

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Jun, 7:42:05 PM

#78154 Wendy Kastner

Email: wkastner@sccmich.org  4097676009

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: 31 Secs

City: FARMINGTON

State: Michigan

Country: UNITED STATES

Chat Transcript

Chat Duration : 4 Mins 17 Secs

Wendy Kastner	Hello, I am your Acebuddy	11 Jun, 7:42:06 PM
Acebuddy	Hello Wendy Kastner, I'm your Ace Buddy. I'll be happy to assist you!	7:42:08 PM
	Whom Would You Like to Connect With?	7:42:08 PM
Wendy Kastner	Technical Support (QB & App Hosting)	7:42:16 PM
Acebuddy	Welcome to Ace Support.	7:42:16 PM
	Please chose an option :	7:42:16 PM
Wendy Kastner	I'd like to report an Issue	7:42:23 PM
Acebuddy	Please select an option!	7:42:23 PM
Wendy Kastner	QuickBooks Issue	7:42:27 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:42:27 PM
Wendy Kastner	QuickBooks Login Issue	7:42:33 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	7:42:35 PM
	Was that helpful?	7:42:35 PM
Wendy Kastner	No	7:43:01 PM
Acebuddy		

No issues, please wait while I connect you to one our support engineers who'd assist you further.

7:43:01 PM

Acebuddy (bot) forwarded the chat request

7:43:01 PM

Anjainay Singh accepted the chat transfer request.

7:43:29 PM

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

7:43:35 PM

Wendy Kastner Hello.

7:43:43 PM

Anjainay Singh Hello Wendy.

7:44:25 PM

How are you?

7:44:36 PM

Wendy Kastner Okay. How are you?

7:44:45 PM

Anjainay Singh I am good Wendy, could you please confirm the QB issue so that I can resolve it for you? (Edited)

7:45:30 PM

Wendy Kastner Sorry. I just got through on the support line. Thanks anyway.

7:46:20 PM

Wendy Kastner has ended this chat session

7:46:24 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Jun, 9:56:57 PM

#78109 jaimeflores

Email: jaimeflores@oakgroveschool.org ☎ 2025772326

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min 11 Secs

City: OJAI

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 35 Secs

jaimeflores

Hello, I am your Acebuddy

10 Jun, 9:56:58 PM

Acebuddy	Hello Jaimeflores, 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
jaimeflores	Technical Support (QB & App Hosting)	9:57:04 PM
Acebuddy	Welcome to Ace Support.	9:57:04 PM
	Please chose an option :	9:57:04 PM
jaimeflores	I'd like to report an Issue	9:57:10 PM
Acebuddy	Please select an option!	9:57:10 PM
jaimeflores	Other Issue	9:57:15 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:57:15 PM
jaimeflores	Billing issues: Hello, Ace Cloud charged a larger amount this month without authorization. Could you please bring the bill back to normal and refund the extra amount? It's supposed to be \$276 per month	9:57:21 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:57:24 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:57:24 PM
	<i>Ankit accepted the chat transfer request.</i>	9:58:56 PM
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.	9:59:05 PM
	Hello Jaime, How are you doing today?	9:59:38 PM
	<i>Ankit is transferring the chat to Billing.</i>	10:04:38 PM
	<i>Ankit is transferring the chat to Billing.</i>	10:08:05 PM
jaimeflores	All is well but I'm afraid something happened with our bill	10:08:20 PM
	Billing issues: Hello, Ace Cloud charged a larger amount this month without authorization. Could you please bring the bill back to normal and refund the extra amount? It's supposed to be \$276 per month	10:08:22 PM
	Thanks Ankit. The billing channel is unattended I've been trying to resolve this for a while now.	10:08:53 PM
Ankit	I deeply apologize for the inconvenience caused to you.	10:09:09 PM
	I will surely help you with this issue.	10:09:12 PM
	Kindly allow me 2-3 minutes to transfer this chat to the concerned team.	10:10:58 PM
	<i>Ankit is transferring the chat to Billing.</i>	10:11:26 PM
	<i>Aditya accepted the chat transfer request.</i>	10:11:30 PM
Aditya	I'm your Ace Buddy. I'll be happy to assist you!	10:11:50 PM
	My name is Aditya, I will assist you today	10:11:56 PM
	Can you please tell me your company name?	10:12:25 PM
jaimeflores	Oak Grove School	10:13:32 PM
	Billing issues: Hello, Ace Cloud charged a larger amount this month without authorization. Could you please bring the bill back to normal and refund the extra amount? It's supposed to be \$276 per month	10:13:33 PM

	Thank you.	10:13:49 PM
Aditya	Please wait for 2 minutes so that we can check upon your issues.	10:14:53 PM
jaimeflores	Thank you	10:16:07 PM
Aditya	We have added Microsoft standard for 5 users at \$15.50.	10:17:56 PM
	Thats why we have you extra for the June month.	10:18:33 PM
jaimeflores	Thanks for checking Aditya, the problem is that your system doesn't accept any of the MS version that we have. we had a plan to further investigate how to allow our office version to work on yopur platfrom. the plan was not to start charging us for service that we already pay for	10:19:07 PM 10:19:41 PM
	we would be paying microsoft twioce	10:19:53 PM
	can we pause this billing until we sort out a solution that works for both parties?	10:20:34 PM
	Can we continue this conversation via email? I have to go now. We need to get a refund for this service and stop billing for Microsoft please., Let me know who do I have to talk to in order to install our version of MS Office	10:22:05 PM
Aditya	Give us 24 working hours so that we can investigate upon your issue and if we are charging any extra amount it will be refunded into your account.	10:22:17 PM
jaimeflores	Thank you.	10:22:18 PM
Aditya	Yes	10:22:27 PM
jaimeflores	Yes, thank you.	10:22:27 PM
	We need to get a refund for this service and stop billing for Microsoft please., Let me know who do I have to talk to in order to install our version of MS Office	10:22:28 PM
Aditya	for this issue our support department can help you.	10:23:20 PM
	I will transfer this chat to support department	10:23:38 PM
	Just wait for 2 mins.	10:23:44 PM
	<i>Aditya is transferring the chat to Support(QB & App Hosting).</i>	10:23:52 PM
	<i>Yash Ahi accepted the chat transfer request.</i>	10:24:09 PM
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.	10:24:14 PM
	Hi Jaime. How are you doing today?	10:24:28 PM
	I will surely help you with this installation.	10:25:16 PM
	Could you please help me with the details, which license you will be using and which application you want to install on the server? (Edited)	10:25:48 PM
	Are we still connected here?	10:28:06 PM
	Are we still connected here?	10:30:04 PM
	Are we still connected here?	10:31:14 PM

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

10:32:28 PM

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

10:32:31 PM

Yash Ahi has ended this chat session

10:32:34 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Jun, 1:22:33 AM

#77808 Jessica Gordon

Email: jgordon@liverinstitutenw.org 3609088903

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: SEATTLE

State: Washington

Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 44 Secs

Jessica Gordon	Hello, I am your Acebuddy	4 Jun, 1:22:34 AM
Acebuddy	Hello Jessica Gordon, I'm your Ace Buddy. I'll be happy to assist you!	1:22:35 AM
	Whom Would You Like to Connect With?	1:22:35 AM
Jessica Gordon	Technical Support (QB & App Hosting)	1:22:42 AM
Acebuddy	Welcome to Ace Support.	1:22:42 AM
	Please chose an option :	1:22:42 AM
Jessica Gordon	I'd like to raise a Request	1:22:52 AM
Acebuddy	Please select your request type.	1:22:52 AM
Jessica Gordon	Application Update	1:23:08 AM

Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	1:23:08 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	1:23:08 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.	1:58:18 AM

Ended due to chat idle timeout

1:58:18 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Jun, 1:15:36 PM

#78733 Sammy Baily

Email: sammy@agbuildershawaii.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: MILILANI

State: Hawaii

Country: UNITED STATES

Chat Transcript

Chat Duration : 46 Mins 7 Secs

Sammy Baily	Hello, I am your Acebuddy	27 Jun, 1:15:38 PM
Acebuddy	Hello Sammy Baily, I'm your Ace Buddy. I'll be happy to assist you!	1:15:39 PM
	Whom Would You Like to Connect With?	1:15:39 PM
Sammy Baily	Technical Support (QB & App Hosting)	1:15:51 PM
Acebuddy	Welcome to Ace Support.	1:15:51 PM
	Please chose an option :	1:15:51 PM

Sammy Baily	I'd like to report an Issue	1:16:00 PM
Acebuddy	Please select an option!	1:16:00 PM
Sammy Baily	Password Reset	1:16:26 PM
Acebuddy	Please select an option below	1:16:26 PM
Sammy Baily	Not Enrolled to Selfcare Portal	1:16:34 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.	1:16:34 PM
	Do you need any further assistance on the topic?	1:16:34 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	2:01:45 PM
	<i>Ended due to chat idle timeout</i>	2:01:45 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Jun, 11:50:32 AM

#78495 ankit

Email: ankit@hkidata.com

Department: Support(QB & App Hosting)

Operator: Ayush kumar

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

City: AMIRPURA

State: Gujarat

Country: INDIA

Chat Transcript

ankit Hello, I am your Acebuddy

20 Jun, 11:50:32 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Jun, 12:17:56 AM

#78060 Hiral Hiral Patel

Email: hpatel@sagemonthotels.com 19515454888

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: 28 Secs

City: CORONA

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 29 Mins 31 Secs

Hiral Hiral Patel	Hello, I am your Acebuddy	10 Jun, 12:17:58 AM
Acebuddy	Hello Ajay Raman, I'm your Ace Buddy. I'll be happy to assist you!	12:17:58 AM
	Whom Would You Like to Connect With?	12:17:58 AM
Hiral Hiral Patel	Technical Support (QB & App Hosting)	12:19:17 AM
Acebuddy	Welcome to Ace Support.	12:19:17 AM
	Please chose an option :	12:19:17 AM
Hiral Hiral Patel	I'd like to raise a Request	12:19:24 AM
Acebuddy	Please select your request type.	12:19:24 AM
Hiral Hiral Patel	Setup Ace Server	12:19:37 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	12:19:37 AM
Hiral Hiral Patel	Microsoft Windows	12:19:44 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	12:19:44 AM

	Do you need any further assistance on the topic?	12:19:44 AM
Hiral Hiral Patel	Yes	12:21:54 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:21:54 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:21:54 AM
	<i>Manish Singh accepted the chat transfer request.</i>	12:22:10 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	12:22:15 AM
	Hii Ajay	12:22:20 AM
Hiral Hiral Patel	Hi, I need help setting up my Quickbooks server with link for Sagemont Hotels.	12:23:02 AM
Manish Singh	I will surely help you with this issue.	12:23:07 AM
	May I take the remote access of your local computer?	12:23:11 AM
Hiral Hiral Patel	Yes.	12:23:25 AM
Manish Singh	https://assist.acecloudhosting.com/join/7152911909	12:23:37 AM
	Kindly paste this link in the browser of local computer and join the session.	12:23:40 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	12:23:44 AM
Hiral Hiral Patel	I believe I am joined.	12:24:53 AM
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.	12:25:07 AM
	Are we still connected here?	12:35:28 AM
	There is no response on local session.	12:35:44 AM
	Are we still connected here?	12:36:30 AM
	Are we still connected here?	12:37:03 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.	12:37:08 AM
	Regarding Password reset request.	12:37:26 AM
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	12:37:32 AM
Hiral Hiral Patel	Do you wan tme to typ here?	12:38:13 AM
	I'm trying to get access to myportal.	12:38:26 AM
	Ask asked in the other chat box.	12:38:29 AM
Manish Singh	Kindly email us so that we can proceed with the password reset request.	12:39:59 AM
	Is there anything else I may help you with ?	12:40:01 AM
	<i>The visitor's name, email address and phone number were changed.</i>	12:41:14 AM

As the issue is resolved through Myportal.

12:44:33 AM

Is there anything else I may help you with ?

12:44:36 AM

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

12:47:24 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!

12:47:28 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/>)

Manish Singh has ended this chat session

12:47:29 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Jun, 11:29:03 PM

#78750 Mark Sizemore

Email: mark@firstcoastcpa.com ☎ 9043344651

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: JACKSONVILLE

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 27 Secs

Mark Sizemore

Hello, I am your Acebuddy

27 Jun, 11:29:04 PM

Acebuddy	Hello Mark Sizemore, I'm your Ace Buddy. I'll be happy to assist you!	11:29:05 PM
	Whom Would You Like to Connect With?	11:29:05 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	28 Jun, 12:02:32 AM
	<i>Ended due to chat idle timeout</i>	12:02:32 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details	4 Jun, 11:27:34 PM
#77859 Raquel Martinez	
Email: raquel@rchomesinc.com ☎ 13234502331	
Department: Support(QB & App Hosting)	
Operator: Anjainay Singh	
Website: https://www.acecloudhosting.com/support-chat.php	
Operating System: Microsoft Windows	
Browser: Google Chrome	
Device: Desktop	
Average Response Time: 1 Min 6 Secs	
City: HUNTINGTON BEACH	
State: California	
Country: UNITED STATES	

Chat Transcript	Chat Duration : 48 Mins 14 Secs
Raquel Martinez	Hello, I am your Acebuddy
Acebuddy	Hello Raquel Martinez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Raquel Martinez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Raquel Martinez	I'd like to report an Issue

Acebuddy	Please select an option!	11:28:13 PM
Raquel Martinez	Other Issue	11:28:19 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:28:19 PM
Raquel Martinez	Fatal Error Message, startup of sage software and login credentials	11:28:48 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:28:49 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:28:49 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	11:29:40 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	11:30:25 PM
Raquel Martinez	Great and nice to e-meet you Anjainay	11:31:29 PM
Anjainay Singh	"I'm sorry to hear you're experiencing this issue. Let me look into it for you right away.	11:31:42 PM
	<i>11:32:04 PM Raquel Martinez is sharing a file with you image (3).png - (Size:167.03 KB)</i>	11:32:04 PM
	<i>11:32:09 PM Raquel Martinez is sharing a file with you image (4).png - (Size:402.76 KB)</i>	11:32:09 PM
	Thankyou Raquel, please provide me two minutes so that I can look into the insights of this issue.	11:33:34 PM
Raquel Martinez	You got it	11:34:26 PM
Anjainay Singh	We can resolve it by rebooting the server.	11:36:42 PM
Raquel Martinez	Okay	11:37:11 PM
	Do you need everyone logged off?	11:37:21 PM
Anjainay Singh	Yes please inform every users to logout and once I notify then login back into it.	11:38:08 PM
	Please save all your data.	11:38:17 PM
Raquel Martinez	Informing the team now. One sec	11:38:27 PM
Anjainay Singh	Sure.	11:38:40 PM
	Please confirm when I can proceed.	11:40:28 PM
Raquel Martinez	Okay. Team has confirmed everyone is logged out and saved data. Please reboot.	11:40:49 PM
Anjainay Singh	Thankyou.	11:41:32 PM
	I have rebooted the server.	11:42:04 PM
Raquel Martinez	Should I try first?	11:42:14 PM
	I don't want to share with the team yet if I am not working properly first	11:42:27 PM
Anjainay Singh	Yes you may try to access the Sage application at your end first and let me know the outcome.	11:43:26 PM
Raquel Martinez	Okay everything is working on my end. Just a little slow the connection in Sage. Is that something you can look into?	11:46:17 PM
Anjainay Singh	Sure , please allow me two minutes so that I can look into it.	11:46:32 PM

