

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Sep, 9:56:57 PM

#81169 doug.boyce

Email: doug.boyce@andersen.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 31 Secs

City: RESTON

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 56 Secs

doug.boyce	Hello, I am your Acebuddy	4 Sep, 9:56:58 PM
Acebuddy	Hello Doug.boyce, I'm your Ace Buddy. I'll be happy to assist you!	9:56:58 PM
	Whom Would You Like to Connect With?	9:56:58 PM
doug.boyce	Technical Support (QB & App Hosting)	9:57:19 PM
Acebuddy	Welcome to Ace Support.	9:57:19 PM
	Please chose an option :	9:57:19 PM
doug.boyce	I'd like to report an Issue	9:57:26 PM
Acebuddy	Please select an option!	9:57:26 PM
doug.boyce	Password Reset	9:57:32 PM
Acebuddy	Please select an option below	9:57:32 PM
doug.boyce	Not Enrolled to Selfcare Portal	9:57:44 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	9:57:44 PM
	Do you need any further assistance on the topic?	9:57:44 PM
doug.boyce	Yes	9:58:05 PM
Acebuddy		

	Please wait while we connect you to our Support Representative	9:58:05 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:58:05 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	9:58:11 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	9:58:17 PM
doug.boyce	Hello	9:58:25 PM
Anjainay Singh	Hello Doug , how are you?	9:58:53 PM
doug.boyce	I'm well	9:59:12 PM
	I am having issues connecting to my RDP	9:59:23 PM
Anjainay Singh	I understand your concern , could you please confirm your account name so that I can locate your account at my end.	10:00:07 PM
doug.boyce	doug.b@myrealdata.net	10:00:24 PM
Anjainay Singh	Thankyou for your confirmation.	10:00:54 PM
	Could you please confirm since when you are facing RDP connection issue ?	10:01:09 PM
doug.boyce	I'm not sure. This is my first time trying to connect in a few months	10:01:35 PM
	I was successful back in March	10:01:44 PM
	and April	10:01:49 PM
	but I havent had to logon since	10:01:56 PM
Anjainay Singh	No worries, please allow me two minutes so that I can check it at my end.	10:01:59 PM
doug.boyce	so today is the first day I've known	10:02:05 PM
Anjainay Singh	No worries we will resolve it together.	10:02:41 PM
	Please stay connected I am checking it at my backend.	10:04:44 PM
doug.boyce	ok	10:04:50 PM
Anjainay Singh	Thankyou for being on hold.	10:06:50 PM
doug.boyce	yup	10:07:00 PM
Anjainay Singh	I am unlocking your account , please try to login and let me know if you are facing any issue.	10:07:09 PM
doug.boyce	is it ready?	10:08:29 PM
Anjainay Singh	Please try with your existing password.	10:08:29 PM
	Yes I have unlocked your account.	10:08:42 PM
doug.boyce	wzFx8\$meGCtXZKr	10:08:48 PM
	thats the password I have	10:08:51 PM
	but i am still having issues logging in	10:09:07 PM
	it says my account is restricted and to contact the administrator	10:09:31 PM

Anjainay Singh	We need to reset the password and for that I will send the complete instruction guiding to do that.	10:10:30 PM
doug.boyce	ok	10:10:43 PM
Anjainay Singh	I will contact Hannah the admin for portal and ask her to reset password for you.	10:11:14 PM
doug.boyce	sounds good	10:11:35 PM
Anjainay Singh	Doug.boyce, Is there anything else I may help you with?	10:11:43 PM
doug.boyce	when will i know what the next step is?	10:11:59 PM
Anjainay Singh	I will keep you in Cc when I will ask Hannah to do that.	10:12:20 PM
doug.boyce	perfect	10:12:26 PM
	thank you	10:12:28 PM
Anjainay Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	10:12:32 PM
doug.boyce	will do	10:12:43 PM
Anjainay Singh	I will also share the ticket id with you over the mail once this chat is disconnected.	10:12:43 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:12:51 PM
doug.boyce	thank you	10:12:52 PM
<i>Anjainay Singh has ended this chat session</i>		10:12:55 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Sep, 1:23:38 AM

#81221 Jesse

Email: jbuiles@tippfloor.com

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 34 Secs

City: MANCHESTER

State: Connecticut

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 12 Secs

Jesse	Hello, I am your Acebuddy	6 Sep, 1:23:39 AM
Acebuddy	Hello Jesse, I'm your Ace Buddy. I'll be happy to assist you!	1:23:39 AM
	Whom Would You Like to Connect With?	1:23:39 AM
Jesse	Technical Support (QB & App Hosting)	1:23:46 AM
Acebuddy	Welcome to Ace Support.	1:23:46 AM
	Please chose an option :	1:23:46 AM
Jesse	I'd like to report an Issue	1:24:27 AM
Acebuddy	Please select an option!	1:24:27 AM
Jesse	Other Issue	1:24:35 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:24:35 AM
Jesse	Issue accessing remote desktop	1:24:47 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:24:47 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:24:47 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	1:24:53 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	1:25:05 AM
	I will be surely assisting you with this.	1:25:31 AM
Jesse	Hello. I have a ticket number	1:25:43 AM
	762811	1:25:43 AM
Abhay Kumar Saraswat	Thank you for sharing the ticket number.	1:26:14 AM
	Kindly allow me two minutes to check the same.	1:26:16 AM
Jesse	sure.	1:26:32 AM
Abhay Kumar Saraswat	Thank you for your patience.	1:28:48 AM
	I've checked the ticket and this is regarding the user login issue.	1:29:14 AM
	And the user is: Jesse Builes	1:29:32 AM
Jesse	yes	1:30:12 AM
Abhay Kumar Saraswat	Could you please ask the user to login again?	1:30:23 AM
	As I checked, the users account was inactive due to inactivity for so long.	1:30:51 AM

	So, I've just activated again.	1:30:57 AM
Jesse	Thank you, that worked.	1:31:05 AM
Abhay Kumar Saraswat	My pleasure to assist you.	1:31:17 AM
	Is there anything else I may help you with ?	1:31:22 AM
Jesse	no that's it for now. thanks for your help	1:31:36 AM
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:31:38 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	1:31:46 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:31:49 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	1:31:51 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Sep, 7:35:39 PM

#81383 hiyvk

Email: hiyvk@gmail.com ☎ 309878191

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 19 Secs

hiyvk	Hello, I am your Acebuddy	10 Sep, 7:35:40 PM
Acebuddy	Hello Hiyvk, I'm your Ace Buddy. I'll be happy to assist you!	7:35:41 PM
	Whom Would You Like to Connect With?	7:35:41 PM
	<i>hiyvk has ended this chat session</i>	7:37:00 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Sep, 1:36:27 AM

#81961 Fred Koons

Email: fkoons@keypre.com 14848667732

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 34 Secs

City: ALLENSTOWN

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 41 Secs

Fred Koons	Hello, I am your Acebuddy	26 Sep, 1:36:27 AM
Acebuddy	Hello Fred Koons, I'm your Ace Buddy. I'll be happy to assist you!	1:36:28 AM
	Whom Would You Like to Connect With?	1:36:28 AM
Fred Koons	Managed IT	1:36:46 AM

Acebuddy	Please wait while we connect you to an available Representative.	1:36:46 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:36:46 AM
	<i>Moin Latief accepted the chat transfer request.</i>	1:36:55 AM
Moin Latief	Thank you for contacting Ace Cloud Hosting. My name is Moin. How may i assist you today?	1:37:31 AM
Fred Koons	Hi this is in regards to the KEYSTONE server. I need the SQL service restarted immediately. It is eating 97% of my ram.	1:37:33 AM
Moin Latief	Thank you for the information. You have contacted VDI support.	1:38:34 AM
	Kindly allow me to transfer your chat to the concerned department.	1:38:55 AM
Fred Koons	I do not have time to waste this has haulted all business operations for us. please hurry	1:39:03 AM
	<i>Moin Latief is transferring the chat to Support(QB & App Hosting).</i>	1:39:26 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	1:39:51 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	1:40:22 AM
	Please allow me a moment to the restart the services.	1:40:42 AM
Fred Koons	JUST	1:40:46 AM
	SQL	1:40:47 AM
	not everything. Check in task manager please and verify that's what is using up all of the RAM	1:41:01 AM
Yash Kalra	Sure, Fred I will be deeply analyzing the sever and make sure to resolve this concerning issue.	1:42:06 AM
Fred Koons	I would like to set the max usage of the SQL to 25 GB as it is operating at 39GB right now	1:42:24 AM
Yash Kalra	Fred, I just restarted the SQL services and also upon checking the reports everything seems to be fine from our end.	1:46:35 AM
	Ram utilization doesn't seem to be high.	
Fred Koons	it was at 97%	1:46:49 AM
Yash Kalra	Fred, please confirm is there any king of slowness you are facing.	1:47:02 AM
Fred Koons	none, but there is also a critical event for the windows kernel power in the system log as well	1:48:41 AM
	if you could take a look at that	1:48:47 AM
	I am a little concerned if there was a forced restart and I am finding out about it without someone letting me know.	1:52:09 AM
Yash Kalra	Upon checking the reports Memory utilization is not that high	1:53:01 AM
	May I take the remote access of your server?	1:53:15 AM
Fred Koons	Yes. I also have a screenshot from where it was at 97%	1:53:29 AM
	But you may take the remote access	1:53:40 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	1:53:58 AM
Fred Koons	i have nothign important open	1:54:18 AM
Yash Kalra		

Kindly Click on the link and open the downloaded file.

1:55:00 AM

<https://assist.acecloudhosting.com/join/8862204988>

Fred, the server might have briefly reached 97% utilization, but please be assured that everything is stable. It may have touched that level momentarily, however, our GPU is powerful enough to balance the load effectively. There is no cause for concern.

2:12:45 AM

Is there anything else I may help you with ?

2:13:20 AM

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

2:14:04 AM

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

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

Thanks!

2:14:06 AM

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

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

Yash Kalra has ended this chat session

2:14:09 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Sep, 6:35:13 AM

#81496 Jennina Marie Johansen

Email: jennina@thetaxgroup.biz ☎ 15308065660

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: SACRAMENTO

State: California

Country: UNITED STATES

Chat Transcript

Jennina Marie Johansen	Hello, I am your Acebuddy	13 Sep, 6:35:14 AM
Acebuddy	Hello Jennina Marie Johansen, I'm your Ace Buddy. I'll be happy to assist you!	6:35:15 AM
	Whom Would You Like to Connect With?	6:35:15 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	7:16:31 AM
	<i>Ended due to chat idle timeout</i>	7:16:31 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Sep, 10:44:42 PM

#81273 Karin Newburger**Email:** knewburger@hansenrealtyservices.com 7087692030**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:** 35 Secs**City:** CHICAGO**State:** Illinois**Country:** UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 34 Secs

Karin Newburger	Hello, I am your Acebuddy	8 Sep, 10:44:43 PM
Acebuddy	Hello Karin Newburger, I'm your Ace Buddy. I'll be happy to assist you!	10:44:44 PM
	Whom Would You Like to Connect With?	10:44:44 PM
Karin Newburger	Technical Support (QB & App Hosting)	10:44:47 PM

Acebuddy	Welcome to Ace Support.	10:44:47 PM
	Please chose an option :	10:44:47 PM
Karin Newburger	I'd like to report an Issue	10:44:52 PM
Acebuddy	Please select an option!	10:44:52 PM
Karin Newburger	Other Issue	10:44:57 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:44:57 PM
Karin Newburger	Login issues	10:45:04 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:45:05 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:45:05 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	10:45:40 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	10:45:46 PM
Karin Newburger	We have 2 usernames and only mine is working?	10:46:16 PM
	It looks like the shortcut link is the issue	10:46:47 PM
Anjainay Singh	Hello Karin how are you?	10:47:04 PM
Karin Newburger	Fine thank you!	10:47:19 PM
Anjainay Singh	I truly understand your concern and assure you a trustful resolution over this issue.	10:47:52 PM
	Could you please confirm since when you are facing this issue?	10:48:26 PM
Karin Newburger	today but he doesnt sign in very often	10:48:45 PM
	Mine is working fine	10:48:55 PM
Anjainay Singh	As per my finding could you please also confirm that Joh is facing login issue at his end?	10:50:26 PM
Karin Newburger	he is	10:50:46 PM
Anjainay Singh	Thankyou for your confirmation.	10:51:14 PM
	Please allow me two minutes so that I can find the previous tickets related to this issue Karin.	10:51:52 PM
Karin Newburger	what ticket?	10:52:05 PM
Anjainay Singh	Please disregard previous sentence.	10:52:34 PM
	May I take the remote access of John's local computer?	10:53:20 PM
Karin Newburger	i can call him	10:53:32 PM
Anjainay Singh	Sure.	10:54:26 PM
Karin Newburger	I have in on the phone. He is fine with it. what does he need to do?	10:54:59 PM
Anjainay Singh	I have unlocked his account , please ask him to sign in again just once and let me know.	10:55:48 PM
Karin Newburger	Its working	10:56:33 PM
Anjainay Singh	Is there anything else I may help you with ?	10:56:43 PM

Karin Newburger	no thank you!	10:56:51 PM
Anjainay Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	10:56:52 PM
	I will also share the ticket id with you over the mail once this chat is disconnected.	10:57:04 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:57:12 PM
	<i>Anjainay Singh has ended this chat session</i>	10:57:18 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Sep, 7:04:11 PM

#81771 paul henriquez

Email: paul.henriquez@firgospaper.com 1 72117215208853

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 56 Secs

City: PHILIPSBURG

State: Sint Maarten

Country: SINT MAARTEN

Chat Transcript

Chat Duration : 42 Mins 17 Secs

paul henriquez	Hello, I am your Acebuddy	22 Sep, 7:04:12 PM
Acebuddy	Hello Paul Henriquez, I'm your Ace Buddy. I'll be happy to assist you!	7:04:13 PM
	Whom Would You Like to Connect With?	7:04:13 PM
paul henriquez	Technical Support (QB & App Hosting)	7:04:19 PM
Acebuddy	Welcome to Ace Support.	7:04:19 PM
	Please chose an option :	7:04:19 PM

paul henriquez	I'd like to report an Issue	7:04:26 PM
Acebuddy	Please select an option!	7:04:26 PM
paul henriquez	Other Issue	7:04:32 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:04:32 PM
paul henriquez	Hi, I'm having trouble printing salesorders from quickbooks	7:04:55 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:04:56 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:04:56 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:05:38 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:05:42 PM
	I will surely help you with this issue.	7:05:47 PM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	7:05:52 PM
paul henriquez	Hi Manish	7:05:53 PM
	We have had a similar issue before, then Uniprint was installed. I haven't checked other users but I can	7:06:43 PM
Manish Singh	May I know how many users are affected, or is it limited to your account only?	7:08:05 PM
paul henriquez	cghecking right now, will confim	7:08:26 PM
Manish Singh	Yes, please take your time.	7:09:13 PM
paul henriquez	It's all users. It looks like the uniprint app is gone	7:09:40 PM
Manish Singh	Let me check once.	7:10:20 PM
	Kindly allow me two minutes to check the same.	7:10:23 PM
paul henriquez	sure	7:10:29 PM
Manish Singh	Paul, we need to reboot the server once.	7:12:51 PM
paul henriquez	OK, let me get everybody out. give me a minute	7:15:13 PM
	Ebverybody is out of the server	7:15:27 PM
Manish Singh	Alright, let me reboot the server once.	7:15:39 PM
	Try to access server now.	7:18:04 PM
paul henriquez	OK	7:18:30 PM
	Still havng the same issue	7:20:45 PM
Manish Singh	Please wait checking.	7:20:57 PM
	Kindly check now.	7:27:00 PM
	Paul	7:27:07 PM
	Are we still connected here?	7:28:06 PM

paul henriquez	Yes, was checking. Still not printing. nothing if I use Uniprint, when i try to print to the printer directly, it wakes up, but does notprint	7:30:31 PM
Manish Singh	May I take the remote access of your local computer?	7:30:48 PM
paul henriquez	sure	7:31:10 PM
Manish Singh	https://assist.acecloudhosting.com/join/5632957930	7:32:01 PM
	Kindly paste this link in the browser of local computer and join the session.	7:32:05 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:32:10 PM
paul henriquez	It's installing, I just need to go to the restroom, be rightback	7:33:40 PM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:33:51 PM
	Is there anything else I may help you with ?	7:46:05 PM
paul henriquez	That is all for now. Thanks very much	7:46:17 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	7:46:18 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:46:25 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	7:46:28 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	7:46:30 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Sep, 9:05:19 PM

