Ciolli	Hi Tushar, I would like to add a user	1:21:56 AM
	I cannot figure out how through my portal	1:22:09 AM
Tushar	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:22:19 AM
Stacy Ciolli	one miniutes im looking up my infor	1:23:11 AM
Tushar	Sure, please take your time	1:23:45 AM
Stacy Ciolli	the server would be ubder wildfire development	1:23:50 AM
	My user name is Stacyciol.NPRE	1:24:20 AM
Tushar	Thank you for the details.	1:25:02 AM
	Kindly email us at support@acecloudhosting.com mentioning that you are unable to create user through MyPortal and also add details of the new user to be added the first name Last name, contact number and email address after that one of our engineer will make the user for you. (Edited)	1:26:24 AM
	Is there anything else I may help you with ?	1:27:24 AM
Stacy Ciolli	no that is all	1:27:53 AM
Tushar	okay.	1:28:13 AM
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	1:28:14 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:28:22 AM
	<p>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.</p> <p>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!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p>	1:28:27 AM

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 May, 2:41:34 AM

#77047 Sandam

Email: sandam@yoecpa.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 25 Secs

City: HOUSTON

State: Connecticut

Country: UNITED STATES

Chat Transcript

Chat Duration : 57 Mins

Sandam	Hello, I am your Acebuddy	15 May, 2:41:35 AM
Acebuddy	Hello Sanda Myo, I'm your Ace Buddy. I'll be happy to assist you!	2:41:36 AM
	Whom Would You Like to Connect With?	2:41:36 AM
Sandam	Technical Support (QB & App Hosting)	2:41:42 AM
Acebuddy	Welcome to Ace Support.	2:41:42 AM
	Please chose an option :	2:41:42 AM
Sandam	I'd like to report an Issue	2:41:52 AM
Acebuddy	Please select an option!	2:41:52 AM
Sandam	Other Issue	2:41:58 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:41:58 AM

Sandam	i could not create PDF from Word document	2:42:18 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:42:19 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:42:19 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	2:42:56 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	2:43:09 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:43:53 AM
Sandam	hello	2:44:46 AM
	my user name is Accountant Yoe CPA	2:45:02 AM
	<i>2:46:03 AMSandam is sharing a file with you</i> <i>image.png</i> - (<i>Size:25.8 KB</i>)	2:46:03 AM
	Server name is above	2:46:10 AM
Ashutosh Mishra	Thanks for the confirmation !	2:47:05 AM
	Is this the first time you are facing this issue?	2:47:41 AM
Sandam	no	2:47:57 AM
	i reboot and get it	2:48:06 AM
	some time not working but i cannot do this all the time	2:48:31 AM
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?	2:49:01 AM
Sandam	i do not think other face this	2:49:46 AM
Ashutosh Mishra	I see, please also let me know if you have any existing ticket open for this concern.	2:50:33 AM
Sandam	no	2:50:41 AM
Ashutosh Mishra	May I take the remote access of your server?	2:51:00 AM
Sandam	sure	2:51:09 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	2:52:03 AM
	Are we still connected here?	3:07:31 AM
	Are we still connected here?	3:09:57 AM
	As per discussion over the remote session, the PDFFile maker missing issue can be resolved by reinstalling drivers and if need be we can repair Adobe acrobat on the server.	3:24:12 AM
	We are scheduling this for night hours, once it's completed we will inform you for the same.	3:25:16 AM
	It seems the remote session has been disconnected, Are we still connected here?	3:26:29 AM
Sandam	hello	3:26:47 AM
	i am here	3:27:02 AM
Ashutosh Mishra	Once the Adobe Acrobat is repaired from backend we will inform you over the email. This should resolve the issue.	3:28:01 AM

	Is there anything else I may help you with ?	3:28:07 AM
Sandam	ohh	3:29:44 AM
	no one working on Acecloud now so you can do it now	3:30:03 AM
Ashutosh Mishra	Sure, can i log out your account.	3:30:49 AM
	You are still logged in.	3:31:20 AM
Sandam	ok	3:33:02 AM
Ashutosh Mishra	I understand we have received call from the account owner just now and we are proceeding with reinstallation for Adobe, this may take some time. Once it's completed we will inform you for the same along with the ticket Id that has been created.	3:37:55 AM
	<p>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.</p> <p>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!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).](https://selfcare.acecloudhosting.com).)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	3:38:28 AM
	<i>Ashutosh Mishra has ended this chat session</i>	3:38:36 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77205 Colby Knight

Email: cknight@willscpas.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 4 Mins 15 Secs

19 May, 11:48:07 PM

City: MOUNT AIRY
State: Maryland
Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 10 Secs

Colby Knight	Hello, I am your Acebuddy	19 May, 11:48:07 PM
Acebuddy	Hello Cknight, I'm your Ace Buddy. I'll be happy to assist you!	11:48:08 PM
	Whom Would You Like to Connect With?	11:48:08 PM
Colby Knight	VDI/DaaS Support	11:48:14 PM
Acebuddy	Please wait while we connect you to an available Representative.	11:48:14 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:48:14 PM
	<i>Shubham accepted the chat transfer request.</i>	11:48:24 PM
	<i>Shubham is transferring the chat to Support(QB & App Hosting).</i>	11:50:18 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	11:50:35 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	11:50:47 PM
Colby Knight	Hi Ashutosh, I had reached out earlier and had not gotten a response yet (ticket number is 696671), one of our employees does not know her password for the remote desktop, and when we went to try to use the forgot password feature in the selfcare portal, the email address associated with the account was not one we have access to or are familiar with.	11:52:51 PM
Ashutosh Mishra	I will be surely assisting you with this.	11:55:22 PM
	Kindly allow me few minutes to check the same.	11:55:51 PM
Colby Knight	Sure thing	11:56:16 PM
Ashutosh Mishra	Thank you for your patience.	20 May, 12:02:51 AM
Colby Knight	No problem!	12:04:18 AM
Ashutosh Mishra	Is the correct email address skirby@willscpas.com?	12:06:40 AM
Colby Knight	yes that is correct	12:06:48 AM
Ashutosh Mishra	It seems the user is not enrolled in Self Care Portal.	12:14:17 AM
	I will reset the password and send you the guide to enroll in self care, i have also updated the email from backend.	12:14:47 AM
	I will need approval from registered email address nmorrison@willscpas.com to reset the password.	12:18:51 AM
	Are we still connected here?	12:19:38 AM
	Are we still connected here?	12:21:21 AM

	Are we still connected here?	12:23:27 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.	12:24:14 AM
	<i>Ashutosh Mishra has ended this chat session</i>	12:24:17 AM