Raquel Martinez	Thanks	11:47:25 PM
Anjainay Singh	Could you please try to open other applications and let me know whether you are facing same slowness issue with them?	11:48:11 PM
Raquel Martinez	I am running an AP aging report.	11:49:12 PM
Anjainay Singh	Okay, are you facing same slowness with it ?	11:49:42 PM
Raquel Martinez	Seems to be okay now.	11:49:50 PM
	Let me ask the team to login and see if they are all up to speed and able to log in	11:50:09 PM
Anjainay Singh	Sure , I am waiting your confirmation.	11:50:54 PM
Raquel Martinez	Please hold one sec	11:51:08 PM
Anjainay Singh	Please take your proper time.	11:51:24 PM
Raquel Martinez	Anjainay one of my team members is experiencing slower than usual but able to log in	11:53:54 PM
	Same issue I was mentioning to you	11:54:01 PM
	Another team member advise same issue slow speed	11:55:16 PM
	Another team member same issue	11:55:34 PM
	<i>11:56:03 PM Raquel Martinez is sharing a file with you <u>1_image.png</u> - (Size:91.92 KB)</i>	11:56:03 PM
Anjainay Singh	As I have observed at my end that resource utilization on server is going high and it is causing server slowness.	11:56:13 PM
Raquel Martinez	So what does that mean?	11:56:55 PM
	Is the number of my team on the server causing the slow speed? And if so, how can we fix this issue?	11:57:21 PM
Anjainay Singh	Please do not worry about that actually I am adding additional resources to server to prevent out the slowness.	11:59:40 PM
Raquel Martinez	Okay so am I waiting on something else from you?	5 Jun, 12:00:31 AM
Anjainay Singh	Please stay on hold for 4-5 minutes so that I can fix the issue.	12:02:36 AM
Raquel Martinez	okay please take your time. thanks	12:04:08 AM
Anjainay Singh	I have added the resources.	12:07:38 AM
	could you please whether users are still having slowness issue?	12:08:49 AM
Raquel Martinez	Let me check	12:09:02 AM
Anjainay Singh	Sure.	12:09:35 AM
Raquel Martinez	It seems like everyone is okay with the speed now. If we encounter anymore issues we will be in contact with support. Thank you again Anjainay for you assistance today	12:12:05 AM
Anjainay Singh	Is there anything else I may help you with ?	12:12:18 AM
	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.	12:12:45 AM

Raquel Martinez	I would be more than happy to provide a feedback for your help today :)	12:13:28 AM
Anjainay Singh	You did a fantastic job today. Nothing else I need help of.	12:13:47 AM
Raquel Martinez	I will also share the ticket id with you over the mail once this chat is disconnected.	12:14:06 AM
Anjainay Singh	Sounds good	12:14:26 AM
Anjainay Singh	You may also write your valuable feedback on email which you will receive after this chat gets disconnected.	12:15:01 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:15:16 AM
Raquel Martinez	Same to you :)	12:15:37 AM
	<i>Anjainay Singh has ended this chat session</i>	12:15:56 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Jun, 7:59:45 PM

#77901 Avromi Oratz

Email: ao@farberplastics.com 15163784860

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: 54 Secs

City: FREEPORT

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 43 Mins 2 Secs

Avromi Oratz	Hello, I am your Acebuddy	5 Jun, 7:59:46 PM
Acebuddy	Hello Avromi Oratz, I'm your Ace Buddy. I'll be happy to assist you!	7:59:47 PM
	Whom Would You Like to Connect With?	7:59:47 PM

Avromi Oratz	Technical Support (QB & App Hosting)	7:59:53 PM
Acebuddy	Welcome to Ace Support.	7:59:53 PM
	Please chose an option :	7:59:53 PM
Avromi Oratz	I'd like to report an Issue	7:59:58 PM
Acebuddy	Please select an option!	7:59:58 PM
Avromi Oratz	QuickBooks Issue	8:00:01 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:00:01 PM
Avromi Oratz	QuickBooks Login Issue	8:00:08 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	8:00:08 PM
	Was that helpful?	8:00:08 PM
Avromi Oratz	No	8:00:13 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:00:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:00:13 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	8:01:02 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	8:01:09 PM
Avromi Oratz	My quickbooks is showing that my subscription has expired and is only allowing view access. I logged into my quickbooks account and see that it does not expire until October. I also see that I am still running the old version of QB and it was never updated.	8:01:13 PM
Anjainay Singh	I really apologize for the inconvenience caused at your end.	8:03:16 PM
	I will surely assist you with all your issues with proper resolution.	8:04:05 PM
Avromi Oratz	Is it possible that the expired subscription notice is due to not upgrading?	8:04:35 PM
Anjainay Singh	Please allow me two minutes so that I can look into it.	8:04:58 PM
	I am working on it please stay connected.	8:07:44 PM
	I am making changes in backend files .	8:12:13 PM
Avromi Oratz	What does that mean?	8:13:22 PM
Anjainay Singh	QB has several files which may cause error for QB license so I am making changes in it which may resolve the issue.	8:13:59 PM
Avromi Oratz	Ok. Let me know when it is done	8:14:38 PM
Anjainay Singh	Sure.	8:14:44 PM
Avromi Oratz	I am chatting with quickbooks in another screen and they are saying it is because you guys did not update me to 2024 version	8:20:56 PM
Anjainay Singh	I understand your concern , but QB 2023 is valid till 31st May 2026.	8:21:48 PM
Avromi Oratz	Either way, shouldn't you guys be updating me automatically? Isn't that part of the service?	8:22:11 PM

Anjainay Singh	I understand your situation, actually when there is new update on server for QB it may lead to data loss.	8:23:53 PM
	We only update the QB when we are notified by customers.	8:24:13 PM
Avromi Oratz	Ok, in the meantime let's get this working please and then we can deal with the update separately because right now I am down	8:24:39 PM
Anjainay Singh	Sure Avromi , I am already working on it.	8:25:53 PM
	I tried to fix it but its still giving the same renewal error.	8:28:04 PM
	You may contact intuit support in order to renew your QB license.	8:28:20 PM
	They will provide you new product code and you need to share it with us.	8:28:42 PM
	We will install new version using that code.	8:28:57 PM
Avromi Oratz	I have the product code	8:29:36 PM
Anjainay Singh	That's great please provide it to me so that I can proceed with upgrade.	8:30:11 PM
Avromi Oratz	Before you proceed, can you tell me where my quickbooks backup files are stored and if there is a way to verify that quickbooks is in fact being backed up?	8:30:47 PM
Anjainay Singh	We backup your whole server daily .	8:31:39 PM
Avromi Oratz	Because it is showing me the last backup was July 2024	8:31:40 PM
Anjainay Singh	We keep backup for last 45 days and it includes all your data , applications file.	8:32:26 PM
Avromi Oratz	Got it. The new product code is 953332	8:32:54 PM
	I already downloaded the install file if you need it.	8:33:06 PM
Anjainay Singh	Thankyou for your understanding, I will download the new version of QB and will inform you over an email.	8:34:22 PM
	As installation may take 10-15 minutes.	8:34:46 PM
Avromi Oratz	Do you need me to switch to single user first? Do I need to do anything in order for you to proceed?	8:35:21 PM
	Also will this work for my other user as well? Does she need to do anything?	8:35:35 PM
Anjainay Singh	Once installation is completed we need to reboot the server as part of installation.	8:36:03 PM
Avromi Oratz	Ok, do you need me to do anything? Should I close out of quickbooks or switch to single user?	8:36:36 PM
Anjainay Singh	When I will need to reboot server I will notify you over an email or server, until then you may carry your work.	8:37:19 PM
Avromi Oratz	ok	8:37:30 PM
Anjainay Singh	Is there anything else I may help you with ?	8:38:30 PM
	Are we still connected here?	8:40:12 PM
Avromi Oratz	no. Let me know when it is ready	8:40:23 PM
Anjainay Singh	Sure Avromi.	8:41:51 PM
	I have started working on it.	8:42:16 PM

You may disconnect this chat , I will notify you over an email.

8:42:43 PM

Avromi Oratz has ended this chat session

8:42:49 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Jun, 5:45:24 PM

#77830 Craig Lewis

Email: craig@wpvc.org 14076005197

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 30 Secs

City: NEW SMYRNA BEACH

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 24 Secs

Craig Lewis	Hello, I am your Acebuddy	4 Jun, 5:45:25 PM
Acebuddy	Hello Craig, I'm your Ace Buddy. I'll be happy to assist you!	5:45:27 PM
	Whom Would You Like to Connect With?	5:45:27 PM
Craig Lewis	Technical Support (QB & App Hosting)	5:45:37 PM
Acebuddy	Welcome to Ace Support.	5:45:37 PM
	Please chose an option :	5:45:37 PM
Craig Lewis	I'd like to report an Issue	5:45:47 PM
Acebuddy	Please select an option!	5:45:47 PM
Craig Lewis	Other Issue	5:45:56 PM
Acebuddy		

	Please specify the issue you are facing before I connect you to an available support representative!	5:45:56 PM
Craig Lewis	When i open Ace Connect and enter my password, the screen flashes, trys to connect, then doesnt	5:46:28 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:46:35 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:46:35 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	5:46:49 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	5:47:03 PM
	Could you please share the screenshot of the pre and post attempt, it would help me accurately isolate the issue.	5:48:36 PM
Craig Lewis	one second	5:49:53 PM
Shivam Singh	Sure, please take your time	5:50:31 PM
Craig Lewis	i'm trying to share a video, but it won't let me attach	5:53:07 PM
Shivam Singh	No problem, thanks for the cooperation though.	5:54:08 PM
	May I take the remote access of your local computer?	5:54:11 PM
Craig Lewis	ok	5:54:19 PM
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.	5:54:35 PM
Craig Lewis	ok	5:54:42 PM
	ready when you are	5:55:21 PM
Shivam Singh	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/5982066849	5:55:31 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	5:59:06 PM
Craig Lewis	ok	5:59:21 PM
Shivam Singh	Thanks for the confirmation !	6:00:00 PM
	<i>The visitor's name was changed from craig to Craig Lewis.</i>	6:03:36 PM
Craig Lewis	i think all is good	6:20:59 PM
Shivam Singh	Great	6:21:16 PM
	Is there anything else I may help you with ?	6:21:21 PM
Craig Lewis	no. all set. thanks	6:21:30 PM
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	6:21:39 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:21:44 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

6:21:47 PM

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

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

Shivam Singh has ended this chat session

6:21:50 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Jun, 7:41:14 PM

#78514 fkoons

Email: russ@keypre.com ☎ 116102975220

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: 23 Secs

City: ALLENTOWN

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 24 Secs

fkoons	Hello, I am your Acebuddy	20 Jun, 7:41:15 PM
Acebuddy	Hello Fred Koons, I'm your Ace Buddy. I'll be happy to assist you!	7:41:15 PM
	Whom Would You Like to Connect With?	7:41:15 PM
fkoons	Technical Support (QB & App Hosting)	7:41:22 PM
Acebuddy	Welcome to Ace Support.	7:41:22 PM

	Please chose an option :	7:41:22 PM
fkoons	I'd like to raise a Request	7:41:28 PM
Acebuddy	Please select your request type.	7:41:28 PM
fkoons	Change in Users	7:41:36 PM
Acebuddy	Please select your desired option!	7:41:37 PM
fkoons	User Addition	7:41:41 PM
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	7:41:42 PM
	Do you need any further assistance on the topic?	7:41:42 PM
fkoons	Yes	7:41:47 PM
Acebuddy	Please wait while we connect you to our Support Representative	7:41:47 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:41:47 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	7:41:58 PM
fkoons	Hello	7:42:03 PM
	I would like to add a user to my portal to be able to manage users	7:42:10 PM
	User is Russ Carman, russ@keypre.com	7:42:16 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	7:42:19 PM
	Could you please also share the user's phone number so that I can add him on your behalf.	7:43:42 PM
fkoons	+16102975220	7:44:16 PM
Anjainay Singh	Please provide your approval , on support@acecloudhosting.com from registered email address fkoons@keypre.com so that I can proceed ahead with user addition.	7:44:46 PM
fkoons	Done.	7:45:29 PM
Anjainay Singh	Sure , please allow me two minutes.	7:46:00 PM
	I have received your email, once user is created I will send the details over an email.	7:46:58 PM
fkoons	Thank you!	7:47:04 PM
Anjainay Singh	Is there anything else I may help you with ?	7:47:42 PM
fkoons	That's all. Thank you!	7:48:04 PM
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.	7:48:21 PM
	I will also share the ticket id with you over the mail once this chat is disconnected.	7:48:29 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:48:51 PM
fkoons	You too	7:48:59 PM
Anjainay Singh	You may disconnect this chat.	7:49:04 PM

Anjainay Singh has ended this chat session

7:49:39 PM

Fred Koons has ended this chat session

7:49:39 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Jun, 8:16:04 PM

#78563 Stephen Stull

Email: ddarrigo@stullcpa.com ☎ 18176610095

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 28 Secs

City: FT MYERS

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 55 Mins 20 Secs

Stephen Stull	Hello, I am your Acebuddy	23 Jun, 8:16:05 PM
Acebuddy	Hello Ddarrigo, I'm your Ace Buddy. I'll be happy to assist you!	8:16:06 PM
	Whom Would You Like to Connect With?	8:16:06 PM
Stephen Stull	Technical Support (QB & App Hosting)	8:17:07 PM
Acebuddy	Welcome to Ace Support.	8:17:07 PM
	Please chose an option :	8:17:07 PM
Stephen Stull	I'd like to report an Issue	8:17:16 PM
Acebuddy	Please select an option!	8:17:16 PM
Stephen Stull	Other Issue	8:17:49 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:17:49 PM

Stephen Stull	I have a user that can't see the C drive on the server	8:18:24 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:18:25 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:18:25 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	8:18:34 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	8:18:43 PM
	Hello Ddarrigo, I will surely help with this.	8:19:08 PM
	Kindly allow me two minutes to check the same.	8:19:12 PM
Stephen Stull	Hello! Thank you	8:19:18 PM
Ashutosh Mishra	Please note you have to type "C:" without the quotes and press Enter Key in the file explorer in address bar to open the C: drive.	8:22:29 PM
	Are we still connected here?	8:24:22 PM
Stephen Stull	Yes	8:24:39 PM
	I'm not sure I follow	8:24:47 PM
	I can see the C drive in "my pc" and another user too	8:25:06 PM
	We need Michelle to see it and we are waiting to get this fix since las Wednesday	8:25:25 PM
Ashutosh Mishra	I see, may i know if you have any ticket number for this concern.	8:27:04 PM
	This would help us identify the core issue.	8:27:23 PM
Stephen Stull	I'm not sure, I open a chat like this one last week	8:28:00 PM
Ashutosh Mishra	Sure, may I know the username who is facing the issue.	8:29:59 PM
Stephen Stull	Michelle	8:30:18 PM
	Is the name of the user	8:30:27 PM
Ashutosh Mishra	May I take the remote access of user's server?	8:30:46 PM
Stephen Stull	One second	8:31:14 PM
Ashutosh Mishra	Please also let the user know prior providing the access, It is suggested to close any important documents at her end.	8:31:26 PM
Stephen Stull	Ok	8:33:04 PM
	Ok your there	8:34:19 PM
	I know how to open the C from the address bar	8:35:18 PM
	But we need the permition to see it from my PC, so another software can see the Drive	8:35:39 PM
Ashutosh Mishra	Do you mean that the server's C: drive should be visible on your local computer?	8:36:15 PM
Stephen Stull	Exactly	8:36:26 PM
	We need to access the C drive from the software EasyACCT because the D drive fails when we want to open data from ity	8:37:04 PM

	I have another ticket for that too, that's why you enable the C drive local access for everybody	8:37:27 PM
	But for some reason, it is not working for Michelle	8:37:40 PM
Ashutosh Mishra	The EasyACCT Software is on the local computer or on the Ace server?	8:38:30 PM
Stephen Stull	Yes	8:38:39 PM
Ashutosh Mishra	May I take the remote access of your local computer to identify how you access the C: drive from software?	8:39:28 PM
Stephen Stull	Yes	8:39:43 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	8:39:55 PM
	Kindly paste this link in the browser of local computer and join the session.	8:40:07 PM
	https://assist.acecloudhosting.com/join/5622934939	8:40:09 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:11:26 PM
	<i>Ended due to chat idle timeout</i>	9:11:26 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Jun, 9:27:40 PM