#81543 zulma.argueta1

Email: zulma.argueta1@gmail.com  17048080362

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 17 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 50 Secs

zulma.argueta1	Hello, I am your Acebuddy	15 Sep, 9:05:19 PM
Acebuddy	Hello Zulma.argueta1, I'm your Ace Buddy. I'll be happy to assist you!	9:05:21 PM
	Whom Would You Like to Connect With?	9:05:21 PM
zulma.argueta1	Technical Support (QB & App Hosting)	9:05:36 PM
Acebuddy	Welcome to Ace Support.	9:05:36 PM
	Please chose an option :	9:05:36 PM
zulma.argueta1	I'd like to report an Issue	9:05:42 PM
Acebuddy	Please select an option!	9:05:42 PM
zulma.argueta1	Other Issue	9:05:46 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:05:46 PM
zulma.argueta1	Updating Proseries	9:05:54 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:05:55 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:05:55 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:06:17 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	9:06:23 PM
	I will be surely assisting you with this. Kindly help me with your server name and ProSeries Version/year you would like to update?	9:07:03 PM
zulma.argueta1	2024	9:07:13 PM
	<i>9:07:37 PM zulma.argueta1 is sharing a file with you 1_image.png - (Size:16.11 KB)</i>	9:07:37 PM
	and when I try to update it it says it encountered an error and it won't let me do a normal update that I do often	9:07:58 PM
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.	9:08:58 PM

zulma.argueta1	ok	9:09:39 PM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	9:12:58 PM
zulma.argueta1	ok	9:13:30 PM
Ashutosh Mishra	May I take the remote access of your server?	9:15:29 PM
zulma.argueta1	yes	9:16:05 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	9:16:14 PM
zulma.argueta1	ok	9:16:27 PM
Ashutosh Mishra	May I proceed to update the application on your server end, if you have some work done, please save and close it.	9:17:41 PM
zulma.argueta1	yes	9:17:48 PM
Ashutosh Mishra	Sure	9:19:44 PM
	A system reboot would be required to complete the update.	9:21:31 PM
zulma.argueta1	will it restart just the server?	9:21:35 PM
	or the whole machine	9:21:39 PM
	i already did that too and it didnt do it	9:21:51 PM
	but we can try again	9:21:54 PM
Ashutosh Mishra	Yes it will restart the server only.	9:22:10 PM
zulma.argueta1	ok	9:22:54 PM
	let's restart	9:22:55 PM
Ashutosh Mishra	Are you connected to this chat session from server? In such case the chat will also be disconnected. If you would allow, we can finish the chat session, and I will initiate reboot after 5 minutes. If issue persists you can initiate a new chat session.	9:23:45 PM
zulma.argueta1	yes	9:24:05 PM
Ashutosh Mishra	Great, i will proceed to end the chat session and initiate reboot in five minutes.	9:24:30 PM
zulma.argueta1	ok you can reboot now	9:24:31 PM
Ashutosh Mishra	The reboot has completed.	9:26:26 PM
	<i>Ashutosh Mishra has ended this chat session</i>	9:27:10 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Sep, 2:48:49 AM

#81403 Brad Haymond

Email: brad@netpagz.com ☎ 8013802170

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: CENTERVILLE

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 30 Secs

Brad Haymond	Hello, I am your Acebuddy	11 Sep, 2:48:50 AM
Acebuddy	Hello Brad Haymond, I'm your Ace Buddy. I'll be happy to assist you!	2:48:51 AM
	Whom Would You Like to Connect With?	2:48:51 AM
Brad Haymond	Technical Support (QB & App Hosting)	2:48:57 AM
Acebuddy	Welcome to Ace Support.	2:48:57 AM
	Please chose an option :	2:48:57 AM
Brad Haymond	I'd like to raise a Request	2:49:06 AM
Acebuddy	Please select your request type.	2:49:06 AM
Brad Haymond	Other Request	2:49:16 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	2:49:16 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:49:16 AM
Brad Haymond	Restart	2:49:24 AM
Acebuddy	Hello Brad Haymond, I'm your Ace Buddy. I'll be happy to assist you!	2:49:25 AM
	Whom Would You Like to Connect With?	2:49:25 AM
Brad Haymond	Technical Support (QB & App Hosting)	2:49:30 AM

Acebuddy	Welcome to Ace Support.	2:49:30 AM
	Please chose an option :	2:49:30 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	3:24:21 AM
	<i>Ended due to chat idle timeout</i>	3:24:21 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 17 Sep, 4:15:38 AM

#81612 Danielle Schwanekamp

Email: dmskamp@gmail.com ☎ 17169127475

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: BUFFALO

State: New York

Country: UNITED STATES

Chat Transcript Chat Duration : 46 Mins 54 Secs

Danielle Schwanekamp	Hello, I am your Acebuddy	17 Sep, 4:15:39 AM
Acebuddy	Hello Danielle Schwanekamp, I'm your Ace Buddy. I'll be happy to assist you!	4:15:40 AM
	Whom Would You Like to Connect With?	4:15:40 AM
Danielle Schwanekamp	Technical Support (QB & App Hosting)	4:15:46 AM
Acebuddy	Welcome to Ace Support.	4:15:46 AM
	Please chose an option :	4:15:46 AM
Danielle Schwanekamp	I'd like to raise a Request	4:16:06 AM

Acebuddy	Please select your request type.	4:16:06 AM
Danielle Schwanekamp	Other Request	4:16:15 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.	4:16:15 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	4:16:15 AM
Danielle Schwanekamp	Restart	4:20:42 AM
Acebuddy	Hello Danielle Schwanekamp, I'm your Ace Buddy. I'll be happy to assist you!	4:20:42 AM
	Whom Would You Like to Connect With?	4:20:42 AM
Danielle Schwanekamp	Technical Support (QB & App Hosting)	4:20:49 AM
Acebuddy	Welcome to Ace Support.	4:20:49 AM
	Please chose an option :	4:20:49 AM
Danielle Schwanekamp	I'd like to raise a Request	4:20:56 AM
Acebuddy	Please select your request type.	4:20:56 AM
Danielle Schwanekamp	Setup Ace Server	4:21:04 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	4:21:04 AM
Danielle Schwanekamp	Setback	4:21:11 AM
Acebuddy	Please select your request type.	4:21:11 AM
Danielle Schwanekamp	Other Request	4:21:22 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	4:21:22 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	4:21:22 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.	5:02:34 AM
	<i>Ended due to chat idle timeout</i>	5:02:34 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Sep, 8:05:08 PM

#81779 Sasha Perry

Email: sasha@buffalofinances.com

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 2 Secs

City: PITTSBORO

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 34 Secs

Sasha Perry	Hello, I am your Acebuddy	22 Sep, 8:05:08 PM
	hi i need help with my selfcare portal i do not remember my username or password	8:06:54 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	8:07:25 PM
Sasha Perry	thank you	8:08:00 PM
Vikas Singh Chauhan	I will surely help you with this issue.	8:08:06 PM
	This is for the account Buffalo Finances ?	8:08:40 PM
	Correct ?	8:08:47 PM
Sasha Perry	for sasha perry with buffalo finances	8:08:52 PM
Vikas Singh Chauhan	Okay	8:08:55 PM
	You do not remember your old password ?	8:09:50 PM
Sasha Perry	i do not	8:10:00 PM
Vikas Singh Chauhan	Okay, May I take the remote access of your local computer?	8:10:04 PM
Sasha Perry	yes	8:10:12 PM
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.	8:10:20 PM
	https://assist.acecloudhosting.com/join/5812746339	8:10:33 PM
	Kindly paste this link in the browser of local computer and join the session.	8:10:41 PM
Sasha Perry	ok i have done that	8:12:34 PM

Vikas Singh Chauhan	Sasha Perry, Is there anything else I may help you with?	8:19:02 PM
Sasha Perry	that is it, thank you	8:19:09 PM
Vikas Singh Chauhan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	8:19:19 PM
You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.		
I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!		
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/)		
Have a good one.		
<i>Vikas Singh Chauhan has ended this chat session</i>		



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Sep, 1:56:20 AM

#81294 George Fowler

Email: gpmfowler@gmail.com 8478991763

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 22 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 18 Secs

George Fowler	Hello, I am your Acebuddy	9 Sep, 1:56:21 AM
Acebuddy	Hello Gpmfowler, I'm your Ace Buddy. I'll be happy to assist you!	1:56:22 AM
	Whom Would You Like to Connect With?	1:56:22 AM
George Fowler	Technical Support (QB & App Hosting)	1:56:51 AM
Acebuddy	Welcome to Ace Support.	1:56:51 AM
	Please chose an option :	1:56:51 AM
George Fowler	I'd like to report an Issue	1:56:59 AM
Acebuddy	Please select an option!	1:56:59 AM
George Fowler	QuickBooks Issue	1:57:13 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:57:13 AM
George Fowler	Other QB related issue	1:57:17 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:57:17 AM
George Fowler	files not syncing between users	1:58:02 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:58:02 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:58:02 AM
	<i>Vignesh Arul declined the transfer request.</i>	1:59:27 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	1:59:33 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	1:59:42 AM
George Fowler	hello ashutosh	2:00:00 AM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:00:12 AM
George Fowler	a couple of my QB files are not syncing with my colleagues	2:00:16 AM
	George Fowler	2:00:19 AM
	Candlelite	2:00:21 AM
	GeorgeF is the username, Candlelite is the server name	2:00:36 AM
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.	2:01:00 AM
	May I know the name of your company file that is not getting synced between the users.	2:02:41 AM
	Are we still connected here?	2:04:47 AM
	Are we still connected here?	2:06:27 AM
	Are we still connected here?	2:08:15 AM
	George we would like to assist with this issue on priority basis, however due to no response we are disconnecting the chat now. We would highly suggest to call us at (1-888-415-5240) for further assistance from a senior engineer.	2:10:34 AM

Ashutosh Mishra has ended this chat session

2:10:39 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Sep, 1:08:49 AM

#81999 christian.lopez

Email: christian.lopez@attorneyguss.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 4 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 36 Secs

christian.lopez	Hello, I am your Acebuddy	27 Sep, 1:08:50 AM
Acebuddy	Hello Christian, I'm your Ace Buddy. I'll be happy to assist you!	1:08:50 AM
	Whom Would You Like to Connect With?	1:08:50 AM
christian.lopez	Managed IT	1:09:01 AM
Acebuddy	Please wait while we connect you to an available Representative.	1:09:01 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:09:01 AM
	<i>Pradeep Kumar accepted the chat transfer request.</i>	1:09:09 AM
	<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i>	1:10:08 AM
christian.lopez	Hello Kumar, I have a new user starting today with using the RDP for Quickbooks, but when they completed their signup nothing else was sent for her to install or information on how to access that Server.	1:10:57 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	1:11:07 AM

Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:11:44 AM
christian.lopez	TGILawyers.myrealdata.net Username: AraceliMerino	1:13:00 AM
Yash Kalra	Kindly allow me two minutes to check the same.	1:13:15 AM
	Christian, upon checking we found that this user was created using the myportal	1:14:40 AM
christian.lopez	Correct they needed to setup their MFA.	1:15:21 AM
Yash Kalra	May I take the remote access of user's local computer in order to set up the rdp?	1:15:32 AM
christian.lopez	Are you able to email the instructions on how to set it up to me or the requested user.	1:16:46 AM
Yash Kalra	Christian, in myportal please click on the "Download RDP" for getting the RDP file	1:17:42 AM
	You can send this file to the desired user.	1:18:02 AM
	Or if you want I will mail you the rdp file once this chat ends?	1:18:40 AM
christian.lopez	Please email me the file.	1:18:57 AM
Yash Kalra	Sure Cristian. we will mail you as soon as this chat ends. (Edited)	1:19:45 AM
	Is there anything else I may help you with ?	1:19:48 AM
christian.lopez	Only a question. Are you able to extend the login time for the RDP server. It closes out after an hour. Is there a way to extend it to 3 or 4?	1:21:03 AM
Yash Kalra	Sure Christian, we can do this, but it will be reflected for all the users on the server.	1:22:43 AM
	Christian, please provide your confirmation.	1:24:04 AM
christian.lopez	Make it for 4 hour. You have my confirmation.	1:24:57 AM
	Please send me the RDP file at the end of this chat.	1:25:11 AM
Yash Kalra	Sure, we will mail you the RDP file with in next 10 minutes.	1:26:00 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	1:26:04 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:26:20 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	1:26:22 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Yash Kalra has ended this chat session</i>	1:26:27 AM



Chat Transcript

Hello, I am your Acebuddy

18 Sep, 5:23:05 PM

Visitor Details

#81678 Diana Halenz

Email: diana@tailwindfinancial.com 13056998323

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: SOUTHWICK

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Min 4 Secs

Diana Halenz	Hello, I am your Acebuddy	18 Sep, 5:23:09 PM
Acebuddy	Hello Diana Halenz, I'm your Ace Buddy. I'll be happy to assist you!	5:23:13 PM
	Whom Would You Like to Connect With?	5:23:13 PM
Diana Halenz	Technical Support (QB & App Hosting)	5:23:26 PM
Acebuddy	Welcome to Ace Support.	5:23:26 PM
	Please chose an option :	5:23:26 PM
Diana Halenz	I'd like to raise a Request	5:23:36 PM
Acebuddy	Please select your request type.	5:23:36 PM
Diana Halenz	Other Request	5:24:04 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.	5:24:04 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	5:24:04 PM
Diana Halenz	No, That'll be all!	5:24:14 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	5:24:14 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Sep, 8:58:30 AM

#81665 Mike Scotto

Email: mscotto@lfcbuild.com 18186120333

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 39 Secs

City: CAMARILLO

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 21 Secs

Mike Scotto	Hello, I am your Acebuddy	18 Sep, 8:58:31 AM
Acebuddy	Hello Mike Scotto, I'm your Ace Buddy. I'll be happy to assist you!	8:58:31 AM
	Whom Would You Like to Connect With?	8:58:31 AM
Mike Scotto	Technical Support (QB & App Hosting)	8:58:40 AM
Acebuddy	Welcome to Ace Support.	8:58:40 AM
	Please chose an option :	8:58:40 AM
Mike Scotto	I'd like to report an Issue	8:58:46 AM
Acebuddy	Please select an option!	8:58:46 AM
Mike Scotto	Other Issue	8:58:50 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:58:50 AM
Mike Scotto	I am unable to connect to littlefoot.myrealdatal.net	8:59:07 AM

Acebuddy	Please wait while we connect you to a Support Representative	8:59:07 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:59:08 AM
	<i>Rohan accepted the chat transfer request.</i>	8:59:23 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	8:59:29 AM
Mike Scotto	great thank you	8:59:36 AM
Rohan	Hello Mike, how are you doing today? (Edited)	8:59:53 AM
Mike Scotto	hello thank you	9:00:02 AM
	I am having trouble connecting to my hosted solution	9:00:14 AM
Rohan	I will surely help you with this issue.	9:00:17 AM
Mike Scotto	can we verify that it is running?	9:00:25 AM
Rohan	Sure Mike, Kindly allow me few minutes	9:00:44 AM
Mike Scotto	thank you	9:00:48 AM
Rohan	Thank you for your patience.	9:03:27 AM
Mike Scotto	no problem. whats the status?	9:03:37 AM
Rohan	Yes Mike, Server is up and Running	9:03:39 AM
Mike Scotto	hmmm.. I am unable to reach it	9:03:47 AM
Rohan	May i know what error you are getting while accessing the server ?	9:03:58 AM
Mike Scotto	RDP connection error	9:04:10 AM
Rohan	Thanks for the confirmation !	9:04:26 AM
	Kindly allow me two minutes to check the same.	9:04:28 AM
	<i>9:05:02 AM Mike Scotto is sharing a file with you Screenshot 2025-09-17 at 8.34.52 PM.png - (Size:254.62 KB)</i>	9:05:02 AM
	Thank you for the all the Error details	9:05:40 AM
	May I Know which user do you use to access the server ?	9:06:11 AM
Mike Scotto	all three users need access to the server. Right now I was going to test KimPagano, however I am unable to connect to the server to test any of the user accounts	9:06:52 AM
Rohan	I will surely help you with this issue.	9:07:13 AM
	May I take the remote access of your local computer?	9:07:18 AM
Mike Scotto	sure	9:07:29 AM
Rohan	Prior providing the access, I would suggest you to close any important documents at your end.	9:07:37 AM
	Kindly copy and Paste the below link in any browser of your Local PC and Join the session	9:08:21 AM
	https://assist.acecloudhosting.com/join/2822444634	

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.