#78104 Anna

Email: lightboxbooks@gmail.com ☎ +639569501228

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: 54 Secs

City: BUCAL

State: Laguna

Country: PHILIPPINES

Chat Transcript

Chat Duration : 41 Mins 2 Secs

Anna	Hello, I am your Acebuddy	10 Jun, 9:27:41 PM
Acebuddy	Hello Anna, I'm your Ace Buddy. I'll be happy to assist you!	9:27:42 PM
	Whom Would You Like to Connect With?	9:27:42 PM
Anna	Technical Support (QB & App Hosting)	9:27:48 PM
Acebuddy	Welcome to Ace Support.	9:27:48 PM
	Please chose an option :	9:27:48 PM
Anna	I'd like to raise a Request	9:27:58 PM
Acebuddy	Please select your request type.	9:27:58 PM
Anna	Other Request	9:28:20 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:28:20 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:28:20 PM
Anna	Yes, I'm facing issues with my server	9:28:29 PM
Acebuddy	Please select an option!	9:28:29 PM
Anna	QuickBooks Issue	9:28:36 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:28:37 PM
Anna	Other QB related issue	9:28:47 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:28:47 PM
Anna	Accountant's copy	9:28:59 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:28:59 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:28:59 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	9:29:18 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	9:29:31 PM
Anna	Hi, I'm Anna	9:29:45 PM
	709952 ticket number	9:29:51 PM
Anjainay Singh	Please provide me two minutes so that I can go through the tickets and provide you the exact resolution.	9:30:56 PM
	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible.	9:31:50 PM
Anna	ok	9:32:13 PM
	hopefully we can fix it	9:32:22 PM
Anjainay Singh	May I take the remote access of your server?	9:32:23 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:32:36 PM

Anna	ok but my problem is, our Accountant can read the Accountant's copy	9:32:50 PM
	I mean Can't	9:33:26 PM
	they cant open it	9:33:34 PM
	we have a different version what I am using	9:33:52 PM
Anjainay Singh	Could you please confirm which version of QB you are trying to open at your end?	9:34:45 PM
Anna	I have QB Enterprise and our Accountant is Premier	9:35:10 PM
	is that a lower version of ours?	9:35:39 PM
Anjainay Singh	Please allow me remote access.	9:35:40 PM
Anna	I click Yes	9:35:58 PM
	it seems not clicking	9:36:42 PM
	can you try again	9:36:52 PM
	it doesn't work	9:37:32 PM
	can I restart my QB	9:37:44 PM
Anjainay Singh	It's okay Anna, if it fails I will try to take remote access with an alternate method.	9:37:48 PM
Anna	wait I am restarting it	9:38:10 PM
Anjainay Singh	Please logout and Login back into QB.	9:38:12 PM
Anna	maybe it hanged	9:38:16 PM
Anjainay Singh	https://assist.acecloudhosting.com/join/3712906697	9:38:29 PM
Anna	please try again	9:38:36 PM
	send me again	9:39:07 PM
Anjainay Singh	Please copy above URL at your server bowser and click on Agree and download so that I can have access.	9:39:15 PM
Anna	it's working now	9:39:35 PM
Anjainay Singh	I have access now.	9:39:45 PM
Anna	great	9:39:54 PM
Anjainay Singh	Are you still getting same error?	9:40:05 PM
Anna	I think there's no error on my part, the error is with my Accountant	9:40:29 PM
	They can't open the Accountant's copy	9:40:47 PM
	Do you have any option so they can open it	9:41:02 PM
	from the version you are using?	9:41:24 PM
	version they are using I mean	9:41:54 PM
Anjainay Singh	As QB company file is once open in QB Enterprise 2024 so it cannot be open in QB Premier , so please	9:42:44 PM

	advise your accountant to open the same file in QB Enterprise version.	
Anna	what if they dont have	9:43:08 PM
Anjainay Singh	No worries , Anna we may provide the backup of company files which will enable accountant to open the company files in previous version.	9:45:38 PM
Anna	oh please	9:46:27 PM
	because we need to file tax Asap	9:46:39 PM
Anjainay Singh	We may send you backup over an email.	9:46:44 PM
Anna	Ok	9:46:52 PM
	So all company files, you can provide?	9:47:12 PM
Anjainay Singh	Could you please provide the company files names?	9:47:17 PM
Anna	Lights Box Partners, Tereo Investment, saldivia Jones, canaima, SOLO 401K and ROTH IRA	9:49:20 PM
Anjainay Singh	Could you please show me the files location on server in remote session so that I can note down the location?	9:49:23 PM
	Are these the company files to be backedup?	9:50:23 PM
Anna	yes please	9:50:50 PM
	I made a new folder , you may put it there	9:51:11 PM
	Accountant's copy previous version	9:51:32 PM
Anjainay Singh	Sure Anna , I will provide you the backup for all files within 1-2 hours.	9:51:44 PM
Anna	cut off date is Dec 31, 2024	9:51:55 PM
	Thank you	9:52:13 PM
Anjainay Singh	Sure, so you want backup from 31 Dec 2024?	9:52:33 PM
Anna	That's the cut off date for the Accountant's copy.	9:53:00 PM
	should be back up till date?	9:53:32 PM
	wait, you are going to send me accountant's copy that can be used by our accountant right? just to be cleared.	9:54:29 PM
Anjainay Singh	I will send you the backup copy for QB company files in .QBW format.	9:55:25 PM
Anna	it will not affect my current version?	9:56:11 PM
Anjainay Singh	No it will not affect your current version.	9:56:27 PM
Anna	what is that back up	9:56:41 PM
	not an Accountant's copy?	9:56:49 PM
Anjainay Singh	No the backup contains the original company files till when it was not upgraded to QB 2024.	9:57:39 PM
	It is not an accountant copy.	9:57:51 PM
Anna	but i need the Accountant's copy	9:58:08 PM

What will I do to the old version of back up? Can I run an accountant's copy out of that?

9:59:55 PM

Anjainay Singh	Sure Anna , you may provide the backup copy to accountant and he may create an accountant copy of that at his end.	10:03:07 PM
Anna	oh,	10:03:53 PM
Anjainay Singh	Yes Anna.	10:04:02 PM
	I have initiated the backup.	10:04:32 PM
Anna	Ok you may send me then	10:05:13 PM
Anjainay Singh	Once it is backed up I will send the backup file on email.	10:05:29 PM
Anna	Thank you	10:05:42 PM
Anjainay Singh	Is there anything else I may help you with ?	10:05:48 PM
Anna	that would be for now Anjainay	10:06:21 PM
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.	10:06:24 PM
Anna	Thank you.	10:06:32 PM
Anjainay Singh	Please provide your positive feedback as it will enlighten me with positive energy and I assure you that this issue may get resolve urgently.	10:07:34 PM
	You may disconnect this chat.	10:08:11 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:08:19 PM
	<i>Anjainay Singh has ended this chat session</i>	10:08:43 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Jun, 12:17:02 AM

#78548 officeworkhorse

Email: officeworkhorse@gmail.com 19166160162

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 18 Secs

City: WOODLAND

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 34 Secs

officeworkhorse	Hello, I am your Acebuddy	22 Jun, 12:17:03 AM
Acebuddy	Hello Officeworkhorse, I'm your Ace Buddy. I'll be happy to assist you!	12:17:04 AM
	Whom Would You Like to Connect With?	12:17:04 AM
officeworkhorse	Technical Support (QB & App Hosting)	12:17:15 AM
Acebuddy	Welcome to Ace Support.	12:17:15 AM
	Please chose an option :	12:17:15 AM
officeworkhorse	I'd like to report an Issue	12:17:33 AM
Acebuddy	Please select an option!	12:17:33 AM
officeworkhorse	Other Issue	12:17:44 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:17:44 AM
officeworkhorse	when I print it is saying expired license key	12:18:27 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:18:27 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:18:27 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	12:18:44 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	12:18:55 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:19:12 AM
officeworkhorse	Admin_WC1.nent1	12:20:11 AM
	I don't know which one that is	12:20:22 AM
	but thats the only thing I'm seeing	12:20:37 AM
Shubham Kataria	No problem, Could you please confirm your business name which is registered with us.	12:20:54 AM
officeworkhorse	Work Horse Construction, Inc.	12:21:03 AM
Shubham Kataria	Thank you for the information. Please allow me a minute to check the same	12:21:29 AM
officeworkhorse	ok	12:21:51 AM
Shubham Kataria	May I take the remote access of your server?	12:23:04 AM

officeworkhorse	yes	12:23:18 AM
Shubham Kataria	Kindly log onto the server as your session is currently in disconnected state. (Edited)	12:24:10 AM
officeworkhorse	ok	12:24:32 AM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	12:24:48 AM
officeworkhorse	ok	12:24:56 AM
	done	12:25:00 AM
Shubham Kataria	Alright, let me send you a remote session request	12:25:46 AM
officeworkhorse	not seeing anything	12:26:28 AM
Shubham Kataria	Please allow me two minutes facing some issue to take the remote session.	12:27:24 AM
officeworkhorse	ok	12:27:30 AM
	anything? Sorry I need to work	12:34:07 AM
Shubham Kataria	I deeply apologize for the inconvenience caused to you. We are proactively working to fix the remote session.	12:34:44 AM
	For now May I take the remote session of your local computer?	12:35:05 AM
officeworkhorse	yes'	12:35:09 AM
Shubham Kataria	https://assist.acecloudhosting.com/join/1392112213	12:35:37 AM
	Kindly join this link after closing important documents at your end.	12:35:56 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:36:37 AM
	Thank you for your patience.	12:48:40 AM
	As our remote session has been disconnected and multiple clients are experiencing this issue, we kindly request some time to resolve it from the backend. We appreciate your patience and understanding.	12:50:03 AM
	We are proactively working on it and once it will fix we will provide you an update.	12:50:31 AM
	Are we still connected here?	12:52:46 AM
	As you have disconnected the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	12:54:32 AM
	<i>Shubham Kataria has ended this chat session</i>	12:54:38 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Jun, 3:38:40 AM

#78265 Jenny Kim

Email: orders@lievohome.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 34 Secs

City: CERRITOS

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 27 Mins 25 Secs

Jenny Kim	Hello, I am your Acebuddy	14 Jun, 3:38:41 AM
Acebuddy	Hello Jenny Kim, I'm your Ace Buddy. I'll be happy to assist you!	3:38:42 AM
	Whom Would You Like to Connect With?	3:38:42 AM
Jenny Kim	Technical Support (QB & App Hosting)	3:38:45 AM
Acebuddy	Welcome to Ace Support.	3:38:45 AM
	Please chose an option :	3:38:45 AM
Jenny Kim	I'd like to report an Issue	3:38:51 AM
Acebuddy	Please select an option!	3:38:51 AM
Jenny Kim	QuickBooks Issue	3:38:56 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:38:56 AM
Jenny Kim	Other QB related issue	3:39:04 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:39:04 AM
Jenny Kim	can't print the sales order	3:39:15 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:39:15 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:39:15 AM

	<i>Gaurav Kumar declined the transfer request.</i>	3:39:46 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	3:40:25 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	3:40:32 AM
	Hello Jenny	3:40:43 AM
Jenny Kim	hello	3:40:43 AM
	I can't print sales order and invoice	3:41:37 AM
	the alignment is off again	3:41:50 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	3:41:55 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:41:58 AM
Jenny Kim	Shelly	3:42:12 AM
	Michelle	3:42:16 AM
Anurag Sharma	Are these two users?	3:43:09 AM
	Who are facing this issue?	3:43:17 AM
Jenny Kim	just me	3:43:34 AM
Anurag Sharma	Please confirm if your user name is Shelly_lievo@myrealdata.net?	3:44:15 AM
Jenny Kim	yes	3:44:32 AM
Anurag Sharma	Thanks for the confirmation !	3:45:30 AM
	Do you face this issue frequently?	3:45:42 AM
Jenny Kim	before yes	3:45:51 AM
	lately sometimes	3:45:59 AM
Anurag Sharma	Thanks for the confirmation !	3:46:07 AM
	May I take the remote access of your local computer?	3:46:10 AM
Jenny Kim	yes	3:46:16 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	3:46:50 AM
Jenny Kim	ok	3:46:55 AM
Anurag Sharma	https://assist.acecloudhosting.com/join/6472120863	3:47:06 AM
	Kindly paste this link in the browser of local computer and join the session.	3:47:11 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.	3:48:56 AM
	The issue seems to be resolved.	4:05:34 AM
	Is there anything else I may help you with ?	4:05:36 AM
Jenny Kim	thank you	4:05:43 AM

Anurag Sharma I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. 4:06:01 AM

Thank you for choosing ACE cloud Hosting, you have a wonderful day. 4:06:03 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! 4:06:04 AM

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

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

Anurag Sharma has ended this chat session

4:06:07 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jun, 5:41:46 PM

#78028 Tricia Fiore

Email: tfiorecpa@yahoo.com 14015961455

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 16 Secs

City: WESTERLY

State: Rhode Island

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 40 Secs

Tricia Fiore

Hello, I am your Acebuddy

9 Jun, 5:41:48 PM

Acebuddy	Hello Tricia Fiore, I'm your Ace Buddy. I'll be happy to assist you!	5:41:49 PM
	Whom Would You Like to Connect With?	5:41:49 PM
Tricia Fiore	Technical Support (QB & App Hosting)	5:42:55 PM
Acebuddy	Welcome to Ace Support.	5:42:56 PM
	Please chose an option :	5:42:56 PM
Tricia Fiore	I'd like to report an Issue	5:43:06 PM
Acebuddy	Please select an option!	5:43:06 PM
Tricia Fiore	Other Issue	5:43:18 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:43:18 PM
Tricia Fiore	I can't log in to the server. I keep getting hung up at multi factor authentication. It says loading please wait but never connects.	5:44:47 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:44:47 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:44:47 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	5:45:01 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	5:45:20 PM
	Tricia, I will surely help you with this issue.	5:45:47 PM
	Kindly help me with your server name and user name?	5:46:44 PM
Tricia Fiore	TriciaF(2) is on the icon on my desktop. I thought user and server name were the same.	5:48:05 PM
Ashutosh Mishra	Tricia, thank you for the details.	5:48:57 PM
	Is this issue occurring only for you, or the other user on the server also experiencing it?	5:49:22 PM
Tricia Fiore	I think its for all users but I'm not sure	5:49:52 PM
Ashutosh Mishra	We regret the inconvenience caused due to this; our backend team is actively working to fix the issue. I have just checked up with them and as per latest updates within 30 minutes this will be resolved.	5:52:32 PM
	Is there anything else I may help you with ?	5:56:34 PM
Tricia Fiore	i guess not	5:56:57 PM
Ashutosh Mishra	Thank you for the confirmation, rest assured our team is diligently working to resolve this. Once it's done I will also inform you over the email.	5:58:13 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!	5:58:19 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	

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

Ashutosh Mishra has ended this chat session

6:00:28 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Jun, 7:59:29 PM

#78562 Nancie Brungard

Email: nbrungard@sds-rx.com 5169861031

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: CLIFTON

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 7 Secs

Nancie Brungard	Hello, I am your Acebuddy	23 Jun, 7:59:30 PM
Acebuddy	Hello Nancie Brungard, I'm your Ace Buddy. I'll be happy to assist you!	7:59:31 PM
	Whom Would You Like to Connect With?	7:59:31 PM
Nancie Brungard	Technical Support (QB & App Hosting)	7:59:36 PM
Acebuddy	Welcome to Ace Support.	7:59:36 PM
	Please chose an option :	7:59:36 PM
Nancie Brungard	I'd like to raise a Request	7:59:41 PM
Acebuddy	Please select your request type.	7:59:41 PM
Nancie Brungard	Password Reset	7:59:44 PM
Acebuddy	Please select an option below	7:59:44 PM

Nancie Brungard	Not Enrolled to Selfcare Portal	7:59:54 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	7:59:54 PM
	Do you need any further assistance on the topic?	7:59:54 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:40:37 PM
	<i>Ended due to chat idle timeout</i>	8:40:37 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details	25 Jun, 6:20:07 PM
#78644 help	
Email: help@triadcyersolutions.com ☎ 3362999989	
Department: Support(QB & App Hosting)	
Operator: Ashutosh Mishra	
Website: https://www.acecloudhosting.com/support-chat.php	
Operating System: Microsoft Windows	
Browser: Microsoft Edge	
Device: Desktop	
Average Response Time: 1 Min 21 Secs	
City: ORANGEBURG	
State: New York	
Country: UNITED STATES	

Chat Transcript	Chat Duration : 1 Hour 26 Mins
<hr/>	
help	Hello, I am your Acebuddy 25 Jun, 6:20:08 PM
Acebuddy	Hello Help, I'm your Ace Buddy. I'll be happy to assist you! 6:20:09 PM
	Whom Would You Like to Connect With? 6:20:09 PM
help	Managed IT 6:20:13 PM
Acebuddy	Please wait while we connect you to an available Representative. 6:20:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i> 6:20:14 PM

	<i>Pradeep Kumar accepted the chat transfer request.</i>	6:20:19 PM
Pradeep Kumar	Thank you for contacting acecloudbhosting. My name is Pradeep how may I help you for today?	6:20:46 PM
help	Re:[## 718783 ##] Triad Cyber Solutions Inc : Recurring login/profile issue with repeated sign-out prompts From O365 for user "Anne.g" on server	6:22:50 PM
	the password they send me with the rdp is not working	6:23:12 PM
Pradeep Kumar	Allow me a moment please let me transfer the chat to the concerned Team.	6:23:53 PM
	<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i>	6:24:06 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	6:24:18 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	6:24:30 PM
	I will surely help you with this issue.	6:24:40 PM
help	fasttttt	6:24:54 PM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	6:26:28 PM
help	???	6:29:21 PM
	the rdp password you guys sent me is not working	6:29:43 PM
	y taking sooo long	6:29:56 PM
	<i>6:30:48 PM help is sharing a file with you</i>	6:30:48 PM
	<u>1_image.png</u> - (Size:113.93 KB)	
Ashutosh Mishra	We are checking from the backend, please allow me few more minutes if this is related to password we will share new password.	6:31:04 PM
help	ok	6:33:09 PM
Ashutosh Mishra	We have made some changes from the backend, please login again and this should be resolved.	6:33:10 PM
help	same password?	6:33:22 PM
Ashutosh Mishra	Yes with same password.	6:33:28 PM
help	nope	6:34:56 PM
	same logon attempt failed	6:35:07 PM
Ashutosh Mishra	May I take the remote access of your local computer?	6:35:22 PM
help	ok	6:35:31 PM
	send link	6:35:35 PM
	fast	6:35:39 PM
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.	6:36:12 PM
	<u>https://assist.acecloudbhosting.com/join/6552629952</u>	6:36:19 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	6:36:23 PM
help	ok	6:39:58 PM

	user has arrived	6:52:15 PM
	at the deesk	6:52:20 PM
Ashutosh Mishra	I see, currently the user should be able to login.	6:53:30 PM
help	same password?	6:53:55 PM
Ashutosh Mishra	I will also quickly share the password over the email once the approval is received.	6:54:22 PM
	It should be saved in the RDP and likely should not ask for password as of now.	6:55:16 PM
help	just make the same password which you guys sent over the email before	6:58:47 PM
	It's so frustrating	6:59:05 PM
Ashutosh Mishra	Please allow me few minutes to check with senior level.	7:00:14 PM
help	user is on hold	7:01:47 PM
	?????	7:02:38 PM
Ashutosh Mishra	I understand this needs to be handled quickly.	7:02:53 PM
help	more than quickly	7:03:10 PM
	We lost one client because of your service issues	7:03:30 PM
	this user is also frustrated she came in the morning to work and what she sees is system is still not in working state	7:04:34 PM
	make it as fast as you can	7:04:44 PM
	logged in	7:06:05 PM
	now hold	7:06:07 PM
Ashutosh Mishra	Thank you for your patience.	7:06:25 PM
help	we are in dont reset anything for now	7:06:50 PM
	going to test the issue now	7:07:00 PM
Ashutosh Mishra	Sure	7:07:08 PM
	Thanks for the confirmation !	7:07:20 PM
	May I know if the issue is resolved regarding user login.	7:09:49 PM
help	login issue is resolved	7:10:09 PM
Ashutosh Mishra	Is there anything else I may help you with ?	7:10:13 PM
help	we are checking the main issue now	7:10:22 PM
	so wait	7:10:25 PM
Ashutosh Mishra	Sure, please take your time	7:10:36 PM
	Are we still connected here?	7:15:29 PM
help	can't you guys wait	7:15:43 PM

Ashutosh Mishra	Sure, we are still connected here.	7:16:25 PM
help	hold	7:24:42 PM
Ashutosh Mishra	Yes we are still here.	7:24:57 PM
	Please let me know if we can assist you with any issue on the server.	7:25:19 PM
help	user is testing wait for 10 mins	7:31:25 PM
Ashutosh Mishra	Sure, we are here to assist you.	7:31:49 PM
help	ok so the issue is now resolved permanently?	7:44:21 PM
	confirm this with senior team	7:44:32 PM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	7:44:53 PM
	Yes the issue is resolved permanently.	7:45:43 PM
help	ok thanks bye	7:46:32 PM
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:46:47 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	7:46:52 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>	7:46:57 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Jun, 11:38:31 PM

#78379 Jim Kellames

Email: jim@jkservicesinc.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: RENO

State: Nevada

Country: UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 43 Secs

Jim Kellames	Hello, I am your Acebuddy	17 Jun, 11:38:33 PM
Acebuddy	Hello Jim Kellames, I'm your Ace Buddy. I'll be happy to assist you!	11:38:34 PM
	Whom Would You Like to Connect With?	11:38:34 PM
Jim Kellames	Technical Support (QB & App Hosting)	11:38:45 PM
Acebuddy	Welcome to Ace Support.	11:38:45 PM
	Please chose an option :	11:38:45 PM
Jim Kellames	I'd like to report an Issue	11:39:04 PM
Acebuddy	Please select an option!	11:39:27 PM
Jim Kellames	QuickBooks Issue	11:39:33 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:39:33 PM
Jim Kellames	QuickBooks is Frozen	11:39:38 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	11:39:38 PM
	Was that helpful?	11:39:38 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	18 Jun, 12:24:16 AM
	<i>Ended due to chat idle timeout</i>	12:24:16 AM



Chat Transcript

Hello, I am your Acebuddy

#78805 zulma.argueta1

Email: zulma.argueta1@gmail.com ☎ 17048080362

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 : 39 Mins 51 Secs

zulma.argueta1	Hello, I am your Acebuddy	30 Jun, 8:54:03 PM
Acebuddy	Hello Zulma.argueta1, I'm your Ace Buddy. I'll be happy to assist you!	8:54:04 PM
	Whom Would You Like to Connect With?	8:54:04 PM
zulma.argueta1	Technical Support (QB & App Hosting)	8:54:13 PM
Acebuddy	Welcome to Ace Support.	8:54:13 PM
	Please chose an option :	8:54:13 PM
zulma.argueta1	I'd like to raise a Request	8:54:21 PM
Acebuddy	Please select your request type.	8:54:21 PM
zulma.argueta1	Other Request	8:54:32 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:54:32 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:54:32 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:33:54 PM
	<i>Ended due to chat idle timeout</i>	9:33:54 PM



Chat Transcript

Hello, I am your Acebuddy

30 Jun, 8:09:47 PM

Visitor Details

#78799 krisika

Email: krisika@hkidata.com 7383092838

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 1 Min 20 Secs

City: AMBAPUR

State: Gujarat

Country: INDIA

Chat Duration : 29 Mins 38 Secs

Chat Transcript

krisika	Hello, I am your Acebuddy	30 Jun, 8:09:48 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	8:09:49 PM
	Whom Would You Like to Connect With?	8:09:49 PM
krisika	Technical Support (QB & App Hosting)	8:09:53 PM
Acebuddy	Welcome to Ace Support.	8:09:53 PM
	Please chose an option :	8:09:53 PM
krisika	I'd like to report an Issue	8:10:05 PM
Acebuddy	Please select an option!	8:10:05 PM
krisika	Other Issue	8:10:09 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:10:09 PM
krisika	Hi	8:10:43 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:10:44 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:10:44 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:11:15 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:11:20 PM
	How may I assist you today, Krisika	8:13:08 PM
krisika	Quickbook in many time abort error	8:13:35 PM
	So u can procced the server reboot	8:13:52 PM
Manish Singh	I will surely help you with this issue.	8:13:55 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?	8:14:05 PM
	And may I know what error message you are getting in QuickBooks.	8:14:42 PM
krisika	All user affected	8:14:42 PM
Manish Singh	If you can share the screenshot of the error it will help to resolve the issue, effectively.	8:15:15 PM
krisika	So u can proceed the server reboot	8:15:17 PM
Manish Singh	I will surely do that.	8:15:53 PM
krisika	Yes	8:16:18 PM
Manish Singh	But Firstly, may I know the error so that we can resolve it from the backend so that this issue will not repeat again.	8:17:00 PM
	And users are active on the server, kindly ask them to logout from the server for 5 minutes.	8:17:56 PM
	<i>8:18:12 PM Manish Singh is sharing a file with you image.png - (Size:37.33 KB)</i>	8:18:12 PM
krisika	Ok	8:18:14 PM
Manish Singh	Restarted the services of QB 2024.	8:21:29 PM
	Kindly logout all users from the server for server reboot.	8:21:47 PM
krisika	Ok	8:23:33 PM
Manish Singh	Server will reboot in 1 minute.	8:28:47 PM
krisika	Ok	8:29:36 PM
	Thank you	8:29:40 PM
Manish Singh	Successfully rebooted the server, kindly ask users to login once and confirm if everything is working fine.	8:31:44 PM
krisika	Server not open	8:33:34 PM
	Are you connected ?	8:35:21 PM
Manish Singh	Yes, this will take some time.	8:35:40 PM
	Please wait.	8:35:44 PM
krisika	Ok	8:35:47 PM
Manish Singh	Kindly try to access server now. (Edited)	8:37:20 PM
krisika	Ok	8:38:05 PM
	Server working now	8:38:12 PM
	Thank you	8:38:17 PM
Manish Singh	Is there anything else I may help you with ?	8:38:56 PM
krisika	No	8:39:04 PM

	Thank you	8:39:07 PM
Manish Singh	Is QuickBooks working fine now?	8:39:07 PM
krisika	Yes	8:39:11 PM
	Thank you	8:39:14 PM
Manish Singh	Alright!	8:39:16 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:39:19 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!	8:39:24 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

Manish Singh has ended this chat session

8:39:27 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Jun, 8:24:24 PM

#77972 freeway

Email: freeway@allwest.net +13077898632

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: EVANSTON

State: Wyoming

Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 40 Secs

freeway	Hello, I am your Acebuddy	6 Jun, 8:24:26 PM
Acebuddy	Hello Freeway Tire Freeway Tire, I'm your Ace Buddy. I'll be happy to assist you!	8:24:27 PM
	Whom Would You Like to Connect With?	8:24:27 PM
freeway	Technical Support (QB & App Hosting)	8:24:39 PM
Acebuddy	Welcome to Ace Support.	8:24:39 PM
	Please chose an option :	8:24:39 PM
freeway	I'd like to raise a Request	8:24:51 PM
Acebuddy	Please select your request type.	8:24:51 PM
freeway	Server Resource Addition	8:25:15 PM
Acebuddy	Please select the resource type you'd like to add	8:25:15 PM
freeway	Setback	8:25:30 PM
Acebuddy	Please select your request type.	8:25:30 PM
freeway	Change in Applications	8:25:41 PM
Acebuddy	Please select your desired option!	8:25:41 PM
freeway	Application Addition	8:25:55 PM
Acebuddy	Please select your Application	8:25:55 PM
freeway	Other Application	8:26:04 PM
Acebuddy	Kindly email us the below mentioned information on support@acecloudhosting.com from your registered email address and we will update you via email. • Application name and version • Setup/Installer download link (if any) • Activation Code / License information • Any other info/guide needed to install the application.	8:26:04 PM
	We will update you via email once the installation is complete.	8:26:04 PM
	Application Addition usually takes 1-2 Hour(s)	8:26:04 PM
	Do you need any further assistance on the topic?	8:26:04 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:58:06 PM
	<i>Ended due to chat idle timeout</i>	8:58:06 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Jun, 12:15:37 AM

#78755 dsachs

Email: dsachs@acsi-az.com  14805590218

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 : 33 Mins 26 Secs

dsachs	Hello, I am your Acebuddy	28 Jun, 12:15:38 AM
Acebuddy	Hello Donovan Sachs, I'm your Ace Buddy. I'll be happy to assist you!	12:15:39 AM
	Whom Would You Like to Connect With?	12:15:39 AM
dsachs	Technical Support (QB & App Hosting)	12:15:59 AM
Acebuddy	Welcome to Ace Support.	12:15:59 AM
	Please chose an option :	12:15:59 AM
dsachs	I'd like to raise a Request	12:16:13 AM
Acebuddy	Please select your request type.	12:16:13 AM
dsachs	Other Request	12:16:27 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.	12:16:27 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:16:27 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	12:49:04 AM
	<i>Ended due to chat idle timeout</i>	12:49:05 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Jun, 7:29:20 PM

#77691 Gary Pineda

Email: billing@enagic.com ☎ 13105427700

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: PICO RIVERA

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 42 Secs

Gary Pineda	Hello, I am your Acebuddy	1 Jun, 7:29:21 PM
Acebuddy	Hello Dean Nguyen, I'm your Ace Buddy. I'll be happy to assist you!	7:29:23 PM
	Whom Would You Like to Connect With?	7:29:23 PM
Gary Pineda	Technical Support (QB & App Hosting)	7:29:30 PM
Acebuddy	Welcome to Ace Support.	7:29:30 PM
	Please chose an option :	7:29:30 PM
Gary Pineda	I'd like to raise a Request	7:29:36 PM
Acebuddy	Please select your request type.	7:29:36 PM
Gary Pineda	Other Request	7:29:47 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	7:29:47 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:29:47 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:07:04 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Jun, 9:34:17 PM

#78701 Jim Kellames

Email: jim@jkservicesinc.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 3 Secs

City: RENO

State: Nevada

Country: UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 53 Secs

Jim Kellames	Hello, I am your Acebuddy	26 Jun, 9:34:18 PM
Acebuddy	Hello Jim Kellames, I'm your Ace Buddy. I'll be happy to assist you!	9:34:19 PM
	Whom Would You Like to Connect With?	9:34:19 PM
Jim Kellames	Technical Support (QB & App Hosting)	9:34:29 PM
Acebuddy	Welcome to Ace Support.	9:34:29 PM
	Please chose an option :	9:34:29 PM
Jim Kellames	I'd like to raise a Request	9:34:36 PM
Acebuddy	Please select your request type.	9:34:36 PM
Jim Kellames	Printer/Scanner Addition	9:35:10 PM
Acebuddy	Please select your desired option :	9:35:10 PM
Jim Kellames	Scanner Addition	9:35:14 PM

Acebuddy	In order to scan from the server, TSScan software needs to be added at both end (local PC & Server). Kindly email us the request at support@acecloudhosting.com and we will assist you with the further.	9:35:14 PM
	Please select an option :	9:35:14 PM
Jim Kellames	Already own a TSScan License	9:35:37 PM
Acebuddy	Kindly download the TSScan license file and save it on your server desktop. Once done, email us at support@acecloudhosting.com so that we could register the application for you.	9:35:37 PM
	Also you need to install client version of TSSCAN on your local PC in order for the application to work. You may refer to the below link for further instructions	9:35:37 PM
	Do you need any further assistance on the topic?	9:35:37 PM
Jim Kellames	Yes	9:36:08 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:36:08 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:36:08 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	9:36:31 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	9:36:34 PM
	Hello Jim	9:36:37 PM
	Are we still connected here?	9:38:06 PM
	Are we still connected here?	9:39:02 PM
	Are we still connected here?	9:40:04 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	9:40:07 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:40:09 PM
	<i>Anurag Sharma has ended this chat session</i>	9:40:12 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Jun, 10:33:25 PM