9:09:35 AM

Mike Scotto	ah ok	9:11:01 AM
	I didn't add the gateway	9:11:05 AM
Rohan	Yeah, Please enter the Password	9:11:34 AM
Mike Scotto	we don't usually connect through RDP. I have the users connect through the remote app which I have set up from the control panel	9:14:19 AM
Rohan	Okay Do you want to use remote App for this user as well ?	9:18:09 AM
	Please chat over the remote session	9:18:22 AM
	Yes Mike	9:20:52 AM
	Is there anything else I may help you with ?	9:20:54 AM
Mike Scotto	no thank you	9:21:09 AM
	Thank you again	9:21:16 AM
Rohan	Thanks for the confirmation !	9:21:25 AM
	We would request you to please give your Valuable feedback after ending this remote session	9:21:45 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:21:48 AM
Mike Scotto	sure	9:21:50 AM
Rohan	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	9:21:50 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Rohan has ended this chat session</i>	9:21:53 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Sep, 6:25:58 AM

#81818 Rachel

Email: accounting@vbnet-works.com  12508021185

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: 27 Secs

City: VICTORIA

State: British Columbia

Country: CANADA

Chat Transcript

Chat Duration : 12 Mins 3 Secs

Rachel	Hello, I am your Acebuddy	23 Sep, 6:25:58 AM
Acebuddy	Hello Rachel, I'm your Ace Buddy. I'll be happy to assist you!	6:25:59 AM
	Whom Would You Like to Connect With?	6:25:59 AM
Rachel	Technical Support (QB & App Hosting)	6:26:03 AM
Acebuddy	Welcome to Ace Support.	6:26:03 AM
	Please chose an option :	6:26:03 AM
Rachel	I'd like to report an Issue	6:26:09 AM
Acebuddy	Please select an option!	6:26:09 AM
Rachel	Other Issue	6:26:13 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:26:13 AM
Rachel	agent	6:26:26 AM
Acebuddy	Please wait while we connect you to a Support Representative	6:26:26 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:26:26 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	6:26:40 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	6:26:45 AM
	Hello Rachel	6:26:49 AM
Rachel	Hello, my ticket number is 771626. I've created the new user, and in my email I just sent, I listed the specific folder in which to provide access.	6:27:09 AM
Shubham Kataria	I will surely help you with this issue.	6:27:17 AM

	Please allow me a minute to check the same.	6:27:28 AM
Rachel	sure	6:27:46 AM
Shubham Kataria	Thank you for your patience.	6:29:58 AM
	Your ticket has been reviewed and is currently being processed. Kindly let me know if you prefer to continue communication via chat or shall I inform you via email.	6:30:12 AM
Rachel	ok, but I have a quick question	6:30:23 AM
Shubham Kataria	yes, please ask	6:30:32 AM
Rachel	When I create the new user, can they automatically log in? Because I don't want them to be able to till this is set up for them. So, are they sent their password?	6:31:19 AM
Shubham Kataria	Since you are the account owner and created the user account by portal, user won't be able to log in unless you share the password with them.	6:32:55 AM
Rachel	oh ok. thanks great	6:33:07 AM
Shubham Kataria	You're welcome	6:33:17 AM
Rachel	ok, no need to transfer me. I will await their reposnse in the email.	6:33:29 AM
	<i>6:34:08 AM Shubham Kataria is sharing a file with you image.png - (Size:2.49 KB)</i>	6:34:08 AM
	<i>Kindly confirm if you would like to give access to user oxbow.a for this folder only</i>	
	No, there should be another folder called Oxbow Aquatic	6:34:45 AM
	The Oxbow aquatic folder is the only folder they should have access to., also I would like it to be that all other folders are hidden.	6:35:29 AM
	<i>6:35:49 AM Shubham Kataria is sharing a file with you image.png - (Size:5.11 KB)</i>	6:35:49 AM
	<i>Alright, so we need to provide access to folder oxbow not the other folder Sage files</i>	
	correct	6:35:59 AM
Shubham Kataria	Alright, this is noted.	6:36:00 AM
Rachel	thank you.	6:36:06 AM
	Is sage files able to be hidden from the oxbow.a user?	6:36:20 AM
Shubham Kataria	Yes, it will be hidden	6:36:27 AM
Rachel	great. thanks	6:36:32 AM
Shubham Kataria	You're welcome	6:36:38 AM
	Kindly allow us 15 minutes to perform this task, once completed we will inform you via email.	6:37:03 AM
Rachel	great. thanks so much.	6:37:11 AM
Shubham Kataria	You're welcome	6:37:15 AM
Rachel	I'll await your email	6:37:18 AM

Shubham Kataria	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.	6:37:19 AM
Rachel	sure	6:37:31 AM
Shubham Kataria	Sure, it will be completed in next 15 minutes. I'm proactively working on the request.	6:37:49 AM
Rachel	thanks	6:37:54 AM
Shubham Kataria	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:37:56 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/)	

Shubham Kataria has ended this chat session

6:38:01 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Sep, 1:32:23 AM

#81523 Samantha Boothe

Email: sdrboothe@gmail.com ☎ 4802965758

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: 43 Secs

City: MESA

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 25 Secs

Samantha Boothe	Hello, I am your Acebuddy	15 Sep, 1:32:24 AM
Acebuddy	Hello Samantha Boothe, I'm your Ace Buddy. I'll be happy to assist you!	1:32:26 AM
	Whom Would You Like to Connect With?	1:32:26 AM
Samantha Boothe	Technical Support (QB & App Hosting)	1:32:31 AM
Acebuddy	Welcome to Ace Support.	1:32:31 AM
	Please chose an option :	1:32:31 AM
Samantha Boothe	I'd like to report an Issue	1:32:40 AM
Acebuddy	Please select an option!	1:32:40 AM
Samantha Boothe	Other Issue	1:32:46 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:32:46 AM
Samantha Boothe	Is the network down. I cannot connect	1:33:03 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:33:04 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:33:04 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	1:33:12 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	1:33:20 AM
	Hello Samantha, I will be surely assisting you with this. Kindly help me with your server name and user name?	1:33:39 AM
Samantha Boothe	Hi. ThanksQblive16.myrealdatal.net	1:34:31 AM
	data.net	1:34:41 AM
Ashutosh Mishra	The server is up and running, please share any message/prompt (if any) when you attempt login.	1:36:04 AM
Samantha Boothe	Remote desktop can't find the computer "Qblive16.myrealdatal.net" This might mean "Qblive16.myrealdatal.net" does not belong to the specific network. Verify the computer name and domain that you are trying to connect to.	1:37:41 AM
	error code 0x3000016	1:38:33 AM
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.	1:38:56 AM
Samantha Boothe	thanks	1:39:14 AM
Ashutosh Mishra	May I take the remote access of your local computer?	1:40:14 AM
Samantha Boothe	yes	1:40:58 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	1:41:07 AM
	Kindly paste this link in the browser of local computer and join the session.	1:41:21 AM
	https://assist.acecloudhosting.com/join/5112117634	1:41:23 AM

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

1:43:42 AM

Samantha Boothe Thank you for your help 1:52:14 AM

Ashutosh Mishra As per discussion over the remote session, The issue is resolved by creating RDGClientTransport key. 1:52:31 AM

I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. 1:52:37 AM

Thank you for choosing ACE cloud Hosting, you have a wonderful day. 1:52:46 AM

Ashutosh Mishra has ended this chat session

1:52:50 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Sep, 12:36:08 AM

#81863 Mary Langford

Email: mary@gondolaskate.com

Department: Support(QB & App Hosting)

Operator: Dushyant

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 17 Secs

City: DECATUR

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 43 Secs

Mary Langford Hello, I am your Acebuddy 24 Sep, 12:36:09 AM

Acebuddy Hello Mary Langford, I'm your Ace Buddy. I'll be happy to assist you! 12:36:10 AM

Whom Would You Like to Connect With? 12:36:10 AM

Mary Langford Technical Support (QB & App Hosting) 12:36:13 AM

Acebuddy	Welcome to Ace Support.	12:36:13 AM
	Please chose an option :	12:36:13 AM
Mary Langford	I'd like to report an Issue	12:36:21 AM
Acebuddy	Please select an option!	12:36:21 AM
Mary Langford	QuickBooks Issue	12:36:25 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:36:25 AM
Mary Langford	Other QB related issue	12:36:31 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:36:31 AM
Mary Langford	ace cloud said "We have granted the necessary access to Mary and also placed a folder on the desktop. Mary can now open QuickBooks and navigate to the Skate folder on the desktop to access the company file" but there is no skate folder on my desktop	12:36:51 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:36:52 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:36:52 AM
	<i>Dushyant accepted the chat transfer request.</i>	12:37:02 AM
Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.	12:37:09 AM
	Hi Mary	12:37:38 AM
Mary Langford	hi again. i received an email saying "We have granted the necessary access to Mary and also placed a folder on the desktop. Mary can now open QuickBooks and navigate to the Skate folder on the desktop to access the company file" but there isnt a file on my desktop	12:37:55 AM
Dushyant	Yes, i have emailed and i placed that folder so that you can easily access the company file, since company file needs to be upgraded by admin, for that you need to check with the admin	12:38:28 AM
	i can help you to show the folder	12:38:36 AM
	May I take the remote access of your server?	12:38:42 AM
Mary Langford	yes	12:38:50 AM
Dushyant	Prior providing the access, I would suggest you to close any important documents at your end.	12:39:01 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:47:06 AM
	Thank you for the patience.	12:48:40 AM
	Admin needs to open the company file with admin credentials and once done, you will be able to open your company file.	12:49:27 AM
	Are we connected?	12:52:09 AM
	Are we connected?	12:53:44 AM
	Are we connected?	12:54:40 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at	
		12:54:50 AM

(1-888-415-5240) if any further assistance is required.

Dushyant has ended this chat session

12:54:52 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Sep, 1:15:02 AM

#81293 Vianel A Cabreja Canals

Email: vcsmultiservices@gmail.com ☎ 19082483351

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: ROSELLE PARK

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 39 Secs

Vianel A Cabreja Canals	Hello, I am your Acebuddy	9 Sep, 1:15:03 AM
Acebuddy	Hello Vianel A Cabreja Canals, I'm your Ace Buddy. I'll be happy to assist you!	1:15:04 AM
	Whom Would You Like to Connect With?	1:15:04 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.	1:45:42 AM
	<i>Ended due to chat idle timeout</i>	1:45:42 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Sep, 6:33:01 AM

#81513 Lisa Gray

Email: lisavox@yahoo.com ☎ 15127675710

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 21 Secs

City: AUSTIN

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 13 Secs

Lisa Gray	Hello, I am your Acebuddy	14 Sep, 6:33:03 AM
Acebuddy	Hello Lisa Gray, I'm your Ace Buddy. I'll be happy to assist you!	6:33:04 AM
	Whom Would You Like to Connect With?	6:33:04 AM
Lisa Gray	Technical Support (QB & App Hosting)	6:33:12 AM
Acebuddy	Welcome to Ace Support.	6:33:12 AM
	Please chose an option :	6:33:12 AM
Lisa Gray	I'd like to report an Issue	6:33:20 AM
Acebuddy	Please select an option!	6:33:21 AM
Lisa Gray	Other Issue	6:33:26 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:33:26 AM
Lisa Gray	I cannot connect to by dessktop	6:33:41 AM
Acebuddy	Please wait while we connect you to a Support Representative	6:33:41 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:33:42 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	6:34:28 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	6:34:32 AM

	Hi Lisa	6:34:39 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:34:45 AM
Lisa Gray	My PC name is KiligrayLLC.myrealdata.net	6:35:04 AM
	Is that what you need?	6:35:11 AM
Shubham Kataria	Yes	6:35:22 AM
	Thank you for the information.	6:35:27 AM
	Kindly confirm if you are the only user who is facing this issue.	6:35:46 AM
Lisa Gray	I tried to log into it with different users and none of them work	6:36:15 AM
Shubham Kataria	Alright, please allow me two minutes to check the same.	6:36:34 AM
	Thank you for your patience.	6:42:11 AM
	Kindly try to access now	6:42:18 AM
Lisa Gray	ok	6:42:22 AM
	It works now. Thanks	6:42:56 AM
Shubham Kataria	You're welcome	6:43:04 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	6:43:08 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:43:13 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	6:43:15 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shubham Kataria has ended this chat session</i>	6:43:17 AM



Chat Transcript

Hello, I am your Acebuddy

16 Sep, 4:11:30 AM

Visitor Details

#81568 RIkita

Email: rikitavdabasia95@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: CHESTER SPRINGS

State: Pennsylvania

Country: UNITED STATES

Chat Duration : 31 Mins 51 Secs

Chat Transcript

RIkita	Hello, I am your Acebuddy	16 Sep, 4:11:30 AM
Acebuddy	Hello Rikita, I'm your Ace Buddy. I'll be happy to assist you!	4:11:31 AM
	Whom Would You Like to Connect With?	4:11:31 AM
RIkita	Technical Support (QB & App Hosting)	4:11:39 AM
Acebuddy	Welcome to Ace Support.	4:11:39 AM
	Please chose an option :	4:11:39 AM
RIkita	I'd like to raise a Request	4:11:50 AM
Acebuddy	Please select your request type.	4:11:50 AM
RIkita	Password Reset	4:11:55 AM
Acebuddy	Please select an option below	4:11:55 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	4:43:22 AM
	<i>Ended due to chat idle timeout</i>	4:43:22 AM



Chat Transcript

Hello, I am your Acebuddy

17 Sep, 11:14:33 PM

Visitor Details

#81648 MICHELLE L IRASTORZA

Email: michelle.irastorza@zfogo.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: MARIETTA

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 59 Secs

MICHELLE L IRASTORZA	Hello, I am your Acebuddy	17 Sep, 11:14:34 PM
Acebuddy	Hello Michelle L Irastorza, I'm your Ace Buddy. I'll be happy to assist you!	11:14:35 PM
	Whom Would You Like to Connect With?	11:14:35 PM
MICHELLE L IRASTORZA	Technical Support (QB & App Hosting)	11:14:46 PM
Acebuddy	Welcome to Ace Support.	11:14:46 PM
	Please chose an option :	11:14:46 PM
MICHELLE L IRASTORZA	I'd like to raise a Request	11:14:53 PM
Acebuddy	Please select your request type.	11:14:53 PM
MICHELLE L IRASTORZA	Other Request	11:15:06 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:15:06 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:15:06 PM
MICHELLE L IRASTORZA	No, That'll be all!	11:15:33 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	11:15:33 PM
	<i>Acebuddy has ended this chat session</i>	11:15:34 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Sep, 2:23:19 AM

#81809 cvilla

Email: cvilla@dixxon.com ☎ 4805180568

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: CHANDLER

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 12 Secs

cvilla	Hello, I am your Acebuddy	23 Sep, 2:23:19 AM
Acebuddy	Hello Cvilla, I'm your Ace Buddy. I'll be happy to assist you!	2:23:20 AM
	Whom Would You Like to Connect With?	2:23:20 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	2:55:32 AM
	<i>Ended due to chat idle timeout</i>	2:55:32 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Sep, 11:40:24 PM

#81135 Clayton Ham**Email:** cham@thetradition.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:** DALLAS**State:** Texas**Country:** UNITED STATES**Chat Transcript**

Chat Duration : 34 Secs

Clayton Ham	Hello, I am your Acebuddy	3 Sep, 11:40:24 PM
Acebuddy	Hello Clayton Ham, I'm your Ace Buddy. I'll be happy to assist you!	11:40:25 PM
	Whom Would You Like to Connect With?	11:40:25 PM
Clayton Ham	Technical Support (QB & App Hosting)	11:40:29 PM
Acebuddy	Welcome to Ace Support.	11:40:29 PM
	Please chose an option :	11:40:29 PM
Clayton Ham	I'd like to raise a Request	11:40:33 PM
Acebuddy	Please select your request type.	11:40:33 PM
Clayton Ham	Password Reset	11:40:37 PM
Acebuddy	Please select an option below	11:40:37 PM
Clayton Ham	Not Enrolled to Selfcare Portal	11:40:48 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	11:40:48 PM
	Do you need any further assistance on the topic?	11:40:48 PM
Clayton Ham	No	11:40:59 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	11:40:59 PM
	<i>Acebuddy has ended this chat session</i>	11:40:59 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Sep, 9:22:20 PM