#78425 Stephen Stull

Email: ddarrigo@stullcpa.com ☎ 18176610095

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 8 Secs

City: TAMPA

State: Florida

Country: UNITED STATES

Chat Duration : 38 Mins 42 Secs

Chat Transcript

Stephen Stull	Hello, I am your Acebuddy	18 Jun, 10:33:26 PM
Acebuddy	Hello Ddarrigo, I'm your Ace Buddy. I'll be happy to assist you!	10:33:27 PM
	Whom Would You Like to Connect With?	10:33:27 PM
Stephen Stull	Technical Support (QB & App Hosting)	10:36:45 PM
Acebuddy	Welcome to Ace Support.	10:36:45 PM
	Please chose an option :	10:36:45 PM
Stephen Stull	I'd like to report an Issue	10:37:17 PM
Acebuddy	Please select an option!	10:37:17 PM
Stephen Stull	Other Issue	10:37:25 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:37:25 PM
Stephen Stull	We are having issues using a software on the server	10:37:46 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:37:47 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:37:47 PM
	<i>Ayush declined the transfer request.</i>	10:38:12 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	10:38:19 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	10:38:28 PM
Stephen Stull	Hi! Thank you	10:38:40 PM
Anjainay Singh	Could you please elaborate your issue so that I can assist you with?	10:39:14 PM
Stephen Stull	We have a software called EasyACCT installed on the server. We want to migrate the data from an endpoint, but we can't use the D partition to allocate this data, because we are getting an error. And the C drive is not visible	10:40:03 PM
Anjainay Singh	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible.	10:41:09 PM
	Could you please confirm whether you want to bring data from your local machine on ACE server for	10:42:04 PM

	application Easy ACCT?	
Stephen Stull	Not my local machine, but another local machine that the user is currently using it	10:42:42 PM
	There's already data in the server that we already move to test	10:43:03 PM
Anjainay Singh	If data has been moved successfully moved to server could you please provide its location to me so that I can assist you accordingly? (Edited)	10:44:14 PM
Stephen Stull	Sure, the data is on the D Drive. Do you need an specific path?	10:45:18 PM
Anjainay Singh	May I take the remote access of your server?	10:45:26 PM
Stephen Stull	Sure, go ahead	10:45:33 PM
Anjainay Singh	Please allow me a remote access.	10:45:51 PM
	Thankyou, Damian we are connected.	10:47:13 PM
Stephen Stull	Great	10:48:03 PM
Anjainay Singh	Could you please show me the error?	10:49:36 PM
Stephen Stull	Sure, one sec	10:49:42 PM
	Sorry I forgot how to open the company now, one sec	10:55:11 PM
Anjainay Singh	No worries , I am looking into the steps you are following at your end.	10:55:40 PM
	We are also working on the C drive viewing issue.	10:57:33 PM
Stephen Stull	viewing the C drive, maybe will solve the issue	10:57:53 PM
Anjainay Singh	Sure , please allow me a moment.	10:58:23 PM
Stephen Stull	that's the error, see? But I tried it from the documents and it worked, but we need to share this between users	10:59:02 PM
	Let me see if it works now from another folder on the C drive, like documents	10:59:17 PM
	See? From Documents it works, we need it to work from a folder outside the user	11:00:27 PM
Anjainay Singh	Sure , as there is technical glitch at backend so we will enable the option to view C drive for on server.	11:01:23 PM
Stephen Stull	For all users?	11:01:37 PM
Anjainay Singh	Sure I will enable it for all users.	11:02:10 PM
Stephen Stull	Got it! Thanks.	11:02:24 PM
Anjainay Singh	Thankyou for your patience and cooperation.	11:03:00 PM
	Is there anything else I may help you with ?	11:03:05 PM
Stephen Stull	That's it. Is it enable now?	11:03:30 PM
Anjainay Singh	Give me two minutes for this.	11:04:46 PM
Stephen Stull	Sure, no rush	11:04:52 PM
Anjainay Singh	I have enabled the options for all user.	11:07:44 PM
Stephen Stull	Great! Thank you	11:07:58 PM

Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.	11:08:15 PM
Stephen Stull	I'm still not seeing the C Drive. How much can it take for the changes to apply=	11:08:48 PM
	??	11:08:50 PM
Anjainay Singh	Please allow me an access.	11:09:11 PM
Stephen Stull	Sure	11:09:27 PM
	Now I see itQ Thank you	11:10:16 PM
	But We need to make sure that the other users can also see it	11:10:30 PM
	Michelle and Catalina	11:10:35 PM
Anjainay Singh	I have enabled it for all users.	11:10:43 PM
Stephen Stull	Great! Thank you	11:10:53 PM
Anjainay Singh	It was pleasure assisting you.	11:11:07 PM
	You may disconnect this chat as issue has been resolved.	11:11:38 PM
Stephen Stull	Great!	11:11:48 PM
Anjainay Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:11:49 PM
	I will also share the ticket id with you over the mail once this chat is disconnected.	11:12:00 PM
	<i>Anjainay Singh has ended this chat session</i>	11:12:09 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Jun, 5:30:27 AM

#77951 marc

Email: marc@vr66.com ☎ 7737931562

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 10 Secs

City: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Duration : 45 Mins 4 Secs

Chat Transcript

marc	Hello, I am your Acebuddy	6 Jun, 5:30:28 AM
Acebuddy	Hello Marc S Schreiber, I'm your Ace Buddy. I'll be happy to assist you!	5:30:29 AM
	Whom Would You Like to Connect With?	5:30:29 AM
marc	Technical Support (QB & App Hosting)	5:30:36 AM
Acebuddy	Welcome to Ace Support.	5:30:36 AM
	Please chose an option :	5:30:36 AM
marc	I'd like to report an Issue	5:30:45 AM
Acebuddy	Please select an option!	5:30:45 AM
marc	QuickBooks Issue	5:30:51 AM
Acebuddy	What type of QuickBooks Issue are you facing?	5:30:51 AM
marc	Other QB related issue	5:30:58 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:30:58 AM
marc	Stting up Intuit Data Backup	5:31:27 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:31:27 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:31:27 AM
	<i>Yash Ahi accepted the chat transfer request.</i>	5:32:07 AM
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.	5:32:13 AM
	Hi Marc. How are you doing today?	5:32:26 AM
marc	Fine	5:32:30 AM
	Is it possible to set up IDB on your hosting system?	5:32:45 AM
	IDP	5:33:05 AM
	Intuit Data Protect	5:33:09 AM
Yash Ahi	Yes that is possible Marc.	5:33:13 AM
	It can set up	5:33:19 AM
marc	How?	5:33:21 AM
	Can you set it up?	5:33:27 AM

Yash Ahi	Sure, I will help you with that.	5:33:37 AM
	Could you please help me with your server name or business name?	5:33:39 AM
marc	Appraisal Linx	5:33:48 AM
Yash Ahi	Thank you for the information and allow 2 minutes to check the same.	5:34:01 AM
	Could you please login to the server, so I can help you on the remote?	5:34:59 AM
marc	ok	5:35:30 AM
	hold	5:35:31 AM
Yash Ahi	Sure	5:35:42 AM
marc	Logged in	5:36:12 AM
	No idea how you will do this	5:36:17 AM
Yash Ahi	May I take the remote access of your server?	5:36:18 AM
marc	it will not let me set it up and I called Intuit and they said you must do it .. let's see	5:36:32 AM
	yes	5:36:37 AM
Yash Ahi	Well, I have made some changes at my end. Lets try to setup it up at your end now.	5:36:50 AM
marc	ok	5:37:02 AM
Yash Ahi	Alright, please login to quickbooks application.	5:37:24 AM
	Well, it seems like you do not have option of online backup.	5:40:17 AM
marc	Used to have it	5:40:32 AM
Yash Ahi	Have you checked with Intuit, if you have the Intuit Data protect subscription included in your license?	5:40:41 AM
marc	yes	5:40:45 AM
	All Plus licenses	5:40:52 AM
	I called Intuit	5:40:57 AM
	Nothing they can do	5:41:00 AM
	It has to do with your hosting environment	5:41:06 AM
	What changes did you make? You said you made changes on your end.	5:41:27 AM
Yash Ahi	Yes IDP service was stopped and I started it from the backend.	5:42:06 AM
	Well, if you have it included in the license, then let me do one thing.	5:42:29 AM
	Let me re-install the application on the server, there might be some issue with the application.	5:43:31 AM
marc	data is not at risk, right?	5:43:46 AM
Yash Ahi	Not at all Mark.	5:43:50 AM
marc	how long will this take?	5:43:57 AM
Yash Ahi	Before that, let me check one more thing here.	5:43:58 AM

	Kindly allow me two minutes.	5:44:07 AM
marc	ok	5:44:13 AM
Yash Ahi	Thank you for your patience Marc.	5:47:25 AM
	Could you please log out from your Intuit account and log back in? (Edited)	5:47:42 AM
	Alright, so let me update Quickbooks application at the backend.	5:52:20 AM
	This might take 10-15 minutes.	5:52:30 AM
marc	ok	5:52:36 AM
Yash Ahi	Alright Marc, I am rebooting the server now.	6:04:17 AM
marc	ok	6:05:15 AM
Yash Ahi	Please allow me 5-6 minutes more.	6:06:28 AM
marc	ok	6:07:27 AM
Yash Ahi	Thank you for your patience.	6:08:43 AM
	QB has been updated.	6:08:48 AM
	Please login to the server and access the application.	6:08:57 AM
	Well it seems like we may have to clean install the application on the server, as the option is still not there.	6:11:32 AM
marc	so what is involved?	6:12:02 AM
	Can you do it and I will check when I wake up?	6:12:12 AM
	I assume the data is not at risk	6:12:28 AM
Yash Ahi	Sure, Marc. We will perform the clean installation in the night hours and once it is done, we will inform you over the email.	6:12:39 AM
	Yes, your data will be safe.	6:13:26 AM
	Is there anything else I may help you with as of now?	6:13:36 AM
	This message has been deleted	6:14:03 AM
marc	I have no idea what time is it there? When will you do this in my time (Chicago time)	6:14:05 AM
Yash Ahi	Yes we will do it according to your time.	6:14:17 AM
	This might be done in the next couple of hours.	6:14:32 AM
marc	ok ... I will be up in about 9 hours to check	6:15:05 AM
	thanks	6:15:06 AM
	bye?	6:15:10 AM
Yash Ahi	Alright.	6:15:16 AM
	My pleasure Marc.	6:15:25 AM
		6:15:27 AM

After this chat you will get the reference ticket ID

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

6:15:29 AM

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

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

Thanks!

6:15:30 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 Ahi has ended this chat session

6:15:32 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Jun, 9:45:30 PM

#78773 Rachel Pierce

Email: rachelvianapierce@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: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 20 Secs

Rachel Pierce	Hello, I am your Acebuddy	28 Jun, 9:45:31 PM
Acebuddy	Hello Rachel Pierce, I'm your Ace Buddy. I'll be happy to assist you!	9:45:32 PM

	Whom Would You Like to Connect With?	9:45:32 PM
Rachel Pierce	Technical Support (QB & App Hosting)	9:45:39 PM
Acebuddy	Welcome to Ace Support.	9:45:39 PM
	Please chose an option :	9:45:39 PM
Rachel Pierce	I'd like to report an Issue	9:45:51 PM
Acebuddy	Please select an option!	9:45:51 PM
Rachel Pierce	Setback	9:46:01 PM
Acebuddy	Welcome to Ace Support.	9:46:01 PM
	Please chose an option :	9:46:01 PM
Rachel Pierce	I'd like to raise a Request	9:46:07 PM
Acebuddy	Please select your request type.	9:46:07 PM
Rachel Pierce	Change in Applications	9:46:19 PM
Acebuddy	Please select your desired option!	9:46:19 PM
Rachel Pierce	Application Addition	9:46:23 PM
Acebuddy	Please select your Application	9:46:23 PM
Rachel Pierce	Other Application	9:46:32 PM
Acebuddy	Kindly email us the below mentioned information on support@acecloudhosting.com from your registered email address and we will update you via email. • Application name and version • Setup/Installer download link (if any) • Activation Code / License information • Any other info/guide needed to install the application.	9:46:32 PM
	We will update you via email once the installation is complete.	9:46:32 PM
	Application Addition usually takes 1-2 Hour(s)	
	Do you need any further assistance on the topic?	9:46:32 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10:16:52 PM
	<i>Ended due to chat idle timeout</i>	10:16:52 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Jun, 11:31:37 PM

#78315 LENA CAO

Email: lena.cao@caojonescpa.com 18643267936

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: 54 Secs

City: GREENVILLE

State: South Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 20 Secs

LENA CAO	Hello, I am your Acebuddy	16 Jun, 11:31:38 PM
Acebuddy	Hello Lena Cao, I'm your Ace Buddy. I'll be happy to assist you!	11:31:39 PM
	Whom Would You Like to Connect With?	11:31:39 PM
LENA CAO	Technical Support (QB & App Hosting)	11:31:48 PM
Acebuddy	Welcome to Ace Support.	11:31:48 PM
	Please chose an option :	11:31:48 PM
LENA CAO	I'd like to report an Issue	11:31:55 PM
Acebuddy	Please select an option!	11:31:55 PM
LENA CAO	QuickBooks Issue	11:31:59 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:31:59 PM
LENA CAO	QuickBooks Login Issue	11:32:06 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	11:32:06 PM
	Was that helpful?	11:32:06 PM
LENA CAO	No	11:32:18 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	11:32:18 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	11:32:18 PM
LENA CAO	I can't login remotely	11:32:50 PM
Anjainay Singh	<i>Anjainay Singh accepted the chat transfer request.</i>	11:33:28 PM
LENA CAO	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	11:33:33 PM
	remote desktop connection issue	11:33:36 PM
	can't connect	11:33:46 PM
Anjainay Singh	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible.	11:33:49 PM
	Please do not worry, Lena I will assist you with this issue.	11:34:10 PM
	May I take the remote access of your local computer?	11:34:36 PM
LENA CAO	yes	11:34:43 PM
Anjainay Singh	Could you please confirm since when you are facing this issue?	11:35:15 PM
LENA CAO	yes	11:35:37 PM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	11:35:47 PM
	https://assist.acecloudhosting.com/join/5532813440	11:36:02 PM
LENA CAO	ok	11:36:05 PM
Anjainay Singh	Please copy this URL at your local machine browser so that I can have access of your machine.	11:36:34 PM
LENA CAO	I DID	11:37:13 PM
Anjainay Singh	Please download the Zoho Assist Agent.	11:37:23 PM
	Click on Join Session.	11:38:07 PM
LENA CAO	DID	11:38:15 PM
	<i>11:38:48 PM Anjainay Singh is sharing a file with you image.png - (Size:30.0 KB)</i>	11:38:48 PM
	<i>Click on Agree and Download an .exe file will be downloaded.</i>	
Anjainay Singh	We are connected.	11:39:00 PM
LENA CAO	OK	11:39:15 PM
Anjainay Singh	Please stay connected here.	11:46:05 PM
	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.	11:50:55 PM
	I will also share the ticket id with you over the mail once this chat is disconnected.	11:51:07 PM
	You may disconnect this chat.	11:51:27 PM
LENA CAO	ok	11:51:31 PM
Anjainay Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:51:54 PM

LENA CAO	you too.	11:52:10 PM
Anjainay Singh	Please also share your positive feedback by choosing smiling emoji.	11:52:29 PM
LENA CAO	where to select the smiling face?	11:52:36 PM
Anjainay Singh	Once you disconnect this chat you will get the options	11:52:50 PM
LENA CAO	ok	11:52:55 PM
	<i>LENA CAO has ended this chat session</i>	11:52:59 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Jun, 7:23:17 PM

#78510 Nathan Urry

Email: techs@cr-t.com 13853251678

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 35 Secs

City: SALT LAKE CITY

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 4 Secs

Nathan Urry	Hello, I am your Acebuddy	20 Jun, 7:23:18 PM
Acebuddy	Hello Nathan Urry, I'm your Ace Buddy. I'll be happy to assist you!	7:23:19 PM
	Whom Would You Like to Connect With?	7:23:19 PM
Nathan Urry	Managed IT	7:23:22 PM
Acebuddy	Please wait while we connect you to an available Representative.	7:23:22 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:23:22 PM

Pradeep Kumar accepted the chat transfer request.

7:23:33 PM

Nathan Urry I just removed a user, Matt Hoskins. Please remove him for any accounts that are currently logged into the cloud

7:23:48 PM

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

7:24:09 PM

Ashutosh Mishra accepted the chat transfer request.

7:24:46 PM

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

7:25:08 PM

Hello Nathan, I will surely help you with this issue.

7:25:58 PM

I understand you have disabled user account for Matt Hoskins. Is that correct? (Edited)

7:26:50 PM

Are we still connected here?