#82086 Joshua Pauley

Email: jpauley@lokring.com ☎ 216-272-4664

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 15 Secs

City: WILLOUGHBY

State: Ohio

Country: UNITED STATES

Chat Transcript

Chat Duration : 28 Mins 23 Secs

Joshua Pauley	Hello, I am your Acebuddy	30 Sep, 9:22:20 PM
Acebuddy	Hello Jpauley, I'm your Ace Buddy. I'll be happy to assist you!	9:22:21 PM
	Whom Would You Like to Connect With?	9:22:21 PM
Joshua Pauley	Technical Support (QB & App Hosting)	9:22:26 PM
Acebuddy	Welcome to Ace Support.	9:22:26 PM
	Please chose an option :	9:22:26 PM
Joshua Pauley	I'd like to report an Issue	9:22:32 PM
Acebuddy	Please select an option!	9:22:32 PM
Joshua Pauley	QuickBooks Issue	9:22:36 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:22:36 PM
Joshua Pauley	Other QB related issue	9:22:44 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:22:44 PM
Joshua Pauley	I believe there is an issue with UniPrint. I am unable to print.	9:23:16 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:23:17 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:23:17 PM

	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	9:23:26 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	9:23:33 PM
Joshua Pauley	Sounds great.	9:23:54 PM
Sujeet Kumar Suman	Hello.	9:24:05 PM
Joshua Pauley	hello	9:24:10 PM
Sujeet Kumar Suman	How are you doing?	9:24:31 PM
Joshua Pauley	Doing well. Just need to be able to print on QB.	9:24:50 PM
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:25:10 PM
Joshua Pauley	joshpauley@chrisbricknerenterprises971.onmicrosoft.com	9:26:16 PM
	That's all I have.	9:26:27 PM
	LokringGL.myrealdata.net	9:26:54 PM
Sujeet Kumar Suman	Thank you for the information..	9:27:08 PM
Joshua Pauley	You're welcome.	9:27:25 PM
Sujeet Kumar Suman	Are you encountering any errors when trying to printing?	9:27:27 PM
Joshua Pauley	no. I just hit print and nothing happens.	9:27:41 PM
Sujeet Kumar Suman	Is this the first time you are experiencing this issue, or has it occurred in the past as well?	9:28:08 PM
Joshua Pauley	It has occurred in the past.	9:28:48 PM
Sujeet Kumar Suman	Thanks for all of the information's.	9:28:56 PM
	May I take the remote access of your local computer?	9:29:06 PM
Joshua Pauley	yes	9:29:20 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	9:29:29 PM
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/4902190739	9:29:44 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.	9:31:24 PM
	Thank you for your patience.	9:49:55 PM
	As per discussion over the remote session, The issue is resolved.	9:50:02 PM
Joshua Pauley	Thank you. Everything is printing correctly again.	9:50:07 PM
Sujeet Kumar Suman	Thanks for the confirmation !	9:50:13 PM
	Is there anything else I may help you with ?	9:50:16 PM
Joshua Pauley	no thank you.	9:50:27 PM
Sujeet Kumar Suman		

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

9:50:32 PM

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

9:50:39 PM

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

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

Thanks!

9:50:42 PM

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

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

Sujeet Kumar Suman has ended this chat session

9:50:44 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Sep, 8:08:57 PM

#81780 Elizabeth Llamas

Email: ellamas@archwestcapital.com 19495779315

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Secs

Elizabeth Llamas

Hello, I am your Acebuddy

22 Sep, 8:08:58 PM

Acebuddy

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

8:08:58 PM

	Whom Would You Like to Connect With?	8:08:58 PM
Elizabeth Llamas	Technical Support (QB & App Hosting)	8:09:05 PM
Acebuddy	Welcome to Ace Support.	8:09:05 PM
	Please chose an option :	8:09:05 PM
Elizabeth Llamas	Restart	8:09:08 PM
Acebuddy	Hello Elizabeth Llamas, I'm your Ace Buddy. I'll be happy to assist you!	8:09:09 PM
	Whom Would You Like to Connect With?	8:09:09 PM
	<i>Elizabeth Llamas has ended this chat session</i>	8:09:18 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Sep, 9:51:27 PM

#81545 Steve Buck

Email: steve@nationalsalt.com

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 21 Secs

City: BELLEFONTAINE

State: Ohio

Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 44 Secs

Steve Buck	Hello, I am your Acebuddy	15 Sep, 9:51:28 PM
Acebuddy	Hello Steve Buck, I'm your Ace Buddy. I'll be happy to assist you!	9:51:29 PM
	Whom Would You Like to Connect With?	9:51:29 PM
Steve Buck	Technical Support (QB & App Hosting)	9:51:41 PM

Acebuddy	Welcome to Ace Support.	9:51:41 PM
	Please chose an option :	9:51:41 PM
Steve Buck	I'd like to report an Issue	9:51:51 PM
Acebuddy	Please select an option!	9:51:51 PM
Steve Buck	Other Issue	9:51:58 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:51:58 PM
Steve Buck	Sage Issue. Keeps freezing up.	9:52:09 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:52:09 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:52:09 PM
	<i>Dushyant declined the transfer request.</i>	9:52:22 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	9:53:31 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	9:53:38 PM
	Hello Steve	9:53:53 PM
Steve Buck	Hi	9:54:09 PM
Sujeet Kumar Suman	How are you doing?	9:54:30 PM
Steve Buck	Good, but I'm a bit frustrated at the moment.	9:54:49 PM
Sujeet Kumar Suman	No worries, I will help you.	9:55:59 PM
	Kindly help me with your server name and user name?	9:56:08 PM
Steve Buck	National Salt Distributors and my user name is Steve_Bu	9:56:35 PM
Sujeet Kumar Suman	Thanks for the confirmation !	9:56:50 PM
	Could you please help us with your concern or issue?	9:57:13 PM
Steve Buck	Sage keeps freezing up and is running very slow	9:57:29 PM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	9:57:34 PM
	Are you the only one experiencing this issue, or are others affected as well?	9:57:38 PM
Steve Buck	as of right now, I am the only one experiencing issues	9:59:03 PM
	well, Arielle said that hers has been running a little slow today too	9:59:55 PM
	inside of the server and outside of it. maybe it's an internet issue?	10:00:08 PM
Sujeet Kumar Suman	Have you experienced the same issue in the past?	10:00:08 PM
Steve Buck	no	10:00:34 PM
Sujeet Kumar Suman	May I take the remote access of your server?	10:00:56 PM
Steve Buck	Yes	10:01:06 PM

Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	10:01:27 PM
	Kindly approve.	10:01:41 PM
Steve Buck	you'll have to request again. i was trying to close out of my items	10:02:06 PM
Sujeet Kumar Suman	It's okay.	10:02:13 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:02:28 PM
	Please stay connected; we are working on this from the backend. Thank you in advance for your patience.	10:14:49 PM
	Thank you for your patience.	10:17:32 PM
	As per discussion over the remote session, The issue is resolved.	10:17:40 PM
Steve Buck	Thank you! - I will get logged into outlook and i'll let you know if I have anymore issues. - Thank you!	10:17:49 PM
Sujeet Kumar Suman	Thanks for the confirmation !	10:17:51 PM
	Is there anything else I may help you with ?	10:17:54 PM
Steve Buck	not at the moment. thank you	10:17:59 PM
Sujeet Kumar Suman	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	10:18:05 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:18:09 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	10:18:11 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Sujeet Kumar Suman has ended this chat session</i>	10:18:13 PM



Chat Transcript

Hello, I am your Acebuddy

#81748 jiang**Email:** jiang@fldacpa.com ☎ 19548304509**Department:** Support(QB & App Hosting)**Operator:** Shubham Maurya**Website:** https://www.acecloudhosting.com/support-chat.php**Operating System:** Microsoft Windows**Browser:** Microsoft Edge**Device:** Desktop**Average Response Time:** 1 Min 47 Secs**City:** HOLLYWOOD**State:** Florida**Country:** UNITED STATES

Chat Transcript

Chat Duration : 53 Mins 26 Secs

jiang	Hello, I am your Acebuddy	20 Sep, 5:43:43 PM
Acebuddy	Hello Jiang, I'm your Ace Buddy. I'll be happy to assist you!	5:43:44 PM
	Whom Would You Like to Connect With?	5:43:44 PM
jiang	Technical Support (QB & App Hosting)	5:43:55 PM
Acebuddy	Welcome to Ace Support.	5:43:55 PM
	Please chose an option :	5:43:55 PM
jiang	I'd like to report an Issue	5:44:06 PM
Acebuddy	Please select an option!	5:44:07 PM
jiang	Other Issue	5:44:13 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:44:13 PM
jiang	When I start Drake Software, a message pops up saying "Script Error". Please check.	5:45:34 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:45:35 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:45:35 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	5:45:41 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	5:45:57 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:46:17 PM
jiang	Server is Deming.myrealdatal.net, User name is myrealdatal\ZheJiang	5:47:56 PM
	<i>5:49:12 PM jiang is sharing a file with you image.png - (Size:15.82 KB)</i>	5:49:12 PM

	<i>here is what I got when start Drake</i>	
Shubham Maurya	Thanks for sharing details please hold on let me check.	5:50:22 PM
jiang	Thank you.	5:50:42 PM
Shubham Maurya	Jiang, could you please inform me since when have you been receiving this error ? Also, are there any other users getting this same pop up on their end?	5:52:46 PM
jiang	I think I started seeing this 2 days ago. I am not sure about the other user. Let me ask.	5:54:35 PM
	Yes he got the same message.	5:55:47 PM
Shubham Maurya	Thanks for confirming Jiang, apologize for the trouble this may have caused, Please allow us some time to investigate this.	5:56:54 PM
jiang	No problem. Thank you.	5:57:38 PM
Shubham Maurya	Thanks for the patience, May I take the remote access of your local computer?	6:00:41 PM
jiang	ok	6:01:15 PM
Shubham Maurya	https://assist.acecloudhosting.com/join/5792242256	6:01:43 PM
	Kindly paste this link in the browser of local computer and join the session.	6:01:57 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	6:02:01 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:06:24 PM
	Please hold on let me reboot the server now. (Edited)	6:06:33 PM
jiang	ok	6:07:14 PM
Shubham Maurya	We can see other users are also logged in please ask them to save and sign out for a while.	6:08:57 PM
jiang	he did.	6:10:57 PM
Shubham Maurya	Thanks for the patience Jiang, We have performed few changes from backend but unfortunately the error message is not fixed for now. So now we will forward the request to concern team and will try to fix this as early as possible.	6:16:17 PM
	Once the issue is fixed we will share the update over the mail with you on [jiang@fldacpa.com] (mailto:jiang@fldacpa.com)	6:16:45 PM
jiang	can I continue using it in the meanwhile?	6:17:05 PM
Shubham Maurya	Sure, If you are able to perform your task them please feel free to continue using the application.	6:17:40 PM
	Is there any time when users are not logged in so that we can share it with the team to work on your server?	6:18:03 PM
jiang	How about at 12 noon, which is 3 hours from now?	6:20:05 PM
Shubham Maurya	Okay we will note that down to avoid any interruption, please can you specify your time zone also?	6:20:58 PM
jiang	its eastern standard time	6:22:21 PM
Shubham Maurya	EST noted that Jiang !	6:22:59 PM

We again do apologize for the trouble and appreciate your understanding with us for now, will try to fix this as early as possible.

6:23:55 PM

Is there anything else I may help you with ?

6:24:00 PM

Are we still connected here?

6:28:08 PM

We have disconnected the remote session, we are only connected over here now. Please do let me know if we are still connected over here?

6:33:25 PM

Are we still connected here?

6:35:48 PM

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

6:37:05 PM

Shubham Maurya has ended this chat session

6:37:09 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Sep, 12:30:59 AM

#81805 Stephanie Craven

Email: stephanie@peaklandscapeinc.com ☎ 15304481936

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 27 Secs

City: PORTOLA

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 59 Secs

Stephanie Craven

Hello, I am your Acebuddy

23 Sep, 12:31:00 AM

Acebuddy

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

12:31:01 AM

Whom Would You Like to Connect With?

12:31:01 AM

Stephanie Craven	Technical Support (QB & App Hosting)	12:31:03 AM
Acebuddy	Welcome to Ace Support.	12:31:04 AM
	Please chose an option :	12:31:04 AM
Stephanie Craven	I'd like to report an Issue	12:31:08 AM
Acebuddy	Please select an option!	12:31:08 AM
Stephanie Craven	QuickBooks Issue	12:31:16 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:31:16 AM
Stephanie Craven	QuickBooks Login Issue	12:31:26 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	12:31:26 AM
	Was that helpful?	12:31:26 AM
Stephanie Craven	No	12:31:31 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	12:31:32 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:31:32 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	12:32:24 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	12:32:30 AM
Stephanie Craven	Hi	12:32:37 AM
Sujeet Kumar Suman	Hello Peak	12:32:46 AM
Stephanie Craven	our accountant is trying to log into our server to access our quickbooks and her log in information is not working	12:33:41 AM
	i've had the system give me a hard time before but she's tried multiple times with no luck	12:34:15 AM
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:34:19 AM
Stephanie Craven	peak landscape	12:34:33 AM
	independenttech.myreldata.net	12:35:14 AM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	12:35:38 AM
Stephanie Craven	her log in is cpa_it	12:36:14 AM
Sujeet Kumar Suman	Thank you for your patience.	12:38:08 AM
	As checked, the CPA_IT account is inactive due to not logging into the server for a long time.	12:38:09 AM
Stephanie Craven	can you please make it active again and how frequently must she log-in in order to keep it active	12:39:06 AM
Sujeet Kumar Suman	We suggest that you please log into MyPortal and enable the user's account. If needed, you can also reset the password from MyPortal.	12:39:12 AM
	Because, as checked, you are the POC of the account.	
Stephanie Craven	where do i access my portal	12:39:38 AM

Sujeet Kumar Suman	May I take remote access of your local computer and guide you on how to activate the user? This will help you manage it yourself in the future.	12:40:05 AM
Stephanie Craven	sure	12:40:13 AM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	12:40:26 AM
Stephanie Craven	ok	12:40:39 AM
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/7252227701	12:40:51 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:42:01 AM
	<i>The visitor's name and phone number were changed.</i>	12:44:40 AM
	Thank you for your patience.	12:49:07 AM
	As per discussion over the remote session, The issue is resolved.	12:49:12 AM
Stephanie Craven	thanks for your help	12:49:19 AM
Sujeet Kumar Suman	Most welcome.	12:49:27 AM
	Is there anything else I may help you with ?	12:49:32 AM
Stephanie Craven	no t hanks	12:49:36 AM
Sujeet Kumar Suman	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	12:49:41 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:49:52 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:49:56 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Sujeet Kumar Suman has ended this chat session</i>	12:50:00 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Sep, 5:46:31 PM

#82069 cathy griffith

Email: cgriffith@occaps.com 18437627600

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: CHARLESTON

State: South Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Secs

cathy griffith	Hello, I am your Acebuddy	30 Sep, 5:46:31 PM
Acebuddy	Hello Cathy Griffith, I'm your Ace Buddy. I'll be happy to assist you!	5:46:32 PM
	Whom Would You Like to Connect With?	5:46:32 PM
cathy griffith	Technical Support (QB & App Hosting)	5:46:37 PM
Acebuddy	Welcome to Ace Support.	5:46:37 PM
	Please chose an option :	5:46:37 PM
cathy griffith	I'd like to report an Issue	5:46:43 PM
Acebuddy	Please select an option!	5:46:43 PM
cathy griffith	Password Reset	5:46:46 PM
Acebuddy	Please select an option below	5:46:46 PM
cathy griffith	Not Enrolled to Selfcare Portal	5:46:51 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	5:46:51 PM
	Do you need any further assistance on the topic?	5:46:51 PM
cathy griffith	No	5:47:04 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	5:47:04 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Sep, 7:17:20 PM

#81067 Kim Baldwin

Email: accountingnc@heits.com

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: DURHAM

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 10 Secs

Kim Baldwin	Hello, I am your Acebuddy	2 Sep, 7:17:21 PM
Acebuddy	Hello Kim Baldwin, I'm your Ace Buddy. I'll be happy to assist you!	7:17:22 PM
	Whom Would You Like to Connect With?	7:17:22 PM
Kim Baldwin	Technical Support (QB & App Hosting)	7:17:38 PM
Acebuddy	Welcome to Ace Support.	7:17:38 PM
	Please chose an option :	7:17:38 PM
Kim Baldwin	I'd like to report an Issue	7:17:46 PM
Acebuddy	Please select an option!	7:17:46 PM
Kim Baldwin	QuickBooks Issue	7:17:54 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:17:54 PM
Kim Baldwin	QuickBooks Login Issue	7:18:01 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	7:18:01 PM
	Was that helpful?	7:18:01 PM
Kim Baldwin	No	7:18:06 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	7:18:06 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:18:06 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	7:18:14 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	7:18:20 PM
Kim Baldwin	Cannot connect to remote desktop, keep receiving an error	7:18:25 PM
Sanyam Madan	Hello Kim , how are you doing	7:18:38 PM
Kim Baldwin	Good, you?	7:18:43 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:18:54 PM
	I am good as well😊	7:19:07 PM
Kim Baldwin	QblivePA1.myrealdatal.net	7:19:16 PM
	Gail R	7:19:22 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	7:19:39 PM
Kim Baldwin	Never mind, I just got in.	7:22:13 PM
Sanyam Madan	That's Great	7:22:14 PM
	Is there anything else I may help you with ?	7:22:17 PM
Kim Baldwin	I thought it was because Gail retired and I am her replacement. I thought maybe her credentials didn't work. What do I need to do to get my own login?	7:22:50 PM
Sanyam Madan	There maybe some connectivity glitch , don't worry about it	7:22:59 PM
	. (Edited)	7:23:02 PM
	You want to change the username to yours?	7:23:36 PM
Kim Baldwin	Yes, please. That way I can set up my own security questions and login?	7:23:54 PM
	Or we can just leave it the way it is, I have access to her email.	7:24:49 PM
Sanyam Madan	We can do it, you just need to email us with the registered email id i.e greynolds@heits.com	7:26:21 PM
Kim Baldwin	Ok, just one minute.	7:27:49 PM
	Where do I email it to?	7:28:06 PM
Sanyam Madan	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	7:28:16 PM
	Do you want GailR.PA1 data as well ?	7:29:18 PM
Kim Baldwin	Sorry? We can change that as well.	7:29:54 PM

	I just sent the email	7:29:59 PM
Sanyam Madan	We cannot directly change the username	7:30:37 PM
Kim Baldwin	That is fine, leave it.	7:30:47 PM
Sanyam Madan	We will create a new user with your username	7:31:00 PM
Kim Baldwin	Ok.	7:31:10 PM
Sanyam Madan	but if you want the data, we can migrate it to new user	7:31:18 PM
	Kim	7:32:21 PM
Kim Baldwin	That sounds complicated, maybe we should just leave it as is.	7:33:35 PM
Sanyam Madan	A ticket will be created after this chat, you can give your confirmation over there	7:34:31 PM
	Is there anything else I may help you with ?	7:34:34 PM
Kim Baldwin	No, thank you. Nothing has changed as of right now, correct	7:34:59 PM
	?	7:35:00 PM
Sanyam Madan	Yes , nothing has changed	7:35:13 PM
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	7:35:21 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:35:28 PM
	<i>Sanyam Madan has ended this chat session</i>	7:35:31 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Sep, 11:06:47 PM

#81443 Michael Ocampo

Email: mike.ocampo@amware.com ☎ 14402344320

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 26 Secs

City: WESTLAKE

State: Ohio

Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 9 Secs

Michael Ocampo	Hello, I am your Acebuddy	11 Sep, 11:06:48 PM
Acebuddy	Hello Mike.ocampo, I'm your Ace Buddy. I'll be happy to assist you!	11:06:49 PM
	Whom Would You Like to Connect With?	11:06:49 PM
Michael Ocampo	Technical Support (QB & App Hosting)	11:06:57 PM
Acebuddy	Welcome to Ace Support.	11:06:57 PM
	Please chose an option :	11:06:57 PM
Michael Ocampo	I'd like to report an Issue	11:07:01 PM
Acebuddy	Please select an option!	11:07:01 PM
Michael Ocampo	Other Issue	11:07:07 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:07:07 PM
Michael Ocampo	ticket number 765851	11:07:18 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:07:19 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:07:19 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:07:41 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:07:43 PM
	Hello Mike	11:07:48 PM
Michael Ocampo	hello again	11:07:57 PM
	sorry, I lost connection earlier	11:08:02 PM
Shashwat Verma	No problem	11:08:48 PM
	I will surely help you with this issue.	11:09:11 PM
	Can we some how take the remote access of the affected user?	11:09:34 PM
	We'll share you the link	11:10:17 PM
Michael Ocampo	not possible	11:10:36 PM
	not at this time	11:10:50 PM
	can I just describe the issue?	11:10:58 PM
Shashwat Verma	Mike, we have to check the issue at user end, we suggest you to ask her to connect us or we can schedule the callback for her?	11:11:42 PM
Michael Ocampo	can you hold on?	11:12:44 PM

	please do not disconnect	11:12:52 PM
Shashwat Verma	Sure, please take your time	11:12:55 PM
Michael Ocampo	I will walk to her office	11:12:57 PM
	she is busy at the moment. Are you able to send her an email with the request, and CC me in the email?	11:13:57 PM
Shashwat Verma	No problem, we'll get her connected on email	11:14:05 PM
	Sure	11:14:09 PM
Michael Ocampo	her email address is maggie.stehlik@amware.com , can you also include me on the email ?	11:14:47 PM
Shashwat Verma	Noted and will do that	11:14:56 PM
Michael Ocampo	mike.ocampo@amware.com is my email	11:15:01 PM
	thank you	11:15:04 PM
Shashwat Verma	Sure	11:15:05 PM
	Is there anything else I may help you with ?	11:15:08 PM
Michael Ocampo	not at this time. Thank you.	11:15:47 PM
Shashwat Verma	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	11:15:49 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:15:54 PM
	<i>Shashwat Verma has ended this chat session</i>	11:15:58 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Sep, 12:21:36 AM

#81094 genevaeneva Long

Email: geneva@bowlus.com ☎ 18052789840

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 11 Secs

City: SANTA BARBARA

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 49 Secs

genevaeneva Long	Hello, I am your Acebuddy	3 Sep, 12:21:37 AM
Acebuddy	Hello Geneva Long, I'm your Ace Buddy. I'll be happy to assist you!	12:21:38 AM
	Whom Would You Like to Connect With?	12:21:38 AM
genevaeneva Long	Technical Support (QB & App Hosting)	12:22:17 AM
Acebuddy	Welcome to Ace Support.	12:22:17 AM
	Please chose an option :	12:22:17 AM
genevaeneva Long	I'd like to raise a Request	12:22:21 AM
Acebuddy	Please select your request type.	12:22:21 AM
genevaeneva Long	Other Request	12:22:28 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.	12:22:28 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:22:28 AM
genevaeneva Long	Yes, I'm facing issues with my server	12:22:39 AM
Acebuddy	Please select an option!	12:22:39 AM
genevaeneva Long	QuickBooks Issue	12:22:43 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:22:43 AM
genevaeneva Long	Other QB related issue	12:22:48 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:22:48 AM
genevaeneva Long	One of my accounts deleted on chart of accounts, I need to restore the version of QB from yesterday please.	12:23:19 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:23:20 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:23:20 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	12:23:53 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	12:23:59 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:24:06 AM
genevaeneva Long	myrealdatal\BRCAdmin	12:24:27 AM
Yash Kalra	Kindly allow me two minutes to check the same.	12:25:07 AM
	Geneva, kindly confirm if your account name is Bowlus Road Chief LLC.	12:25:56 AM

genevaeneva Long	Confirmed	12:26:01 AM
	The file I need restored from yesterday is the Bowlus LLC file ONLY	12:26:15 AM
	that is the only thing I have been working on today	12:26:26 AM
Yash Kalra	Geneva, kindly share the file path with us. (Edited)	12:27:07 AM
genevaeneva Long	D:\Bowlus Road Chief LLC\QB Files Jan 2024 / Bowlus, LLC	12:29:22 AM
Yash Kalra	Geneva, we have successfully restored the file to its previous version and placed a shortcut on your desktop. The file is named: Bowlus Road Chief, LLC.QBW.SearchIndex - Shortcut. (Edited)	12:33:55 AM
	Please check and confirm if it's working as desired.	12:34:44 AM
genevaeneva Long	Looking now	12:35:33 AM
Yash Kalra	Sure, please take your time	12:35:56 AM
genevaeneva Long	I cannot find your file	12:36:52 AM
Yash Kalra	May I take the remote access of your server?	12:37:15 AM
genevaeneva Long	yes	12:37:31 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	12:37:53 AM
genevaeneva Long	go ahead	12:38:08 AM
	that didn't work	12:39:43 AM
	The account that got removed was the American Express account within Quickbooks	12:40:05 AM
Yash Kalra	Geneva, please stay connected while we are making some changes from the backend in order to resolve the issue.	12:42:09 AM
genevaeneva Long	ok	12:42:25 AM
	I need to step away for 5 minutes. I will leave my computer open	12:42:48 AM
	I'm back	12:48:49 AM
	thank you	12:49:57 AM
	this is good	12:49:59 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	12:50:34 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:50:39 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:50:45 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal	

(<https://selfcare.acecloudhosting.com>).

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

Yash Kalra has ended this chat session

12:52:26 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Sep, 8:50:33 PM

#81248 George Fowler

Email: gpmfowler@gmail.com 8478991763

Department: Support(QB & App Hosting)

Operator: Shubham Gupta

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 33 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 44 Secs

George Fowler	Hello, I am your Acebuddy	7 Sep, 8:50:33 PM
Shubham Gupta	Thank you for contacting Ace Cloud Hosting. My name is Shubham Gupta. I will be assisting you today.	8:51:11 PM
George Fowler	hello shubham this is george chiming back in the chat	8:51:26 PM
	are there other troubleshooting we can try?	8:51:36 PM
Shubham Gupta	we have checked the previous versions for the Quickbooks file,	8:52:14 PM
	we can try verify and rebuild once	8:52:23 PM
	Are you logged in onthe server?	8:52:40 PM
George Fowler	yes i am	8:53:08 PM
Shubham Gupta	Okay, I am sending you a remote request, Kindly accept the same.	8:53:51 PM

George Fowler

ok

8:54:02 PM

Shubham Gupta

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.

9:27:45 PM

Ended due to chat idle timeout

9:27:45 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Sep, 7:24:14 AM

#81711 Heather Nicklow

Email: heather@amc-pa.com

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 46 Secs

City: NEW EAGLE

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 1 Sec

Heather Nicklow

Hello, I am your Acebuddy

19 Sep, 7:24:15 AM

Acebuddy

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

7:24:16 AM

Whom Would You Like to Connect With?

7:24:16 AM

Heather Nicklow

Technical Support (QB & App Hosting)

7:24:25 AM

Acebuddy

Welcome to Ace Support.

7:24:26 AM

Please chose an option :

7:24:26 AM

Heather Nicklow

I'd like to report an Issue

7:24:37 AM

Acebuddy

Please select an option!

7:24:37 AM

Heather Nicklow	Other Issue	7:24:43 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:24:43 AM
Heather Nicklow	can't login to the remote desktop	7:25:03 AM
Acebuddy	Please wait while we connect you to a Support Representative	7:25:04 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:25:04 AM
	<i>Rohan accepted the chat transfer request.</i>	7:25:32 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	7:25:36 AM
	Hello Heather, how are you doing today?	7:25:48 AM
Heather Nicklow	i'm good. I'm on my laptop and I can't login	7:26:01 AM
Rohan	I will surely help you with this issue.	7:26:07 AM
	May i kno what error you are getting while accessing the server ?	7:26:38 AM
Heather Nicklow	the login attempt failed	7:27:01 AM
	I haven't changed my password at all	7:27:08 AM
Rohan	Thanks for the confirmation !	7:27:13 AM
	Kindly allow me 3-4 minutes to check the same.	7:27:20 AM
Heather Nicklow	ok	7:27:27 AM
Rohan	Heather, I can see your account has been locked due to multiple attempts of entering incorrect Password.	7:30:04 AM
	You can unlock it through My Portal since you are primary contact for this account	7:30:34 AM
	Here is the My Portal Link : https://myportal.acecloudhosting.com	7:31:16 AM
Heather Nicklow	ok	7:31:26 AM
Rohan	And please use this as your username "CID74808" while logging to the My Portal	7:31:52 AM
Heather Nicklow	is this a permanent ID	7:33:09 AM
Rohan	Heather, this is the username associated with your My Portal account.	7:33:42 AM
Heather Nicklow	ok. So i just closed out of the ACE remote login and it opened up!	7:34:10 AM
	Not sure what is going on but it looks like its up!	7:34:21 AM
Rohan	Okay Please confirm if it is working fine or not	7:34:48 AM
Heather Nicklow	qb opened so it should be good	7:36:13 AM
	very weird	7:36:16 AM
Rohan	That means you are now able to log in to the server and open QuickBooks, which you weren't able to do earlier, right?	7:37:52 AM
	I'm not quite sure what you mean. Could you please elaborate a bit more so I can better understand?	7:39:49 AM
	Are we still connected here?	7:40:08 AM

Are we still connected here? 7:40:10 AM

Are we still connected here? 7:40:11 AM

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. 7:40:14 AM

Rohan has ended this chat session 7:40:16 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 20 Sep, 12:18:11 AM

#81732 eric

Email: eric@totalfeeds.com

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 22 Secs

City: WEATHERFORD

State: Texas

Country: UNITED STATES

Chat Transcript Chat Duration : 42 Mins 53 Secs

eric	Hello, I am your Acebuddy	20 Sep, 12:18:12 AM
Acebuddy	Hello Eric Anderson, I'm your Ace Buddy. I'll be happy to assist you!	12:18:12 AM
	Whom Would You Like to Connect With?	12:18:12 AM
eric	Technical Support (QB & App Hosting)	12:18:16 AM
Acebuddy	Welcome to Ace Support.	12:18:16 AM
	Please chose an option :	12:18:16 AM
eric	I'd like to report an Issue	12:18:21 AM

Acebuddy	Please select an option!	12:18:22 AM
eric	QuickBooks Issue	12:18:25 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:18:25 AM
eric	Other QB related issue	12:21:45 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:21:45 AM
eric	Screen resolution is not correct. Also, adapters can't complete their sync: WebConnector and Method Connector	12:22:32 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:22:33 AM
<i>Acebuddy (bot) forwarded the chat request</i>		12:22:33 AM
<i>Sujeet Kumar Suman accepted the chat transfer request.</i>		12:23:24 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	12:23:30 AM
	Hello Eric	12:23:35 AM
eric	Hello	12:23:48 AM
Sujeet Kumar Suman	How are you doing?	12:23:56 AM
eric	OK	12:24:00 AM
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:24:53 AM
eric	TotalFeeds.myrealdata.net EricAnderson	12:25:26 AM
Sujeet Kumar Suman	Thank you for the information.	12:25:50 AM
	Could you please provide details about the screen resolution of your RDP session?	12:26:38 AM
eric	When I open Windows App, the screen resolution on the server is incorrect. It worked this morning, but is not now.	12:27:27 AM
Sujeet Kumar Suman	No worries, I will help you.	12:28:07 AM
	May I take the remote access of your local computer?	12:28:12 AM
eric	Yes	12:28:48 AM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	12:28:52 AM
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/3572700301	12:29:03 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:30:24 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.	1:01:05 AM
	<i>Ended due to chat idle timeout</i>	1:01:05 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Sep, 4:47:40 AM