7:28:18 PM

Are we still connected here?

7:29:13 PM

Are we still connected here?

7:30:04 PM

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

7:31:17 PM

Ashutosh Mishra has ended this chat session

7:31:22 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jun, 9:38:44 PM

#78049 Sandy Parks

Email: sparks@rooftechconsulting.com 16184441972

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: ST LOUIS

State: Missouri

Country: UNITED STATES

Chat Transcript

Chat Duration : 2 Mins 13 Secs

Sandy Parks	Hello, I am your Acebuddy	9 Jun, 9:38:45 PM
Acebuddy	Hello Sandy Parks, I'm your Ace Buddy. I'll be happy to assist you!	9:38:46 PM
	Whom Would You Like to Connect With?	9:38:46 PM
Sandy Parks	Technical Support (QB & App Hosting)	9:38:53 PM
Acebuddy	Welcome to Ace Support.	9:38:53 PM
	Please chose an option :	9:38:53 PM
Sandy Parks	I'd like to raise a Request	9:39:00 PM
Acebuddy	Please select your request type.	9:39:00 PM
Sandy Parks	Password Reset	9:39:35 PM
Acebuddy	Please select an option below	9:39:35 PM
Sandy Parks	Already Enrolled to Selfcare Portal	9:39:41 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	9:39:41 PM
	Do you need any further assistance on the topic?	9:39:41 PM
Sandy Parks	Setback	9:40:38 PM
Acebuddy	Please select an option below	9:40:38 PM
Sandy Parks	Not Enrolled to Selfcare Portal	9:40:43 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	9:40:43 PM
	Do you need any further assistance on the topic?	9:40:43 PM
Sandy Parks	No	9:40:59 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	9:40:59 PM
	<i>Acebuddy has ended this chat session</i>	9:40:59 PM



Chat Transcript

Hello, I am your Acebuddy

#78553 Kaanchan Adhikary**Email:** kaanchan@gmail.com  +9779863025242**Department:** Support(QB & App Hosting)**Operator:** Rohit Kumar**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Mozilla Firefox**Device:** Desktop**City:** TOKHA SARASWATI**State:** Bagmati**Country:** NEPAL**Chat Transcript**

Kaanchan Adhikary	Hello, I am your Acebuddy	22 Jun, 5:38:30 PM
Acebuddy	Hello Kaanchan Adhikary, I'm your Ace Buddy. I'll be happy to assist you!	5:38:31 PM
	Whom Would You Like to Connect With?	5:38:31 PM
Kaanchan Adhikary	Technical Support (QB & App Hosting)	5:38:35 PM
Acebuddy	Welcome to Ace Support.	5:38:35 PM
	Please chose an option :	5:38:35 PM
Kaanchan Adhikary	I'd like to raise a Request	5:38:42 PM
Acebuddy	Please select your request type.	5:38:42 PM
Kaanchan Adhikary	Password Reset	5:38:53 PM
Acebuddy	Please select an option below	5:38:53 PM
Kaanchan Adhikary	Not Enrolled to Selfcare Portal	5:38:59 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.	5:38:59 PM
	Do you need any further assistance on the topic?	5:38:59 PM
Kaanchan Adhikary	Yes	5:39:08 PM
Acebuddy	Please wait while we connect you to our Support Representative	5:39:08 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:39:08 PM
	<i>Chat request was not picked up by the operators</i>	5:48:34 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Jun, 10:11:40 PM

#78113 louispav

Email: louispav@dasystems.com 19495823908

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: CULVER CITY

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Secs

louispav	Hello, I am your Acebuddy	10 Jun, 10:11:41 PM
Acebuddy	Hello LouisPav, I'm your Ace Buddy. I'll be happy to assist you!	10:11:42 PM
	Whom Would You Like to Connect With?	10:11:42 PM
louispav	Technical Support (QB & App Hosting)	10:11:47 PM
Acebuddy	Welcome to Ace Support.	10:11:47 PM
	Please chose an option :	10:11:47 PM
louispav	I'd like to raise a Request	10:11:53 PM
Acebuddy	Please select your request type.	10:11:53 PM
louispav	Other Request	10:12:05 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	10:12:05 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:12:05 PM
louispav	No, That'll be all!	10:12:17 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	10:12:17 PM
	<i>Acebuddy has ended this chat session</i>	10:12:18 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Jun, 8:06:32 PM

#77777 sll

Email: sll@sllcpa.com ☎ 8473708883

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 29 Secs

City: HIGHLAND PARK

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 3 Mins 19 Secs

sll	Hello, I am your Acebuddy	3 Jun, 8:06:33 PM
Acebuddy	Hello SII, I'm your Ace Buddy. I'll be happy to assist you!	8:06:33 PM
	Whom Would You Like to Connect With?	8:06:33 PM
sll	Technical Support (QB & App Hosting)	8:06:38 PM
Acebuddy	Welcome to Ace Support.	8:06:38 PM
	Please chose an option :	8:06:38 PM
sll	I'd like to report an Issue	8:06:46 PM
Acebuddy	Please select an option!	8:06:46 PM
sll	Other Issue	8:06:55 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:06:56 PM
sll	Steven L Lopata CPA LTD - CID71656 Server name: Steven1.myrealdatal.net Username: STEVEN_SL	8:07:01 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:07:01 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:07:01 PM

sll	Cannot connect	8:07:10 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	8:08:20 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	8:08:36 PM
sll	Thanks. Can't connect	8:08:46 PM
	OK... I'm good now.	8:09:09 PM
Shivam Singh	Is this issue occurring only for you, or are other users on the server also experiencing it?	8:09:28 PM
	That's great	8:09:38 PM
sll	I'm online now.	8:09:42 PM
	Thanks.	8:09:49 PM
	<i>sll has ended this chat session</i>	8:09:53 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Jun, 1:08:32 AM

#78619 Mike Dries

Email: info@onlinedoggy.com ☎ 7206339510

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: ARVADA

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 1 Sec

Mike Dries	Hello, I am your Acebuddy	25 Jun, 1:08:33 AM
Acebuddy	Hello Mike Dries, I'm your Ace Buddy. I'll be happy to assist you!	1:08:34 AM

	Whom Would You Like to Connect With?	1:08:34 AM
Mike Dries	Technical Support (QB & App Hosting)	1:08:37 AM
Acebuddy	Welcome to Ace Support.	1:08:37 AM
	Please chose an option :	1:08:37 AM
Mike Dries	I'd like to raise a Request	1:08:47 AM
Acebuddy	Please select your request type.	1:08:47 AM
Mike Dries	Other Request	1:09:00 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	1:09:00 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:09:00 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.	1:47:35 AM
	<i>Ended due to chat idle timeout</i>	1:47:35 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Jun, 8:37:25 PM

#77719 Jaehwa Jeong

Email: jhjeong@aeac-autorica.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 24 Secs

City: DULUTH

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 57 Secs

Jaehwa Jeong	Hello, I am your Acebuddy	2 Jun, 8:37:26 PM
Acebuddy	Hello Jaehwa Jeong, I'm your Ace Buddy. I'll be happy to assist you!	8:37:27 PM
	Whom Would You Like to Connect With?	8:37:27 PM
Jaehwa Jeong	Technical Support (QB & App Hosting)	8:38:19 PM
Acebuddy	Welcome to Ace Support.	8:38:19 PM
	Please chose an option :	8:38:19 PM
Jaehwa Jeong	I'd like to report an Issue	8:38:30 PM
Acebuddy	Please select an option!	8:38:30 PM
Jaehwa Jeong	QuickBooks Issue	8:38:34 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:38:34 PM
Jaehwa Jeong	QuickBooks Update	8:38:38 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	8:38:38 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	8:38:38 PM
	Do you need any further assistance on the topic?	8:38:38 PM
Jaehwa Jeong	Yes	8:38:49 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:38:49 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:38:49 PM
	<i>Deepak Taneja declined the transfer request.</i>	8:38:52 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:39:12 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:39:21 PM
Jaehwa Jeong	A critical QuickBooks update is waiting for installation. To install, close all the running instances of QuickBooks and restart the one you are using currently.	8:39:34 PM
	This message show up whenever I try to open qb.	8:39:54 PM
	And I think this message shows up only me, not the other co-workers.	8:40:43 PM
Manish Singh	I will surely help you with this issue.	8:40:56 PM
	Kindly allow me two minutes to check the same.	8:41:00 PM
Jaehwa Jeong	thank you,	8:41:17 PM
Manish Singh	Please close QuickBooks for all users	8:41:19 PM
Jaehwa Jeong	then, you will update for us?	8:42:30 PM

Manish Singh	I have made the required changes kindly try now.	8:42:50 PM
Jaehwa Jeong	I will try later, then. Thank you.	8:43:36 PM
Manish Singh	Is there anything else I may help you with ?	8:43:45 PM
	Are we still connected here?	8:45:23 PM
	Are we still connected here?	8:48:50 PM
	Are we still connected here?	8:50:17 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	8:50:22 PM
	<i>Manish Singh has ended this chat session</i>	8:50:24 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Jun, 9:27:04 PM

#78468 Cathy Felicetty

Email: cfelicetty@cdservicesgroup.net

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 46 Secs

City: BOSSIER CITY

State: Louisiana

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 4 Secs

Cathy Felicetty	Hello, I am your Acebuddy	19 Jun, 9:27:05 PM
Acebuddy	Hello Cathy Felicetty, I'm your Ace Buddy. I'll be happy to assist you!	9:27:06 PM
	Whom Would You Like to Connect With?	9:27:06 PM

Cathy Felicetty	Technical Support (QB & App Hosting)	9:27:16 PM
Acebuddy	Welcome to Ace Support.	9:27:16 PM
	Please chose an option :	9:27:16 PM
Cathy Felicetty	Setback	9:27:27 PM
Acebuddy	Hello Cathy Felicetty, I'm your Ace Buddy. I'll be happy to assist you!	9:27:27 PM
	Whom Would You Like to Connect With?	9:27:27 PM
Cathy Felicetty	Technical Support (QB & App Hosting)	9:27:37 PM
Acebuddy	Welcome to Ace Support.	9:27:37 PM
	Please chose an option :	9:27:37 PM
Cathy Felicetty	I'd like to raise a Request	9:27:43 PM
Acebuddy	Please select your request type.	9:27:45 PM
Cathy Felicetty	Other Request	9:27:58 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:27:58 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:27:58 PM
Cathy Felicetty	Restart	9:28:07 PM
Acebuddy	Hello Cathy Felicetty, I'm your Ace Buddy. I'll be happy to assist you!	9:28:07 PM
	Whom Would You Like to Connect With?	9:28:07 PM
Cathy Felicetty	VDI/DaaS Support	9:28:15 PM
Acebuddy	Please wait while we connect you to an available Representative.	9:28:15 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:28:15 PM
	<i>Abhijeet Arun Thakur accepted the chat transfer request.</i>	9:28:18 PM
Abhijeet Arun Thakur	Thank you for reaching out to Ace Cloud Hosting. My name is Abhijeet. How can I assist you today?	9:29:20 PM
Cathy Felicetty	Hello Abhijeet.	9:29:33 PM
	I just setup a new computer and I need to get access to Quickbooks on this new computer.	9:30:04 PM
Abhijeet Arun Thakur	Sure, let me transfer you to the concerned team	9:30:48 PM
	<i>Abhijeet Arun Thakur is transferring the chat to Support(QB & App Hosting).</i>	9:30:58 PM
Cathy Felicetty	Ok. Thank you.	9:31:01 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	9:31:29 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	9:31:48 PM
	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help	9:32:11 PM

	you resolve it as quickly as possible.	
Cathy Felicetty	Hello Anjainay and thank you.	9:33:43 PM
Anjainay Singh	Could you please confirm whether you want to setup ACE server on your new local machine?	9:34:30 PM
Cathy Felicetty	I do not think I need the server. Just access to the current hosted quickbooks server. from my local computer	9:34:58 PM 9:35:08 PM
Anjainay Singh	Could you please confirm Cathy is it your new or old local machine?	9:36:15 PM
Cathy Felicetty	I need access on my new local computer.	9:36:34 PM
Anjainay Singh	May I take the remote access of your local computer?	9:36:45 PM
Cathy Felicetty	Sure.	9:36:52 PM
Anjainay Singh	Thankyou for your confirmation.	9:36:57 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:37:02 PM
	https://assist.acecloudhosting.com/join/2062769559	9:37:20 PM
	Please copy this URL at your local machine browser and download the setup.exe file.	9:37:42 PM
	Please click on setup.exe file and click on Agree and Download and allow an access for me.	9:38:11 PM
	Please enter your password.	9:40:57 PM
	Hello Cathy.	9:44:42 PM
	As issue has been resolved and you are able to sign into server so we are disconnecting this chat as there is no response from your end.	9:46:08 PM
	<i>Anjainay Singh has ended this chat session</i>	9:46:10 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jun, 4:14:14 PM

#78023 taxadmin

Email: taxadmin@silversfs.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 28 Secs

City: SANTO NINO

State: Davao Del Sur

Country: PHILIPPINES

Chat Transcript

Chat Duration : 22 Mins 1 Sec

taxadmin	Hello, I am your Acebuddy	9 Jun, 4:14:15 PM
Acebuddy	Hello Taxadmin, I'm your Ace Buddy. I'll be happy to assist you!	4:14:17 PM
	Whom Would You Like to Connect With?	4:14:17 PM
taxadmin	Technical Support (QB & App Hosting)	4:14:25 PM
Acebuddy	Welcome to Ace Support.	4:14:25 PM
	Please chose an option :	4:14:25 PM
taxadmin	I'd like to report an Issue	4:14:33 PM
Acebuddy	Please select an option!	4:14:33 PM
taxadmin	Other Issue	4:14:40 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:14:40 PM
taxadmin	i can't connect with my server	4:14:59 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:14:59 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:14:59 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	4:15:04 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	4:15:14 PM
taxadmin	Hello	4:15:21 PM
	I can't connect to my server. It was asking for a verification code sent to my email and I don't have access out of the server. The owner forwarded the code to me but it will be entered late.	4:16:25 PM
	And the code will be invalid.	4:16:40 PM
Ashutosh Mishra	Taxadmin, I will surely help with this issue.	4:17:06 PM
	I understand the email that gets the code can only be accessed when you are logged in the server. You cannot access that email out of the server, is that correct?	4:18:10 PM
taxadmin	Yes, right.	4:18:22 PM
	The code was sent to me by the owner through WhatsApp	4:18:45 PM
	And it gets to me late	4:18:59 PM
Ashutosh Mishra	I understand the inconvenience caused due to this and will help you right away, please also let me	

	know since code is also reflected on the Google Authenticator app, do you have access to this application?	4:20:47 PM
taxadmin	Can you help me? It's been over 20 mins since my log in time and I still hasn't done anything.	4:21:03 PM
	I do have access to the Google Auth App	4:21:20 PM
	But there is no other option aside from sending the code to my email address.	4:21:52 PM
Ashutosh Mishra	I will surely assist with this kindly help me with your username and server name.	4:23:26 PM
taxadmin	SilversFSi.myrealdatal.net/Silversfs_5_FSI	4:25:04 PM
Ashutosh Mishra	Thanks for the confirmation !	4:26:00 PM
	Kindly allow me two minutes to check the same.	4:26:04 PM
taxadmin	Ok, sure	4:26:20 PM
Ashutosh Mishra	Thank you for your patience.	4:31:09 PM
	We are checking from backend and will shortly inform you with the new updates.	4:31:29 PM
taxadmin	How much time do you need? :(4:32:03 PM
Ashutosh Mishra	We have made some changes from the backend, kindly login again and it should give you the option to get code from the Google Authenticator app.	4:33:20 PM
taxadmin	Ok, Let me try. Thanks.	4:33:36 PM
Ashutosh Mishra	Sure, please take your time	4:33:47 PM
taxadmin	I was able to log in. Will it be the same again tomorrow?	4:35:06 PM
	Thank you anyway for your help.	4:35:24 PM
Ashutosh Mishra	Great to see you are able to login. Rest assured this would not happen again, we have ensured that this is resolved permanently.	4:35:47 PM
	Is there anything else I may help you with ?	4:35:52 PM
taxadmin	Nothing else. Thank much!	4:36:06 PM
Ashutosh Mishra	Thanks for the confirmation !	4:36:12 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	4:36:16 PM
	<i>taxadmin has ended this chat session</i>	4:36:17 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Jun, 9:19:44 PM