#81709 chandra

Email: chandra@haamail.com 17753586649

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 22 Secs

City: RENO

State: Nevada

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 58 Secs

chandra	Hello, I am your Acebuddy	19 Sep, 4:47:42 AM
Acebuddy	Hello Chandra Berry, I'm your Ace Buddy. I'll be happy to assist you!	4:47:43 AM
	Whom Would You Like to Connect With?	4:47:43 AM
chandra	Technical Support (QB & App Hosting)	4:47:52 AM
Acebuddy	Welcome to Ace Support.	4:47:52 AM
	Please chose an option :	4:47:52 AM
chandra	I'd like to raise a Request	4:48:02 AM
Acebuddy	Please select your request type.	4:48:02 AM
chandra	Setup Ace Server	4:48:08 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	4:48:08 AM
chandra	Microsoft Windows	4:48:15 AM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access	4:48:15 AM

	on your Windows PC	
	Do you need any further assistance on the topic?	4:48:15 AM
chandra	Yes	4:49:33 AM
Acebuddy	Please wait while we connect you to our Support Representative	4:49:33 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:49:33 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	4:50:01 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	4:50:06 AM
chandra	Thank you, I am looking for the server name for CID 75251 under Reid Corp. I got a new computer and trying to set up the connection	4:50:58 AM
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.	4:51:27 AM
	Thank you for your patience.	4:52:10 AM
	Is this for account: Reid Corp dba Certified Pool and Spa ?	4:52:22 AM
chandra	Yes	4:52:29 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	4:52:51 AM
	Could you please confirm me your username to login on server?	4:53:06 AM
chandra	User is RC_Randy_Staff	4:53:20 AM
Abhay Kumar Saraswat	Okay.	4:54:35 AM
	Do you have the user's password or are you trying to setup the user on users laptop?	4:56:02 AM
chandra	I have the password, just trying to set up connection on my new desktop	4:56:29 AM
Abhay Kumar Saraswat	Okay.	4:56:54 AM
	May I take the remote access of your local computer?	4:57:01 AM
chandra	yes	4:57:12 AM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	4:57:14 AM
	https://assist.acecloudhosting.com/join/3352034223	4:57:24 AM
	Kindly paste this link in the browser of local computer and join the session.	4:57:28 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	4:58:20 AM
	Thank you for your patience.	5:01:31 AM
chandra	Thank you, I am connected	5:01:35 AM
Abhay Kumar Saraswat	As we checked on remote session, you are connected to the server.	5:01:49 AM

	Is there anything else I may help you with ?	5:01:52 AM
chandra	Not at this time, thank you	5:02:10 AM
Abhay Kumar Saraswat	My Pleasure to assist you.	5:02:16 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	5:02:22 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	5:02:31 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:02:36 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	5:02:40 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Sep, 11:55:05 PM

#81446 Praveen

Email: praveen@advancefinserv.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 46 Secs

City: DELHI

State: Delhi

Country: INDIA

Chat Transcript

Chat Duration : 42 Mins 47 Secs

Praveen	Hello, I am your Acebuddy	11 Sep, 11:55:06 PM
Acebuddy	Hello Praveen, I'm your Ace Buddy. I'll be happy to assist you!	11:55:07 PM
	Whom Would You Like to Connect With?	11:55:07 PM
Praveen	Technical Support (QB & App Hosting)	11:55:14 PM
Acebuddy	Welcome to Ace Support.	11:55:14 PM
	Please chose an option :	11:55:14 PM
Praveen	I'd like to report an Issue	11:55:23 PM
Acebuddy	Please select an option!	11:55:23 PM
Praveen	Other Issue	11:55:35 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:55:35 PM
Praveen	RDP is not working	11:55:53 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:55:53 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:55:53 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	11:56:08 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	11:56:11 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:56:13 PM
Praveen	RDGbckup.myrealdata.net	11:57:55 PM
	this is showing under gateway server	11:58:04 PM
	<i>11:58:55 PM Praveen is sharing a file with you <u>1_image.png</u> - (Size:24.73 KB)</i>	11:58:55 PM
Yash Kalra	Please confirm if your account name is: Advance Finserv	11:59:02 PM
Praveen	yes	11:59:08 PM
Yash Kalra	Kindly allow me two minutes to check the same.	11:59:17 PM
	To help me assist you better, please answer the following questions:	
	1. Are you receiving any error message while attempting to connect to the Ace server? If yes, kindly share the exact message.	
	2. Is this issue occurring for a single user or for all the users on the server.	
	3. Have you checked if your internet connection is stable? Also, have you tried connecting using a different network, such as a mobile hotspot?	
	(Edited)	
Praveen	There was a problem connecting to the remote resource. Ask your network administrator for help. this message was showing	12:02:00 AM

12:02:32 AM Praveen is sharing a file with you
[image.png](#) - (Size:19.74 KB)

12:02:32 AM

not it just open but very slow and its showing

12:02:33 AM

Please help me i need to complete an urgent task and am very puzzled

12:03:30 AM

Yash Kalra Praveen, I will surely help you with this issue

12:04:18 AM

Please stay connected while I am checking things from the backend.

12:04:39 AM

12:08:56 AM Yash Kalra is sharing a file with you
[image.png](#) - (Size:28.29 KB)

12:08:56 AM

Please check this data showing the space acquired by different users,
Please let us know if can remove the data of any old user.

12:09:49 AM

Praveen let me check please

12:10:52 AM

Yash Kalra Praveen, upon checking, I found that there are 5 users on the server and applications such as QuickBooks, Sage, and Excel (with different versions) are being used.
The server currently has 9 GB of RAM. We recommend adding 4-5 GB of additional RAM, as the memory utilization is high during peak usage hours.

12:16:54 AM

Sure please take your time

12:17:06 AM

Praveen yes can you please add some more storage

12:17:22 AM

Yash Kalra Praveen, in my suggestion, if some old user data can be removed, it will help free up storage on the server for now. However, for better performance, we recommend adding additional RAM

12:19:29 AM

As we are approaching the tax season in a few months, adding both storage and RAM can be a good step to ensure smooth functionality.

12:21:08 AM

Are we still connected here?

12:23:25 AM

Praveen yes i'm trying to delete something

12:23:51 AM

Yash Kalra Okay, please let us know if you need any assistance.

12:24:28 AM

Praveen,

12:27:28 AM

May I take the remote access of your local computer in order to check the issue in depth? (Edited)

Are we still connected here?

12:31:08 AM

Are we still connected here?

12:33:07 AM

Are we still connected here?

12:35:37 AM

Praveen, we truly want to help you with this issue and provide a permanent solution. However, due to company policy, we need to end this chat here. Please connect with us again so that we can investigate the issue in detail and check if any additional resolution can be provided.

12:37:46 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.

12:37:52 AM

Yash Kalra has ended this chat session

12:37:54 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Sep, 4:04:09 AM

#81106 jgao

Email: jgao@npftax.com ☎ 16263228826

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: 35 Secs

City: IRVINE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 19 Secs

jgao	Hello, I am your Acebuddy	3 Sep, 4:04:10 AM
Acebuddy	Hello Jeremy Gao, I'm your Ace Buddy. I'll be happy to assist you!	4:04:10 AM
	Whom Would You Like to Connect With?	4:04:10 AM
jgao	Technical Support (QB & App Hosting)	4:04:15 AM
Acebuddy	Welcome to Ace Support.	4:04:15 AM
	Please chose an option :	4:04:15 AM
jgao	I'd like to raise a Request	4:04:20 AM
Acebuddy	Please select your request type.	4:04:20 AM
jgao	Other Request	4:04:32 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.	4:04:32 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	4:04:32 AM
jgao	Yes, I'm facing issues with my server	4:04:40 AM
Acebuddy	Please select an option!	4:04:40 AM

jgao	Other Issue	4:04:45 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:04:45 AM
jgao	2FA authorization	4:04:59 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:05:00 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:05:00 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	4:05:06 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	4:05:22 AM
jgao	Hi I am having issue with turning on the 2FA authentication	4:05:45 AM
	My server info:	4:06:07 AM
	CID74755:NPFTaxCA.myrealdatal.net	4:06:08 AM
Anjainay Singh	I understand your situation Jeremy and assure you the proper resolution to fix it.	4:06:54 AM
	Thankyou for providing us the update.	4:07:05 AM
	Could you please confirm for which user you want to enable the TFA?	4:07:50 AM
jgao	it would be NerrizaPalo@myrealdatal.net. I tried to add email address it says something went wrong	4:08:42 AM
Anjainay Singh	Please allow me two minutes so that I can check a few backend settings.	4:09:18 AM
jgao	I can't add email addresses to all other users either	4:09:27 AM
	In order to turn on the 2FA authentication	4:09:44 AM
Anjainay Singh	No worries Jeremy I will resolve it for you.	4:10:16 AM
jgao	Please. Thanks	4:10:25 AM
Anjainay Singh	As I have checked and found that we need to do some back end settings in order to enable TFA for users .	4:12:42 AM
	I will enable the TFA for users on your behalf.	4:13:14 AM
jgao	Thanks	4:13:26 AM
Anjainay Singh	Could you please confirm the username who will need TFA access?	4:13:56 AM
	<i>4:14:07 AM Anjainay Singh is sharing a file with you image.png - (Size:19.23 KB)</i>	4:14:07 AM
	<i>Please confirm from here.</i>	
jgao	Yes, all these users	4:14:59 AM
Anjainay Singh	Please note that the charge for adding TFA per user is \$10/user/month.	4:15:02 AM
	I will send you an email to your address jgao@npftax.com, you just need to approve the change.	4:15:47 AM
jgao	Oh, I didn't know that. We only need one for Nerrizza	4:16:07 AM
	For now	4:16:13 AM

Anjainay Singh	Sure Jeremy I will do it for you.	4:16:26 AM
	Jeremy Gao, Is there anything else I may help you with?	4:16:41 AM
jgao	Is the TFA on now?	4:17:36 AM
	I still can't add the email address to her account	4:18:12 AM
Anjainay Singh	No, Jeremy I have to install certain software on software and need to add user to a particular group to provide an access.	4:18:19 AM
	Please provide her email address so that I can update it from backend for you.	4:18:46 AM
jgao	I see. It would be help@npftax.com	4:19:01 AM
Anjainay Singh	Thankyou for your update.	4:19:17 AM
	Is there anything else I may help you with ?	4:19:23 AM
jgao	That's it. Will the additional 10/user/month be included in my firm's next invoice? Or will it be a separate bill?	4:20:12 AM
Anjainay Singh	No it will be included in your invoice since it will be added.	4:20:50 AM
jgao	Ok. Noted	4:20:59 AM
Anjainay Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	4:21:01 AM
jgao	Sure, will do. Have a good one!	4:21:16 AM
Anjainay Singh	I will also share the ticket id with you over the mail once this chat is disconnected.	4:21:17 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:21:22 AM
<i>Anjainay Singh has ended this chat session</i>		4:21:29 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Sep, 8:17:43 PM

#81636 sarah

Email: sarah@aghstore.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 44 Secs

City: PINYAHAN

State: National Capital Region

Country: PHILIPPINES

Chat Transcript

Chat Duration : 49 Mins 5 Secs

sarah	Hello, I am your Acebuddy	17 Sep, 8:17:44 PM
Acebuddy	Hello Sarah Yabut, I'm your Ace Buddy. I'll be happy to assist you!	8:17:45 PM
	Whom Would You Like to Connect With?	8:17:45 PM
sarah	Technical Support (QB & App Hosting)	8:17:54 PM
Acebuddy	Welcome to Ace Support.	8:17:54 PM
	Please chose an option :	8:17:54 PM
sarah	I'd like to report an Issue	8:18:00 PM
Acebuddy	Please select an option!	8:18:01 PM
sarah	QuickBooks Issue	8:18:05 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:18:05 PM
sarah	QuickBooks Login Issue	8:18:09 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	8:18:10 PM
	Was that helpful?	8:18:10 PM
sarah	No	8:18:15 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:18:15 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:18:15 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	8:18:30 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:18:33 PM
	Hello Sarah	8:18:39 PM
	How are you?	8:18:43 PM
sarah	im okay. I'm just having issues logging in on quickbooks	8:20:25 PM
	<i>8:20:29 PM sarah is sharing a file with you <u>1_image.png</u> - (Size:20.65 KB)</i>	8:20:29 PM
Shashwat Verma	I will surely help you with this issue.	8:20:30 PM
	Got it	8:20:41 PM

	Kindly allow me two minutes to check the same.	8:20:45 PM
sarah	ok thanks!	8:20:51 PM
Shashwat Verma	We have made the changes from backend and to reflect on the same on server, we need to reboot the server	8:24:14 PM
	Shall we proceed now?	8:24:21 PM
sarah	sure	8:24:25 PM
Shashwat Verma	We have rebooted the server, kindly login the server again in 1 min.	8:25:19 PM
sarah	okay will do.	8:25:30 PM
Shashwat Verma	Kindly check for the issue now	8:27:14 PM
	<i>8:29:22 PM sarah is sharing a file with you 1_image.png - (Size:113.53 KB)</i>	8:29:22 PM
	Kindly close it if any button available or select myself (Edited)	8:29:52 PM
sarah	i selected the existed something and tried to login but having the same issue	8:30:59 PM
Shashwat Verma	Okay	8:31:02 PM
	<i>8:31:05 PM sarah is sharing a file with you 1_image.png - (Size:22.37 KB)</i>	8:31:05 PM
	May I take the remote access of your server?	8:31:05 PM
sarah	sure	8:31:14 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	8:31:20 PM
sarah	all good	8:31:34 PM
	<i>8:31:55 PM Shashwat Verma is sharing a file with you image.png - (Size:2.24 KB)</i>	8:31:55 PM
	<i>which username you are using?</i>	
	staff6	8:32:04 PM
Shashwat Verma	Okay	8:32:08 PM
	Could you please select the file ? (Edited)	8:33:35 PM
sarah	should I enter the username and password?	8:35:07 PM
Shashwat Verma	Yes	8:35:08 PM
	Okay	8:35:54 PM
	Try now please	8:37:47 PM
	Allow me 2-3 mins	8:38:30 PM
	Thanks for your patience	8:38:40 PM
	This message has been deleted	8:38:41 PM

sarah	okay	8:39:01 PM
Shashwat Verma	Could you please try to open this with 23 version	8:43:36 PM
sarah	i was able to open this one earlier but whenever I sent the PO for order I can't send any email it's routing me to setup one even though it was already setup I think on version 24	8:44:50 PM
Shashwat Verma	Okay, earlier you were using 24 version or the 23 version, you have said it get auto open in the earlier time you have used, as it already getting it saved on 23 verison	8:45:18 PM
	Okay	8:45:24 PM
	It get open in 23 version	8:45:33 PM
	May be you were using this, if you say we can try for 24 version too.	8:45:52 PM
sarah	Nope I was using the version 24 before I accidentally access the version 23 because of the confusion (same logo) on the desktop.	8:46:58 PM
Shashwat Verma	Got it, may be your email was also setup there only, let me check (Edited)	8:47:08 PM
	Kindly re-login again	8:52:27 PM
	Kindly accept the invite	8:54:18 PM
	Sarah, as prompted, the files needs to be update to compatible with version 24, if updated it can't be used with the 23 version, just to confirm, are you sure, you were using 24version? (Edited)	8:57:57 PM
	If yes, it shouldn't prompted for the update	8:58:17 PM
	Sarah, will get this fixed for you, just need your minor help	8:59:21 PM
	Hope you understand	8:59:30 PM
sarah	As far as I remember yes. But based from my Colleague our admin downgraded our QB from premium to gold. maybe that's the reason?	9:00:20 PM
Shashwat Verma	No actually, internal flavor downgrade doesn't affect the file version.	9:00:47 PM
	If once the file is upgraded, it can't be downgraded	9:01:12 PM
	We also get the disclaimer from intuit for the same, while updating the file	9:01:36 PM
	Shall we upgrade the file or you need time to get this checked by the Qb admin? (Edited)	9:03:07 PM
sarah	don't upgrade it yet. I'll check for version 23 may colleague was using that.	9:03:45 PM
Shashwat Verma	yes, they are using the 23 version	9:04:02 PM
	I have just checked the same (Edited)	9:04:08 PM
	Is there anything else I may help you with ?	9:06:02 PM
sarah	all good. thanks!	9:06:20 PM
Shashwat Verma	I have also checked that lexy is also on call with us	9:06:25 PM
	Sure	9:06:39 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:06:42 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this	

conversation, along with a ticket number and survey feedback form.