#78161 Alexis

Email: alexisa@sentryusa.com 16057530880

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: 29 Secs

City: WATERTOWN

State: South Dakota

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 36 Secs

Alexis	Hello, I am your Acebuddy	11 Jun, 9:19:45 PM
Acebuddy	Hello Alexisa, I'm your Ace Buddy. I'll be happy to assist you!	9:19:46 PM
	Whom Would You Like to Connect With?	9:19:46 PM
Alexis	Technical Support (QB & App Hosting)	9:19:56 PM
Acebuddy	Welcome to Ace Support.	9:19:56 PM
	Please chose an option :	9:19:56 PM
Alexis	I'd like to report an Issue	9:20:06 PM
Acebuddy	Please select an option!	9:20:06 PM
Alexis	QuickBooks Issue	9:20:09 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:20:09 PM
Alexis	Other QB related issue	9:20:16 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:20:16 PM
Alexis	Quickbooks giving error messages, and unable to rebuild company data	9:20:59 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:20:59 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:20:59 PM
Alexis	Please this is urgent	9:22:18 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	9:22:21 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	9:22:28 PM

Alexis	Hi Anjainay	9:22:31 PM
Anjainay Singh	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible.	9:22:37 PM
Alexis	Thank you. Quickbooks is almost completely inoperable this morning and we are running into so many severe issues. Multiple users are repeatedly getting a "quickbooks unrecoverable" error, our customer:jobs are missing, and I am unable to rebuild data as I keep getting the unrecoverable error as well.	9:23:41 PM
Anjainay Singh	Hello Alexisa, I totally understand your concern and I assure you that this issue will be resolved urgently.	9:24:20 PM
	May I take the remote access of your server?	9:25:06 PM
Alexis	Yes	9:25:23 PM
Anjainay Singh	Please accept my remote session.	9:25:38 PM
	<i>9:25:41 PM Alexis is sharing a file with you image.png - (Size:91.04 KB)</i>	9:25:41 PM
	<i>This just came up while trying to verify our data and download the latest file doctor</i>	
	Thankyou for sharing your information .	9:26:12 PM
	Please allow me two minutes so that I can look into it.	9:26:49 PM
Alexis	Thank you	9:26:57 PM
Anjainay Singh	As I consulted with my escalation team member we need to clean install the QB in order to permanently resolve the issue.	9:28:30 PM
Alexis	Okay	9:28:41 PM
Anjainay Singh	As it is occurring at every users end.	9:28:53 PM
	I am going to work on it on priority basis.	9:29:13 PM
Alexis	Okay let me know what I need to do, will we lose any of the data we entered today?	9:29:16 PM
Anjainay Singh	No the data will remain unaffected.	9:29:41 PM
Alexis	Perfect	9:29:45 PM
Anjainay Singh	After installation is done, I just need to reboot the server and I will notify you over an email. (Edited)	9:30:10 PM
	Could you please also confirm are you facing same issue with one company file or with every file. (Edited)	9:30:48 PM
Alexis	We only have the one company file	9:31:16 PM
Anjainay Singh	Thankyou for your confirmation.	9:31:26 PM
	I am working on it Alexisa on urgent basis and will notify you soon.	9:32:07 PM
	I will send the updates on an email.	9:32:21 PM
Alexis	Do you have a ticket number I can reference if I don't hear anything? And do you have a time estimate so I can notify my team?	9:32:53 PM
Anjainay Singh		

	Once this chat gets disconnected I will send you an email mentioning the ticket ID , and it will be completed within 1-2 hours.	9:33:44 PM
Alexis	Okay thank you	9:33:52 PM
Anjainay Singh	Is there anything else I may help you with ?	9:34:00 PM
Alexis	Will anyone be able to log on while this is happening?	9:34:11 PM
Anjainay Singh	Yes everyone will be able to access the server just a reboot will be required after reinstallation and I will notify every users on server so that they can save their data.	9:35:06 PM
Alexis	Okay just to confirm we can continue working as much as possible and not lose data when the install is ready?	9:35:53 PM
Anjainay Singh	There will be no data loss as company file data and QuickBooks application are independent of each other and you can resume your work on server which is not related to QB.	9:37:03 PM
Alexis	Okay I misunderstood, the only work we do on the server is with Quickbooks. So we will not be able to use Quickbooks at all correct>	9:37:35 PM
Anjainay Singh	Yes we are going to clean install the application and I will try to finish it urgently. (Edited)	9:38:24 PM
Alexis	Okay I will notify my team, thank you so much for your help.	9:38:35 PM
Anjainay Singh	Is there anything else I may help you with ?	9:38:42 PM
Alexis	Not at this time	9:39:03 PM
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.	9:39:05 PM
	You may disconnect this chat.	9:40:09 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:40:15 PM
	<i>alexis has ended this chat session</i>	9:40:22 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Jun, 8:15:20 PM

#78248 shawn

Email: shawn@sweenorbuilders.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: WAKEFIELD

State: Rhode Island

Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 11 Secs

shawn	Hello, I am your Acebuddy	13 Jun, 8:15:21 PM
Acebuddy	Hello Shawn, I'm your Ace Buddy. I'll be happy to assist you!	8:15:21 PM
	Whom Would You Like to Connect With?	8:15:21 PM
shawn	Technical Support (QB & App Hosting)	8:15:25 PM
Acebuddy	Welcome to Ace Support.	8:15:25 PM
	Please chose an option :	8:15:25 PM
shawn	I'd like to report an Issue	8:15:33 PM
Acebuddy	Please select an option!	8:15:34 PM
shawn	Password Reset	8:15:36 PM
Acebuddy	Please select an option below	8:15:37 PM
shawn	Already Enrolled to Selfcare Portal	8:15:43 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	8:15:43 PM
	Do you need any further assistance on the topic?	8:15:43 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:48:32 PM
	<i>Ended due to chat idle timeout</i>	8:48:32 PM



Chat Transcript

Hello, I am your Acebuddy

11 Jun, 11:44:28 PM

Visitor Details

#78174 Alexis

Email: alexisa@sentryusa.com ☎ 16057530880

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 29 Secs

City: WATERTOWN

State: South Dakota

Country: UNITED STATES

Chat Duration : 8 Mins 6 Secs

Chat Transcript

Alexis	Hello, I am your Acebuddy	11 Jun, 11:44:29 PM
Acebuddy	Hello Alexisa, I'm your Ace Buddy. I'll be happy to assist you!	11:44:30 PM
	Whom Would You Like to Connect With?	11:44:30 PM
Alexis	Technical Support (QB & App Hosting)	11:45:08 PM
Acebuddy	Welcome to Ace Support.	11:45:09 PM
	Please chose an option :	11:45:09 PM
Alexis	I'd like to report an Issue	11:45:22 PM
Acebuddy	Please select an option!	11:45:22 PM
Alexis	QuickBooks Issue	11:45:25 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:45:25 PM
Alexis	Other QB related issue	11:45:54 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:45:55 PM
Alexis	Following up on an issue I was working with Anjainay on	11:47:02 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:47:03 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:47:03 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	11:48:11 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	11:48:13 PM
	Hello Alexisa	11:48:18 PM
Alexis	Hi Anurag, I was working with Anjainay Singh on an issue and was hoping to get an update, I did not get a ticket # yet	11:48:44 PM

Anurag Sharma	Thanks for the confirmation !	11:49:12 PM
	Alexisa, as I can check Anjainay is actively working on your issue and will update you via email.'	11:49:40 PM
Alexis	Do you know if there is a time frame I can expect to hear from Anjainay?	11:50:09 PM
Anurag Sharma	You can expect the resolution in an hour.	11:51:03 PM
	He will email you once it is completed.	11:51:16 PM
Alexis	Okay I will email Anjainay directly thank you for your help	11:51:17 PM
Anurag Sharma	Thanks for the confirmation !	11:51:21 PM
	Is there anything else I may help you with ?	11:51:24 PM
Alexis	No thank you	11:51:29 PM
Anurag Sharma	Thanks for the confirmation !	11:52:29 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:52:31 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	11:52:33 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>Anurag Sharma has ended this chat session</i>	11:52:36 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Jun, 11:39:21 PM

#78526 Glenn Newton

Email: lukoilmarine2020@gmail.com ☎ 14107333542

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: 47 Secs

City: BALTIMORE

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 49 Mins 59 Secs

Glenn Newton	Hello, I am your Acebuddy	20 Jun, 11:39:22 PM
Acebuddy	Hello Glenn Newton, I'm your Ace Buddy. I'll be happy to assist you!	11:39:23 PM
	Whom Would You Like to Connect With?	11:39:23 PM
Glenn Newton	Technical Support (QB & App Hosting)	11:39:43 PM
Acebuddy	Welcome to Ace Support.	11:39:43 PM
	Please chose an option :	11:39:43 PM
Glenn Newton	I'd like to raise a Request	11:39:59 PM
Acebuddy	Please select your request type.	11:39:59 PM
Glenn Newton	Office 365 Addition	11:40:09 PM
Acebuddy	Please specify if you already have an Office365 subscription	11:40:09 PM
Glenn Newton	I already have O365 license	11:40:20 PM
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windows Server Operating Systems :	11:40:20 PM
	<ul style="list-style-type: none">• O365 E3• O365 E5• O365 Apps for Enterprise	11:40:20 PM
	If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.	11:40:20 PM
	If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one mentioned above or you may purchase a compatible license from Ace.	11:40:20 PM
	Do you need any further assistance on the topic?	11:40:20 PM
Glenn Newton	Yes	11:41:13 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:41:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:41:13 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	11:41:40 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	11:41:45 PM

Glenn Newton	This is in reference to ticket #715198	11:42:08 PM
Anjainay Singh	I understand your request , could you please share the license type you have so that I can assist you accordingly.	11:42:30 PM
	Please provide me two minutes so that I can look into it.	11:42:56 PM
Glenn Newton	I'd like to add MS 365 to a new users remote desktop	11:43:52 PM
Anjainay Singh	Sure , Glenn	11:44:34 PM
Glenn Newton	Her name is Khatija	11:45:02 PM
Anjainay Singh	Please click on link to approve it over the ticket and share the username so that we can add it .	11:45:15 PM
Glenn Newton	newtong@lukoil.com	11:47:23 PM
Anjainay Singh	Please allow me two minutes so that I can setup it for you.	11:48:36 PM
	Are we still connected?	11:50:09 PM
Glenn Newton	yes	11:50:58 PM
Anjainay Singh	https://admin.microsoft.com/AdminPortal/Home#/partners/invitation/granularAdminRelationships/3073360b-a5b6-453b-b61e-c5519061d2fd-60f82db9-ad32-42ff-a9e9-c3a5915409ef	11:52:25 PM
	Please click on URL and approve the same so that I can add user on O365.	11:52:49 PM
	You should be logging in with O365 admin account.	11:53:25 PM
Glenn Newton	I don't know the password	11:53:48 PM
Anjainay Singh	Okay. allow me two minutes I am checking it at my end.	11:55:43 PM
Glenn Newton	Thank you	11:56:27 PM
Anjainay Singh	Please stay connected I am working on it.	11:57:17 PM
Glenn Newton	Ok	11:57:32 PM
Anjainay Singh	Thankyou for your patience , I am still working on it.	21 Jun, 12:01:02 AM
Glenn Newton	Ok	12:01:16 AM
Anjainay Singh	Hello, Glenn Thank you for staying on the chat	12:01:50 AM
Glenn Newton	OK	12:02:13 AM
Anjainay Singh	We would need you to authorize the GDAP certificate approval from admin@lukoilmarine.onmicrosoft.com	12:02:31 AM
	The above email address in case you dont have the password please reset the same	12:02:52 AM
Glenn Newton	Let me try	12:04:33 AM
Anjainay Singh	Sure verification code will go to this email "(ne*****@lukoil.com). (Edited)	12:05:06 AM
Glenn Newton	OK	12:05:53 AM
Anjainay Singh	Please try and let us know in case you face any issue.	12:06:21 AM
Glenn Newton	It takes a long time to receive emails at this address. Like 20 - 30 minutes	12:08:30 AM

Anjainay Singh	If that would be the case you may have to check your notes or old emails to find the password of admin@lukoilmarine.onmicrosoft.com	12:09:12 AM
Glenn Newton	Just got it	12:09:20 AM
Anjainay Singh	This message has been deleted	12:09:52 AM
	Great	12:10:03 AM
Glenn Newton	PW is now reset	12:10:35 AM
Anjainay Singh	Please login to the admin email on this https://www.microsoft.com/en/microsoft-365/business/microsoft-365-administration	12:11:07 AM
	Please login to the admin account	12:11:25 AM
	https://www.microsoft.com/en/microsoft-365/business/microsoft-365-administration	12:11:27 AM
	https://www.google.com/search?q=office+365+admin+login&rlz=1C1GCEU_en-GBIN1128IN1128&oq=office+365+admin+l&gs_lcrp=EgZjaHJvbWUqBwgAEAAgAQyBwgAEAAgAQyBggBEEUYOTIHCAIQABiABDIHCAMQABiABDIHCAQQQABiABDIHCAUQABiABDIHCAYQABiABDIICAcQABgWG B4yCAgIEAAgFhgeMggICRAAGBYYHtIBCDQ3NjZqMGo3qAIAsAIA&sourceid=chrome&ie=UTF-8	12:11:41 AM
	First website once done open the Gdap link	12:12:10 AM
	https://admin.microsoft.com/AdminPortal/Home#/partners/invitation/granularAdminRelationships/3073360b-a5b6-453b-b61e-c5519061d2fd-60f82db9-ad32-42ff-a9e9-c3a5915409ef	12:12:23 AM
	Are we connected?	12:15:00 AM
	Are we connected?	12:17:23 AM
Glenn Newton	Yes	12:18:12 AM
Anjainay Singh	Could you please provide the update from your end?	12:18:31 AM
Glenn Newton	I have accepted the partnership agreement	12:19:05 AM
Anjainay Singh	Please allow me one minute.	12:19:27 AM
	It will update in 10 minutes at my end and we will proceed with user account creation and will send it to you over an email.	12:20:44 AM
Glenn Newton	OK	12:21:23 AM
Anjainay Singh	I appreciate your patience and cooperation, I ensure you that this issue will be resolved urgently.	12:22:18 AM
Glenn Newton	Thank you	12:22:40 AM
Anjainay Singh	Is there anything else I may help you with ?	12:23:01 AM
Glenn Newton	No	12:23:37 AM
Anjainay Singh	I will send you the credentials over an email.	12:24:25 AM
Glenn Newton	Newtong@lukoil.com ?	12:24:55 AM
Anjainay Singh	Yes I will send you over the same email.	12:25:40 AM
Glenn Newton	OK thanks	12:26:10 AM

Anjainay Singh You may disconnect this chat Glenn and we have started working on it. 12:26:44 AM

It was really pleasure resolving your request. 12:27:08 AM

Thank you for choosing ACE cloud Hosting, you have a wonderful day. 12:28:20 AM

Anjainay Singh has ended this chat session 12:29:22 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 5 Jun, 10:00:46 PM

#77916 AdminAssist

Email: adminassist@solarimpact.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 19 Secs

City: GAINESVILLE

State: Florida

Country: UNITED STATES

Chat Transcript Chat Duration : 13 Mins 36 Secs

AdminAssist	Hello, I am your Acebuddy	5 Jun, 10:00:46 PM
Acebuddy	Hello Adminasssist, I'm your Ace Buddy. I'll be happy to assist you!	10:00:47 PM
	Whom Would You Like to Connect With?	10:00:47 PM
AdminAssist	Technical Support (QB & App Hosting)	10:00:52 PM
Acebuddy	Welcome to Ace Support.	10:00:52 PM
	Please chose an option :	10:00:52 PM
AdminAssist	I'd like to raise a Request	10:00:58 PM
Acebuddy	Please select your request type.	10:00:58 PM

AdminAssist	Change in Users	10:01:08 PM
Acebuddy	Please select your desired option!	10:01:08 PM
AdminAssist	User Replacement	10:01:14 PM
Acebuddy	We do not recommend modifying an existing user due to technical challenges. Hence we request you to disable the existing user (that you'd like to replace) and instead add a new user from MyPortal.	10:01:14 PM
	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	10:01:14 PM
	Do you need any further assistance on the topic?	10:01:14 PM
AdminAssist	Yes	10:01:24 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:01:24 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:01:24 PM
AdminAssist	Ticket 707567	10:01:36 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	10:02:34 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	10:02:41 PM
	Hello Admin	10:03:34 PM
AdminAssist	hello	10:03:55 PM
Anurag Sharma	As I can understand you want the RDP in your Mac system right?	10:04:37 PM
AdminAssist	Correct	10:04:54 PM
Anurag Sharma	May I take the remote access of your local computer?	10:05:22 PM
AdminAssist	Yes	10:05:35 PM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	10:05:43 PM
	https://assist.acecloudhosting.com/join/6612265187	10:05:50 PM
	Kindly paste this link in the browser of local computer and join the session.	10:05:55 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.	10:08:38 PM
	Is there anything else I may help you with ?	10:13:46 PM
AdminAssist	That is all. Thank you so much	10:14:01 PM
Anurag Sharma	Thanks for the confirmation !	10:14:11 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	10:14:15 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:14:17 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!