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

9:06:45 PM

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

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

Shashwat Verma has ended this chat session

9:06:50 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Sep, 2:34:39 AM

#81457 office

Email: office@pricecontracting.com 14062743064

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 15 Secs

City: STEVENSVILLE

State: Montana

Country: UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 32 Secs

office	Hello, I am your Acebuddy	12 Sep, 2:34:40 AM
Acebuddy	Hello Office, I'm your Ace Buddy. I'll be happy to assist you!	2:34:41 AM
	Whom Would You Like to Connect With?	2:34:41 AM
office	Technical Support (QB & App Hosting)	2:36:02 AM

Acebuddy	Welcome to Ace Support.	2:36:02 AM
	Please chose an option :	2:36:02 AM
office	I'd like to raise a Request	2:36:09 AM
Acebuddy	Please select your request type.	2:36:09 AM
office	Setup Ace Server	2:36:15 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	2:36:15 AM
office	Microsoft Windows	2:36:23 AM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	2:36:24 AM
	Do you need any further assistance on the topic?	2:36:24 AM
office	Yes	2:36:30 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:36:30 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:36:30 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	2:36:45 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	2:36:52 AM
office	Hello! I need to setup the Quickbooks server on a new laptop.	2:37:03 AM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:37:23 AM
office	server QBNXTENT.myreldata.net user name MaeF.NENT@myreldata.net	2:38:39 AM
Sanyam Madan	May I know which Operating system are you using Windows, MAC or Chromebook ?	2:38:41 AM
office	windows 11	2:39:01 AM
Sanyam Madan	As you are using the windows OS , you can directly download the RDP file from MyPortal itself	2:40:05 AM
	If you still need assistance, we can help you out in installing the RDP on the new server	2:40:55 AM
office	i dont have the myportal on my new computer	2:41:18 AM
Sanyam Madan	For your refrence : https://myportal.acecloudhosting.com/login	2:41:19 AM
	Let me assist you with managing MyPortal	2:41:42 AM
	May I take the remote access of your local computer?	2:41:47 AM
office	yes please	2:42:04 AM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	2:42:15 AM
	https://assist.acecloudhosting.com/join/7052972726	2:42:24 AM
office	it is not this computer that i'm typing on right now, though	2:42:25 AM
Sanyam Madan	Kindly paste this link in the browser of local computer and join the session.	2:42:27 AM
office	please hold	2:42:35 AM

Sanyam Madan	Paste the link in the browser of the computer you want us to access	2:42:52 AM
	Sure , please take your time	2:43:13 AM
office	zoho assist is loading	2:44:52 AM
Sanyam Madan	Okay	2:45:06 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	2:45:18 AM
	Is there anything else I may help you with ?	2:54:36 AM
	Are we still connected here?	2:56:43 AM
	Are we still connected here?	2:58:18 AM
	Are we still connected here?	3:00:03 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	3:00:09 AM
	<i>Sanyam Madan has ended this chat session</i>	3:00:12 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Sep, 10:30:17 PM

#81268 Dan Segawa

Email: dsegawa@armdynamics.com 3102935861

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: 28 Secs

City: ANNAPOLIS

State: Nevada

Country: UNITED STATES

Chat Transcript

Dan Segawa	Hello, I am your Acebuddy	8 Sep, 10:30:18 PM
Acebuddy	Hello Dan Segawa, I'm your Ace Buddy. I'll be happy to assist you!	10:30:18 PM
	Whom Would You Like to Connect With?	10:30:18 PM
Dan Segawa	Technical Support (QB & App Hosting)	10:30:23 PM
Acebuddy	Welcome to Ace Support.	10:30:23 PM
	Please chose an option :	10:30:23 PM
Dan Segawa	I'd like to report an Issue	10:30:28 PM
Acebuddy	Please select an option!	10:30:28 PM
Dan Segawa	Other Issue	10:30:34 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:30:34 PM
Dan Segawa	Loc C: drive space detected	10:30:48 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:30:49 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:30:49 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	10:31:00 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	10:31:05 PM
Dan Segawa	Hello Anjainay, trust you are having a wonderful day	10:31:25 PM
Anjainay Singh	Hello Dan, how are you?	10:32:10 PM
Dan Segawa	Doing well, thank you for asking	10:32:35 PM
Anjainay Singh	As I understood you are facing low C drive space issue at your end, am I right?	10:33:21 PM
Dan Segawa	That is correct	10:33:31 PM
Anjainay Singh	Please allow me two minutes to investigate it further	10:34:39 PM
	Dan I would do the cleanup process in C drive and will remove unwanted files and folders.	10:35:24 PM
Dan Segawa	sure....	10:36:05 PM
Anjainay Singh	Are we still connected here?	10:36:08 PM
Dan Segawa	yes	10:36:11 PM
	please proceed	10:36:18 PM
	advancedarmprod	10:36:28 PM
Anjainay Singh	I will also add 5 GB from my end.	10:36:36 PM
Dan Segawa	wonderful!	10:36:44 PM
Anjainay Singh	After cleaning up space I will let you over an email so until then you can continue your business work.	10:37:17 PM

	Is there anything else I may help you with ?	10:37:22 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.	10:37:58 PM
Dan Segawa	Yes, I will . Thank you and have a blessed day ahead	10:38:24 PM
Anjainay Singh	I will also share the ticket id with you over the mail once this chat is disconnected.	10:38:27 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:38:37 PM
Dan Segawa	thank you	10:38:39 PM
	<i>Anjainay Singh has ended this chat session</i>	10:38:46 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 23 Sep, 9:35:59 PM

#81851 Dinesh Dulal

Email: admin@ctaxllc.com 14438159975

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: 59 Secs

City: ROUND ROCK

State: Texas

Country: UNITED STATES

Chat Transcript Chat Duration : 10 Mins 11 Secs

Dinesh Dulal	Hello, I am your Acebuddy	23 Sep, 9:36:00 PM
Acebuddy	Hello Dinesh Dulal, I'm your Ace Buddy. I'll be happy to assist you!	9:36:01 PM
	Whom Would You Like to Connect With?	9:36:01 PM
Dinesh Dulal	Technical Support (QB & App Hosting)	9:36:14 PM

Acebuddy	Welcome to Ace Support.	9:36:14 PM
	Please chose an option :	9:36:14 PM
Dinesh Dulal	I'd like to report an Issue	9:36:19 PM
Acebuddy	Please select an option!	9:36:19 PM
Dinesh Dulal	Other Issue	9:36:31 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:36:31 PM
Dinesh Dulal	after installing taxdome app my screen black and unable to access	9:37:28 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:37:29 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:37:29 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:37:37 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	9:37:50 PM
	I will surely help you with this issue.	9:38:04 PM
Dinesh Dulal	this my screen now	9:38:44 PM
	<i>9:38:46 PM Dinesh Dulal is sharing a file with you <u>1_image.png</u> - (Size:12.1 KB)</i>	9:38:46 PM
Ashutosh Mishra	May I disconnect your server session?	9:40:12 PM
	You can login again and we can verify if it is a recurring issue or not.	9:41:26 PM
	Are we still connected here?	9:43:10 PM
Dinesh Dulal	i did	9:43:15 PM
	thank you	9:44:12 PM
	it works	9:44:17 PM
Ashutosh Mishra	Thanks for the confirmation ! (Edited)	9:44:33 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	9:46:05 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	9:46:08 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Ashutosh Mishra has ended this chat session</i>	9:46:11 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Sep, 8:22:05 PM

#81474 Pranav Shah

Email: pranav@kiriaccounting.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 22 Secs

City: RAMOL

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 24 Mins 48 Secs

Pranav Shah	Hello, I am your Acebuddy	12 Sep, 8:22:07 PM
Acebuddy	Hello Pranav Shah, I'm your Ace Buddy. I'll be happy to assist you!	8:22:07 PM
	Whom Would You Like to Connect With?	8:22:07 PM
Pranav Shah	Technical Support (QB & App Hosting)	8:22:19 PM
Acebuddy	Welcome to Ace Support.	8:22:19 PM
	Please chose an option :	8:22:19 PM
Pranav Shah	I'd like to report an Issue	8:22:28 PM
Acebuddy	Please select an option!	8:22:28 PM
Pranav Shah	Other Issue	8:22:34 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:22:34 PM
Pranav Shah	Server Issue	8:22:44 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:22:45 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	8:22:45 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	8:22:57 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:23:00 PM
	Hello Parnav	8:23:05 PM
	How are you? (Edited)	8:23:09 PM
Pranav Shah	Hello Shashwat,	8:23:16 PM
	I am fine. How are you?	8:23:26 PM
Shashwat Verma	Good	8:23:45 PM
	Let me know how can I help you?	8:23:59 PM
Pranav Shah	We are facing issue regarding slow working on server	8:24:43 PM
Shashwat Verma	I will surely help you with this issue.	8:24:58 PM
	Could you please confirm the username you are using?	8:25:28 PM
Pranav Shah	We have already sent email and ticket # is 763713	8:25:41 PM
Shashwat Verma	Let me check	8:25:50 PM
Pranav Shah	myrealdatalkiri_clientuser1	8:25:56 PM
	myrealdatalkiri_user3	8:26:15 PM
Shashwat Verma	Got it	8:26:45 PM
	Parnav, allow me 3-4 mins	8:26:56 PM
	Pranav, as this is your ongoing issue, our team has already investigated your case and found that the slowness was due to the high ping of the local internet you are using, as also mentioned in your email under the same ticket. However, we have checked the server resources as well, and they are working fine. Hence, we suggest you try connecting with some other internet connection for testing purposes.	8:30:06 PM
	Ping is the network response time that measures how long it takes for data to travel from your computer to a server and back, usually shown in milliseconds (ms).	8:30:39 PM
	<i>8:31:11 PM Shashwat Verma is sharing a file with you image.png - (Size:106.49 KB)</i>	8:31:11 PM
	It should be less than 20 ms	8:31:19 PM
Pranav Shah	Ok, then there is no issue from your end, right?	8:32:29 PM
Shashwat Verma	Yes	8:32:41 PM
	Server statistics are normal	8:33:05 PM
	<i>8:33:17 PM Shashwat Verma is sharing a file with you image.png - (Size:27.08 KB)</i>	8:33:17 PM
	We suggest you to connect with some other internet and try to connect the server	8:33:58 PM
Pranav Shah	ok	8:34:29 PM

Shashwat Verma	You can do one thing either connect now with some other internet and we can test in front of you or try at your end and let us know (Edited)	8:35:14 PM
Pranav Shah	Ok, can you please try and let us know	8:35:39 PM
Shashwat Verma	Do you have any other internet connection right now?	8:35:59 PM
	Will test on remote session	8:36:08 PM
Pranav Shah	Ok, let me check that	8:36:43 PM
Shashwat Verma	Sure, Shall I wait or proceed with remote session?	8:37:12 PM
Pranav Shah	now check	8:38:43 PM
	we changed the internet connection	8:38:43 PM
Shashwat Verma	May I take the remote access of your local computer?	8:38:59 PM
Pranav Shah	sure	8:39:13 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	8:39:22 PM
	https://assist.acecloudhosting.com/join/5952533083	8:39:35 PM
	Kindly Click on the link and open the downloaded file.	8:39:38 PM
Pranav Shah	ok	8:39:42 PM
Shashwat Verma	Kindly access the link	8:40:19 PM
	as per the remote session, local internet ping is high	8:46:38 PM
	You have suggested to connect later	8:46:48 PM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	8:46:51 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:46:53 PM
	<i>Shashwat Verma has ended this chat session</i>	8:46:55 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Sep, 5:57:43 PM

#81323 btessman

Email: btessman@exp-logistics.com ☎ +1

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 39 Secs

City: URBANDALE

State: Iowa

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 29 Secs

btessman	Hello, I am your Acebuddy	9 Sep, 5:57:45 PM
Acebuddy	Hello Ben Tessman, I'm your Ace Buddy. I'll be happy to assist you!	5:57:46 PM
	Whom Would You Like to Connect With?	5:57:46 PM
btessman	Technical Support (QB & App Hosting)	5:57:51 PM
Acebuddy	Welcome to Ace Support.	5:57:51 PM
	Please chose an option :	5:57:51 PM
btessman	I'd like to report an Issue	5:57:57 PM
Acebuddy	Please select an option!	5:57:57 PM
btessman	Other Issue	5:58:01 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:58:01 PM
btessman	We are seeing an alert about <10% space left when we login.	5:58:22 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:58:23 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:58:23 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	5:58:46 PM
btessman	Good morning Vikas - thanks in advance for your help	5:59:02 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	5:59:03 PM
	I deeply apologize for the inconvenience caused to you.	5:59:15 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:59:32 PM
btessman	ELogisticsInc.myreldata.net U: admin	6:00:15 PM
Vikas Singh Chauhan	Thanks for the confirmation !	6:00:26 PM
	Kindly allow me two minutes to check the same.	6:00:39 PM
btessman	sorry, my username is EL_Admin	6:00:48 PM

Vikas Singh Chauhan	Okay	6:01:08 PM
	So, this is for account Express Logistics Inc ?	6:02:04 PM
btessman	yes indeed	6:02:14 PM
Vikas Singh Chauhan	Thank you.	6:02:23 PM
	I am connected to the server , allow me to check the space on the server.	6:02:46 PM
	Currently it shows, C drive free space as 19%.	6:05:25 PM
	<i>6:05:30 PM Vikas Singh Chauhan is sharing a file with you image.png - (Size:23.24 KB)</i>	6:05:30 PM
btessman	I removed some of the downloads and unnecessary items when it was reported yesterday.	6:06:02 PM
	Can you find any additional items we can remove?	6:06:20 PM
Vikas Singh Chauhan	Great !!	6:06:24 PM
	Sure, allow me 2 more minutes to do the same.	6:06:39 PM
btessman	Thank you very much	6:06:52 PM
Vikas Singh Chauhan	I have removed the temporary files from the server now. Let me check the free space on the C drive now.	6:12:05 PM
	The free space on the C drive is now more than 25%.	6:12:30 PM
btessman	Excellent - I will have my team monitor this closely and we will be in touch if the problem resurfaces. Thank you kindly Vikas	6:12:57 PM
Vikas Singh Chauhan	No Worries.	6:13:02 PM
btessman	I think we are good for a while now :)	6:13:04 PM
Vikas Singh Chauhan	I will share the C drive details via email after this chat.	6:13:15 PM
btessman	Thank you	6:13:23 PM
Vikas Singh Chauhan	Is there anything else I may help you with ?	6:13:26 PM
btessman	Partnering with Ace Cloud Hosting has been a game changer for us. I am so happy we have made the move.	6:13:39 PM
	Just a simple request to have a wonderful day. You are appreciated.	6:13:52 PM
Vikas Singh Chauhan	Thank you so much Ben.	6:13:55 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	6:14:02 PM
btessman	Cheers Vikas. I will.	6:14:07 PM
Vikas Singh Chauhan	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	6:14:12 PM

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

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

Vikas Singh Chauhan has ended this chat session

6:14:15 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Sep, 9:35:39 PM

#81434 Vincent Vincent Innocenzi

Email: vince@sisuenterprisesinc.com ☎ 13124871133

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: 22 Secs

City: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 37 Secs

Vincent Vincent Innocenzi	Hello, I am your Acebuddy	11 Sep, 9:35:40 PM
Acebuddy	Hello Vince, I'm your Ace Buddy. I'll be happy to assist you!	9:35:41 PM
	Whom Would You Like to Connect With?	9:35:41 PM
Vincent Vincent Innocenzi	Technical Support (QB & App Hosting)	9:35:44 PM
Acebuddy	Welcome to Ace Support.	9:35:44 PM
	Please chose an option :	9:35:44 PM
Vincent Vincent		9:35:52 PM

Innocenzi	I'd like to report an Issue	
Acebuddy	Please select an option!	9:35:52 PM
Vincent Vincent Innocenzi	Password Reset	9:35:55 PM
Acebuddy	Please select an option below	9:35:55 PM
Vincent Vincent Innocenzi	Not Enrolled to Selfcare Portal	9:36:05 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	9:36:05 PM
	Do you need any further assistance on the topic?	9:36:05 PM
Vincent Vincent Innocenzi	Yes	9:37:01 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:37:01 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:37:01 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:37:21 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:37:23 PM
	Hello Vince	9:37:28 PM
	I will surely help you with this issue.	9:37:59 PM
Vincent Vincent Innocenzi	Hello, my CID is 70012	9:38:01 PM
	Username :- myrealdata\VincetL_SEINC	9:38:16 PM
	Can you email a link where i can reset the password?	9:38:41 PM
Shashwat Verma	Sure, have you tried earlier for using myportal?	9:39:23 PM
Vincent Vincent Innocenzi	no, what is the url?	9:39:34 PM
Shashwat Verma	myportal.acecloudhosting.com	9:39:44 PM
	Username is your CID	9:39:52 PM
	And for the password, kindly use the forget password option	9:40:14 PM
	Is that work for you?	9:41:51 PM
Vincent Vincent Innocenzi	Yes, getting in the system	9:42:02 PM
Shashwat Verma	Perfect	9:42:09 PM
	Is there anything else I may help you with ?	9:42:15 PM
	<i>The visitor's name, email address and phone number were changed.</i>	9:43:11 PM
Vincent Vincent Innocenzi	Think I should be good, thank you	9:44:01 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	9:44:11 PM

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

9:44:14 PM

Shashwat Verma has ended this chat session

9:44:18 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Sep, 8:19:17 PM

#81388 Kim

Email: kimberly@southernspc.com 13524464434

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 45 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 57 Secs

Kim	Hello, I am your Acebuddy	10 Sep, 8:19:18 PM
	qb is frozen	8:19:39 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	8:20:36 PM
	Hello Kim , how are you doing	8:21:08 PM
Kim	not good-- i have had issues with QB since frida and super behind. now its frozen	8:21:28 PM
Sanyam Madan	I apologize for the trouble you've experienced. I want to assure you that we will be taking the necessary steps to resolve this issue. (Edited)	8:22:01 PM
	Kindly help me with your server name and user name?	8:22:34 PM
Kim	southern site & power construction	8:22:51 PM
	kimberly	8:22:51 PM

Sanyam Madan	Kindly allow me two minutes to check the same.	8:23:01 PM
Kim	763758 last ticket number	8:23:05 PM
Sanyam Madan	Kim , we need to find the root cause of the issue, can you please answer the below questions	8:26:03 PM
	Is this issue affecting a single user or all users accessing the server ?	8:26:19 PM
Kim	idk it just froze up on me	8:26:31 PM
	the others havent even tried to get into the new file	8:26:40 PM
Sanyam Madan	At what specific point does the QB freezey?	8:26:47 PM
Kim	im trying to find the file size to ensure they are getting into the correct one	8:26:54 PM
	and then it froze	8:26:59 PM
	it just did--	8:27:05 PM
	there isnt a spectfic tine	8:27:18 PM
Sanyam Madan	Does the freezing issue occur with only QB or across multiple applications?	8:27:20 PM
Kim	QB	8:27:31 PM
	just the server	8:27:38 PM
	right now im really behind i just need it un froze	8:28:26 PM
Sanyam Madan	Please allow me 2 minutes. I will surely help you with this (Edited)	8:28:51 PM
	Can you please confirm is this your username ?	8:29:55 PM
	KimberlyLe@myrealdata.net	8:29:59 PM
Kim	my username to login is kimberl	8:30:15 PM
	kimberl	8:30:17 PM
	kimberly	8:30:20 PM
Sanyam Madan	Ok	8:30:27 PM
	We have made the required changes from the backend	8:32:22 PM
	Kindly confirm at your end and let us know	8:32:33 PM
Kim	ok its ogood ty	8:33:45 PM
Sanyam Madan	Is there anything else I may help you with ?	8:33:52 PM
Kim	yes-- can you jump on scotts computer and get him into the correct file? file size should be 480.62MB	8:35:07 PM
	hes showing 479.89	8:35:59 PM
Sanyam Madan	He needs help with getting into a QB file, am I right?	8:36:38 PM
Kim	yes,Ace had to create a new file for me to work in because other one was corrupt. now im in a new file and need to make sure he gets in the same one	8:37:20 PM
Sanyam Madan	For that , we will need remote access of Scott's server	8:38:16 PM

Kim	ok. hes sitting right here with his computer	8:38:29 PM
	ok he is logged in but it is not the same size as the one i have	8:38:47 PM
Sanyam Madan	Please ask Scott to accept the request on the server	8:39:16 PM
Kim	ok done	8:39:37 PM
Sanyam Madan	We are connected	8:40:56 PM
Kim	are you on. his server	8:43:27 PM
Sanyam Madan	Yes , I am connected but Scott is not reply to me	8:43:52 PM
Kim	we dont see any chat	8:44:03 PM
	should he exit QB?	8:44:24 PM
Sanyam Madan	I have written in the notepad	8:44:34 PM
Kim	we dont see any notebook	8:44:43 PM
Sanyam Madan	Yes please try that once	8:44:43 PM
Kim	his user name is scott	8:44:50 PM
	ok we see the mouse moving now	8:45:02 PM
Sanyam Madan	Please tell him to show the file he wants to get in	8:45:29 PM
Kim	the file he needs to get into is this one --hangon	8:45:49 PM
	<i>8:46:11 PM Kim is sharing a file with you Screenshot 2025-09-10 at 11.15.57AM.png - (Size:344.14 KB)</i>	8:46:11 PM
Sanyam Madan	File is opening fine	8:48:25 PM
Kim	ok im going to have him log out and check file size	8:48:41 PM
Sanyam Madan	Sure	8:48:47 PM
Kim	ok we are good for now thank u	8:50:08 PM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us. (Edited)	8:50:19 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:51:18 PM
	<i>Sanyam Madan has ended this chat session</i>	8:51:19 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Sep, 5:22:59 AM

#81364 KEITH

Email: ks.partsfast@gmail.com ☎ 7133203009

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: 57 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 26 Mins

KEITH	Hello, I am your Acebuddy	10 Sep, 5:23:00 AM
Acebuddy	Hello Keith Sholar, I'm your Ace Buddy. I'll be happy to assist you!	5:23:01 AM
	Whom Would You Like to Connect With?	5:23:01 AM
KEITH	Technical Support (QB & App Hosting)	5:23:04 AM
Acebuddy	Welcome to Ace Support.	5:23:04 AM
	Please chose an option :	5:23:04 AM
KEITH	I'd like to report an Issue	5:23:18 AM
Acebuddy	Please select an option!	5:23:18 AM
KEITH	QuickBooks Issue	5:23:21 AM
Acebuddy	What type of QuickBooks Issue are you facing?	5:23:21 AM
KEITH	Other QB related issue	5:23:28 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:23:28 AM
KEITH	2 issues. 1- get a message today about running low on drive space. 2 months ago I did company file maintenance enance ce and cond	5:25:38 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:25:38 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:25:38 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	5:26:46 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	5:26:58 AM

KEITH	2 months ago did company file maintenance and reduce our Company file from like 3200 mb to 1600mb of data cutting in half. not sure why we getting this messng about low disk space when we log in	5:27:15 AM
	2nd problem is when i am in multiview with qb reports and go to touch screens i get logged out. happened right now	5:27:58 AM
	not sure if these are connected	5:28:11 AM
	partsfast.myrealdata.net	5:28:30 AM
Anjainay Singh	I understand your concern Keith, and I assure you the precise resolution for this issue.	5:28:38 AM
KEITH	no worries. your team is always very helpful	5:29:07 AM
Anjainay Singh	Please allow me 4-5 minutes to inspect this issue at my end .	5:29:10 AM
	As I can see C drive as 24 GB free.	5:30:55 AM
KEITH	ok	5:31:08 AM
	only me and another user recievied the message about low space today.	5:31:41 AM
Anjainay Singh	Thankyou for your confirmation.	5:32:26 AM
	Could you please confirm how many times you have been logged out from server?	5:32:51 AM
KEITH	today just now. 1 time. yesterday 3 times. if i continue working it will happen 2 or 3 more times. perhaps the reports are to much in multiview ??????	5:34:11 AM
	normally i just wait a few minutes log in and work until i get done.	5:35:15 AM
	it seems to happen randomly to others 1 time a day when we are looking at reports.	5:36:00 AM
Anjainay Singh	Thankyou for your confirmation, so apart from you other users are also facing same issue, am I right?	5:36:49 AM
KEITH	yes.	5:37:09 AM
	its happens if we scroll the report up or down. typically only in multiview with multile reports open. i have 2 report open when i was just kicked off	5:38:33 AM
Anjainay Singh	No worries Keith I will assist you with the issue,	5:39:02 AM
	As I have cleared unwanted files and folder and have free up the space to 35.14 GB.	5:39:26 AM
	May I take the remote access of your server?	5:39:55 AM
KEITH	yes	5:40:47 AM
Anjainay Singh	Thankyou Keith.	5:41:00 AM
	Please disregard my previous comment. I need to take access of your local machine.	5:42:17 AM
KEITH	ok	5:42:26 AM
	no worries	5:42:29 AM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	5:42:35 AM
KEITH	ok we are good	5:42:46 AM
Anjainay Singh	https://assist.acecloudhosting.com/join/2662107784	5:43:36 AM

	We are connected.	5:44:57 AM
	Please stay connected.	5:50:10 AM
	Please stay connected.	6:04:41 AM
	Please stay connected,	6:16:21 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.	6:49:32 AM
	<i>Ended due to chat idle timeout</i>	6:49:32 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details	18 Sep, 4:08:39 AM
#81660 Pam Driscoll	
Email: pamelad6262@gmail.com ☎ 16023778932	
Department: Support(QB & App Hosting)	
Operator: Abhay Kumar Saraswat	
Website: https://www.acecloudhosting.com/support-chat.php	
Operating System: Microsoft Windows	
Browser: Google Chrome	
Device: Desktop	
Average Response Time: 30 Secs	
City: MESA	
State: Arizona	
Country: UNITED STATES	

Chat Transcript	Chat Duration : 41 Mins 43 Secs
Pam Driscoll	Hello, I am your Acebuddy
Acebuddy	Hello Pam Driscoll, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Pam Driscoll	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.

	Please chose an option :	4:08:44 AM
Pam Driscoll	I'd like to report an Issue	4:08:50 AM
Acebuddy	Please select an option!	4:08:50 AM
Pam Driscoll	Password Reset	4:08:54 AM
Acebuddy	Please select an option below	4:08:54 AM
Pam Driscoll	Already Enrolled to Selfcare Portal	4:08:59 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	4:08:59 AM
	Do you need any further assistance on the topic?	4:08:59 AM
Pam Driscoll	Yes	4:09:05 AM
Acebuddy	Please wait while we connect you to our Support Representative	4:09:05 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:09:05 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	4:09:12 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	4:09:18 AM
	I will be surely assisting you with this.	4:09:42 AM
Pam Driscoll	ok	4:09:49 AM
Abhay Kumar Saraswat	Is this for account: *Driscoll Home Investments LLC- Cox & Dewey Apartments*?	4:10:18 AM
Pam Driscoll	yes	4:10:31 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	4:10:55 AM
	Could you please let me know the issue you are facing while enrolling on the selfcare portal?	4:11:32 AM
	By the way, I can see that you are already enrolled on the self-care portal.	4:12:56 AM
Pam Driscoll	I believe about 30 days ago I was given a temp password. I thought I reset the password but I can't sign into the portal or to the website using that password. Plus the security questions it asks are one that I don't recall answering. I have written down one question but no others.	4:13:15 AM
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.	4:13:53 AM
Pam Driscoll	ok	4:14:01 AM
Abhay Kumar Saraswat	Thank you.	4:14:07 AM
	Please stay with me.	4:14:13 AM
Pam Driscoll	ok	4:14:21 AM
Abhay Kumar Saraswat	Thank you for your patience.	4:16:06 AM
	Okay, here's what I can do: I'll disenroll you from the self-care portal so you can restart the process from the beginning. After that, you'll be able to re-enroll with new security questions and then manage	4:17:37 AM

	your password as well. Would that be okay for you?	
Pam Driscoll	Will that get me into the server? Cause that password is not working either	4:18:04 AM
Abhay Kumar Saraswat	Are you into the server now?	4:18:33 AM
Pam Driscoll	no It won't let me sign in	4:18:46 AM
Abhay Kumar Saraswat	Because you don't remember the password, right? (Edited)	4:19:06 AM
Pam Driscoll	No I have the password. I wrote it down when I changed it about 30 days ago	4:19:36 AM
	Same for the self care portal. I wrote down what I changed it to and it won't let me sign in when I use it	4:20:08 AM
Abhay Kumar Saraswat	If you don't mind, can you share the same password with me?	4:20:58 AM
	Let me try to check it from my end.	4:21:08 AM
Pam Driscoll	Both of them should be llovescott1956!	4:21:29 AM
Abhay Kumar Saraswat	Then If doesn't work at my end, I'll suggest you another way to fix this issue.	4:21:32 AM
	Great, allow me a minute.	4:21:45 AM
Pam Driscoll	thanks	4:21:50 AM
Abhay Kumar Saraswat	Thank you for your patience.	4:23:08 AM
	I just checked at my end and I'm able to logged in your server with the same password.	4:23:31 AM
	Can I assist you with the remote session?	4:23:45 AM
Pam Driscoll	sure	4:23:58 AM
Abhay Kumar Saraswat	Might be there could be some issue with the RDP setup file. (Edited)	4:24:03 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	4:24:39 AM
	https://assist.acecloudhosting.com/join/6752050732	4:24:51 AM
Pam Driscoll	give me one sec	4:24:51 AM
Abhay Kumar Saraswat	Kindly paste this link in the browser of local computer and join the session.	4:24:55 AM
	Sure, take your time.	4:25:04 AM
	And then join the link.	4:25:10 AM
Pam Driscoll	ok where is the link	4:25:24 AM
Abhay Kumar Saraswat	Here it is.	4:26:00 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	4:27:52 AM
	Thank you for your patience.	4:49:32 AM

	As we discussed, your query and issue has been resolved.	4:49:46 AM
	Is there anything else I may help you with ?	4:49:51 AM
Pam Driscoll	Yes! Thank you for your time	4:50:06 AM
Abhay Kumar Saraswat	My pleasure to assist you.	4:50:07 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	4:50:14 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	4:50:18 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:50:21 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	4:50:24 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Sep, 8:46:38 PM

#81475 Jennifer Rogers

Email: jconnell@creeksideinvestors.com  12486010202

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 13 Secs

City: TROY

State: Michigan

Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 35 Secs

Jennifer Rogers	Hello, I am your Acebuddy	12 Sep, 8:46:39 PM
Acebuddy	Hello Jennifer Rogers, I'm your Ace Buddy. I'll be happy to assist you!	8:46:41 PM
	Whom Would You Like to Connect With?	8:46:41 PM
Jennifer Rogers	Technical Support (QB & App Hosting)	8:46:46 PM
Acebuddy	Welcome to Ace Support.	8:46:46 PM
	Please chose an option :	8:46:46 PM
Jennifer Rogers	I'd like to report an Issue	8:46:52 PM
Acebuddy	Please select an option!	8:46:52 PM
Jennifer Rogers	QuickBooks Issue	8:46:57 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:46:57 PM
Jennifer Rogers	Other QB related issue	8:47:04 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:47:04 PM
Jennifer Rogers	When we try to open a specific file called Pondview Estates, we keep getting a meessage saying to download the new File Doctor and it will not let us open the file.	8:47:39 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:47:39 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:47:39 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	8:48:09 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:48:12 PM
Jennifer Rogers	Hello	8:48:29 PM
Shashwat Verma	Hello	8:48:29 PM
	How are you?	8:48:36 PM
Jennifer Rogers	Good, how are you	8:48:45 PM
Shashwat Verma	I will surely help you with this issue.	8:48:59 PM
Jennifer Rogers	Great, thanks	8:49:07 PM
Shashwat Verma	Could you please share any screenshot of the issue?	8:49:41 PM
	<i>8:51:31 PM Jennifer Rogers is sharing a file with you Screenshot 2025-09-12 112113.jpg - (Size:52.53 KB)</i>	8:51:31 PM
	Got it	8:51:45 PM

	Jennifer, for you will download the QB doctor from backend and push it for you	8:52:10 PM
	Do you have any urgency for the same?	8:52:21 PM
Jennifer Rogers	I didn't think I could download things	8:52:41 PM
Shashwat Verma	Yes	8:52:52 PM
	Will do from our end (Edited)	8:52:57 PM
Jennifer Rogers	ok	8:53:03 PM
Shashwat Verma	As it requires other users to logoff from server for 30 mins	8:53:24 PM
Jennifer Rogers	ok	8:53:42 PM
	hold on one minute please	8:53:43 PM
Shashwat Verma	Could you please confirm whether we should proceed now or after some or in night hours?	8:53:56 PM
Jennifer Rogers	you can proceed in one minute :)	8:54:15 PM
	i'm just telling everyone to log off	8:54:21 PM
Shashwat Verma	We will prompt everyone for you	8:54:35 PM
	You means a lot for us	8:54:42 PM
	Jennifer, will download the doctor from our end and let you know on email in 30-35 mins, is that work for you?	8:55:40 PM
Jennifer Rogers	ok	8:55:41 PM
	now should be good	8:55:43 PM
	yes, that works	8:55:48 PM
Shashwat Verma	Is there anything else I may help you with ?	8:55:53 PM
Jennifer Rogers	that's it for now. thanks!	8:56:05 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	8:56:08 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:56:12 PM
<i>Shashwat Verma has ended this chat session</i>		8:56:15 PM