10:14:21 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/>)

Anurag Sharma has ended this chat session

10:14:23 PM



Chat Transcript

I need a status update on ticket 706978 please

5 Jun, 4:32:02 AM

Visitor Details

#77879 dansilver315

Email: dansilver315@gmail.com 8087817861

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

Website: <https://www.acecloudhosting.com/>

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 11 Secs

City: BILLINGS

State: Idaho

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 18 Secs

dansilver315 I need a status update on ticket 706978 please 5 Jun, 4:32:03 AM

Aayush Thank you for contacting ACE. My name is Aayush. I will be assisting you further. 4:32:11 AM

Aayush is transferring the chat to Support(QB & App Hosting). 4:32:24 AM

dansilver315 I'm supposed to run payroll today in the next hour - can you please give me a status up date on my Quickbooks activation 4:32:47 AM

	<i>Shubham Kataria accepted the chat transfer request.</i>	4:33:24 AM
	hello	4:33:53 AM
	<i>Shubham Kataria is transferring the chat to Abhay Kumar Saraswat.</i>	4:34:31 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	4:34:33 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	4:34:38 AM
	I will be surely assisting you with this. (Edited)	4:34:43 AM
dansilver315	Please see my ticket ID 706978	4:35:00 AM
	They just migrated me to a new server as I updated to Quickbooks Pro 2024	4:35:16 AM
Abhay Kumar Saraswat	Kindly allow me two minutes to check the same.	4:35:24 AM
dansilver315	I couldn't stay on the same server. But it seems that they used the wrong license number perhaps when they updated it. I	4:35:47 AM
	I'm not sure but somehow it did not activate	4:35:54 AM
Abhay Kumar Saraswat	Thank you for your patience.	4:36:41 AM
dansilver315	sure	4:36:52 AM
Abhay Kumar Saraswat	Upon reviewing the ticket, we found that our team is currently in contact with Intuit Support regarding the license activation. The license will be activated shortly. Our team will update you as soon as the license is successfully activated. We appreciate your patience and understanding.	4:41:28 AM
dansilver315	hello?	4:41:28 AM
Abhay Kumar Saraswat	Upon reviewing the ticket, we found that our team is currently in contact with Intuit Support regarding the license activation. The license will be activated shortly. Our team will update you as soon as the license is successfully activated. We appreciate your patience and understanding	4:41:35 AM
dansilver315	ok. I need to run payroll within an hour - does it look like they will be completed soon?	4:42:02 AM
Abhay Kumar Saraswat	I understand that's a very short period I will try to expedite this quickly	4:42:43 AM
dansilver315	I appreciate it	4:42:50 AM
Abhay Kumar Saraswat	Is there anything else I may help you with ?	4:43:06 AM
dansilver315	no thanks	4:43:15 AM
	I appreciate your help	4:43:21 AM
Abhay Kumar Saraswat	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:43:24 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!

4:43:26 AM

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

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

Abhay Kumar Saraswat has ended this chat session

4:43:29 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Jun, 1:40:48 AM

#78384 Garth van der Merwe

Email: garth@beaconmarineelectronics.com

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: 11 Secs

City: OXNARD

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 4 Mins 53 Secs

Garth van der Merwe	Hello, I am your Acebuddy	18 Jun, 1:40:49 AM
Acebuddy	Hello Garth Van Der Merwe, I'm your Ace Buddy. I'll be happy to assist you!	1:40:50 AM
	Whom Would You Like to Connect With?	1:40:50 AM
Garth van der Merwe	Technical Support (QB & App Hosting)	1:40:58 AM
Acebuddy	Welcome to Ace Support.	1:40:58 AM
	Please chose an option :	1:40:58 AM

Garth van der Merwe	I'd like to report an Issue	1:41:04 AM
Acebuddy	Please select an option!	1:41:04 AM
Garth van der Merwe	QuickBooks Issue	1:41:09 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:41:09 AM
Garth van der Merwe	Other QB related issue	1:41:19 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:41:19 AM
Garth van der Merwe	can't find company bluelseDrake.myrealdata.net	1:41:44 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:41:44 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:41:44 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	1:42:35 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	1:42:41 AM
	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible.	1:43:06 AM
Garth van der Merwe	I think maybe it was a temporary glitch....	1:43:34 AM
	report is now building	1:43:41 AM
Anjainay Singh	Thankyou for your update.	1:43:51 AM
	It may happens sometime due to technical glitch.	1:44:13 AM
	However could you please confirm your account name?	1:44:30 AM
	As issue has been resolved and there is no response from your end we are closing this chat.	1:45:39 AM
	<i>Anjainay Singh has ended this chat session</i>	1:45:42 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Jun, 12:49:06 AM

#78669 Lindsay West

Email: lindsay@westlegacy.com ☎ 9036519112

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 14 Secs

City: DENISON

State: Texas

Country: UNITED STATES

Chat Duration : 19 Mins 41 Secs

Chat Transcript

Lindsay West	Hello, I am your Acebuddy	26 Jun, 12:49:07 AM
Acebuddy	Hello Lindsay West, I'm your Ace Buddy. I'll be happy to assist you!	12:49:08 AM
	Whom Would You Like to Connect With?	12:49:08 AM
Lindsay West	Technical Support (QB & App Hosting)	12:49:15 AM
Acebuddy	Welcome to Ace Support.	12:49:15 AM
	Please chose an option :	12:49:15 AM
Lindsay West	I'd like to raise a Request	12:49:23 AM
Acebuddy	Please select your request type.	12:49:23 AM
Lindsay West	Password Reset	12:49:28 AM
Acebuddy	Please select an option below	12:49:28 AM
Lindsay West	Already Enrolled to Selfcare Portal	12:49:35 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	12:49:35 AM
	Do you need any further assistance on the topic?	12:49:35 AM
Lindsay West	Yes	12:50:03 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:50:03 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:50:03 AM
	<i>Gaurav Kumar declined the transfer request.</i>	12:50:15 AM
	<i>Yash Ahi accepted the chat transfer request.</i>	12:50:29 AM
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.	12:50:32 AM
	Hi Lindsay. How are you doing today?	12:50:45 AM
Lindsay West	Hello! I am trying to reset My password. the selfcare portal to reset says I am locked out	12:51:02 AM
Yash Ahi	Alright, I will surely help you with this issue.	12:51:19 AM
	Could you please help me with your server name or business name?	12:51:22 AM
Lindsay West	West Legacy	12:51:33 AM

	Could be under West Legacy Holdings	12:51:46 AM
Yash Ahi	Thank you for the information and allow 2 minutes to check the same.	12:52:06 AM
Lindsay West	West Legacy Holdings LP is what is says exactly	12:52:25 AM
Yash Ahi	Alright, let me check.	12:53:08 AM
	Thank you for your patience.	12:54:20 AM
	It seems like you are trying to login after a long time.	12:54:44 AM
	So your account got locked out and it will be activated in selfcare in next 24 hours automatically.	12:55:29 AM
Lindsay West	Yes, We have an in house bookkeeper, Linda. I do not often need to log in to QB myself, but am needed to log in to look at some things for our CPA firm.	12:55:33 AM
Yash Ahi	So, if you want us to help you with the password reset, we can reset it for you.	12:55:48 AM
Lindsay West	Yes, Please.	12:55:55 AM
Yash Ahi	Sure, Lindsay, but to proceed further I would require an email for password reset from your registered email address lindsay@westlegacy.com	12:56:32 AM
Lindsay West	sure	12:56:46 AM
Yash Ahi	You can send it to support@aceclouddhosting.com	12:56:52 AM
Lindsay West	sent	12:57:19 AM
Yash Ahi	Alright please give me 2 minutes, let me check that.	12:57:29 AM
	Thank you for your patience Lindsay.	12:58:59 AM
Lindsay West	no problem	12:59:07 AM
Yash Ahi	I just replied to your email with the password link.	12:59:09 AM
	Could you please try to login to the server now?	12:59:21 AM
	Let me know if you face any issue (Edited)	12:59:27 AM
Lindsay West	It still says my account is restricted	1:01:29 AM
Yash Ahi	May I take the remote access of your local computer to check that?	1:01:43 AM
Lindsay West	yes	1:01:48 AM
Yash Ahi	Prior providing the access, I would suggest you to close any important documents at your end.	1:01:52 AM
	Kindly paste this link in the browser of local computer and join the session. https://assist.aceclouddhosting.com/join/6442021204	1:02:14 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.	1:03:15 AM
	As discussed Lindsay, we have provided you with the password.	1:08:03 AM
	Is there anything else I may help you with ?	1:08:05 AM
Lindsay West		

That is it. Thank you so much for your help

1:08:27 AM

Yash Ahi My pleasure.

1:08:32 AM

I would greatly appreciate if you could share the feedback after this chat

1:08:35 AM

After this chat you will get the reference ticket ID

1:08:38 AM

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

1:08:44 AM

Lindsay West No problem

1:08:46 AM

Yash Ahi 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!

1:08:47 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 Ahi has ended this chat session

1:08:49 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Jun, 10:41:43 PM

#78310 accounting

Email: arcadiabookkeeping@sbcglobal.net 15303551298

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: BAKERSFIELD

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 54 Secs

accounting	Hello, I am your Acebuddy	16 Jun, 10:41:44 PM
	add scanner	10:41:49 PM
Acebuddy	Hello Arcadiabookkeeping, I'm your Ace Buddy. I'll be happy to assist you!	10:42:00 PM
	Whom Would You Like to Connect With?	10:42:00 PM
accounting	Technical Support (QB & App Hosting)	10:42:10 PM
Acebuddy	Welcome to Ace Support.	10:42:10 PM
	Please chose an option :	10:42:10 PM
accounting	I'd like to raise a Request	10:42:16 PM
Acebuddy	Please select your request type.	10:42:16 PM
accounting	Printer/Scanner Addition	10:42:19 PM
Acebuddy	Please select your desired option :	10:42:20 PM
accounting	Scanner Addition	10:42:24 PM
Acebuddy	In order to scan from the server, TSScan software needs to be added at both end (local PC & Server). Kindly email us the request at support@acecloudhosting.com and we will assist you with the further.	10:42:24 PM
	Please select an option :	10:42:24 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:14:54 PM
	<i>Ended due to chat idle timeout</i>	11:14:54 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Jun, 2:57:39 AM

#78189 Eduardo

Email: corporateit@sdf-itc.com **Phone:** 15125169214

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 51 Secs

City: MEXICO CITY

State: Ciudad De Mexico

Country: MEXICO

Chat Transcript

Chat Duration : 1 Hour 16 Mins

Eduardo	Hello, I am your Acebuddy	12 Jun, 2:57:40 AM
Acebuddy	Hello Eduardo, I'm your Ace Buddy. I'll be happy to assist you!	2:57:40 AM
	Whom Would You Like to Connect With?	2:57:40 AM
Eduardo	Technical Support (QB & App Hosting)	2:57:46 AM
Acebuddy	Welcome to Ace Support.	2:57:46 AM
	Please chose an option :	2:57:46 AM
Eduardo	I'd like to report an Issue	2:58:01 AM
Acebuddy	Please select an option!	2:58:01 AM
Eduardo	Other Issue	2:58:05 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:58:05 AM
Eduardo	Server not responding, remote session is frozen	2:58:21 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:58:21 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:58:21 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	2:58:41 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	2:58:43 AM
	Hello Eduardo	2:58:50 AM
Eduardo	Hello Anurag, how are you doing?	2:59:03 AM
	Our server is completely frozen, for all users	2:59:26 AM
Anurag Sharma	I am good Eduardo, what about you?	2:59:29 AM
	I deeply apologize for the inconvenience caused to you.	2:59:34 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:59:39 AM
Eduardo	Some of them got disconnected while other are connected but not responding	3:00:06 AM
	SDFInterTrading.myrealdatal.net All users, mine is CDM8_INTSALES_OF	3:00:23 AM
Anurag Sharma	Thanks for the confirmation !	3:01:08 AM

	Kindly allow me two minutes to check the same.	3:01:11 AM
Eduardo	Thanks	3:01:20 AM
Anurag Sharma	Please allow me few more minutes. I am working on this.	3:06:09 AM
	Thank you for your patience.	3:15:22 AM
	Eduardo, please ask all the users to login into the server now.	3:15:40 AM
	It is working now	3:15:43 AM
Eduardo	Any clues of what happened?	3:16:09 AM
Anurag Sharma	The server was stuck on the backend.	3:16:55 AM
	Which is now resolved.	3:17:12 AM
	You can now login into the server without any problem.	3:17:27 AM
	Is there anything else I may help you with ?	3:17:29 AM
Eduardo	I'm trying to log in, please allow me 5 minutes while users confirm that they can connect	3:18:16 AM
Anurag Sharma	Sure, please take your time	3:18:26 AM
	Are you able to connect on the server now?	3:20:16 AM
Eduardo	It is not responding yet again	3:20:46 AM
Anurag Sharma	As I can check all the other users are able to access the server	3:21:21 AM
	Could you please try again once?	3:21:28 AM
Eduardo	Connected but not able to open programs or folders	3:21:43 AM
	OK, just opened the task manager after a couple of minutes	3:22:33 AM
Anurag Sharma	Okay	3:22:46 AM
	Is there anything else I may help you with ?	3:22:48 AM
Eduardo	Well, folder are not opening	3:23:10 AM
	I click on it and nothing happens	3:23:19 AM
Anurag Sharma	May I take the remote access of your server?	3:23:43 AM
Eduardo	Sure	3:23:52 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	3:24:00 AM
Eduardo	Sure, nothing is open	3:24:11 AM
Anurag Sharma	Please allow me 2-3 minutes	3:25:55 AM
	Eduardo, I deeply apologize for the delay	3:37:09 AM
	You can now check if the issue is now resolved.	3:37:20 AM
	Are we still connected here?	3:38:06 AM
Eduardo	Ok, will check	3:38:19 AM

Anurag Sharma	Sure, please take your time	3:39:11 AM
Eduardo	I was able to connect but it is not responding	3:41:01 AM
	You can connect to my local pc if needed	3:41:28 AM
Anurag Sharma	Okay	3:42:08 AM
	May I take the remote access of your local computer?	3:42:13 AM
Eduardo	Sure	3:42:45 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	3:42:55 AM
	https://assist.acecloudhosting.com/join/2632827202	3:43:15 AM
	Kindly paste this link in the browser of local computer and join the session.	3:43:20 AM
Eduardo	Done	3:44:34 AM
Anurag Sharma	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.	3:45:07 AM
Eduardo	Sure, thanks	3:46:03 AM
Anurag Sharma	I have rebooted the server and checking the same from the console	3:47:54 AM
Eduardo	Ok, so we are waiting for the server to be up?	3:48:49 AM
Anurag Sharma	Yes	3:49:02 AM
Eduardo	okok, thanks	3:49:11 AM
Anurag Sharma	The server is up. Please check now.	3:52:09 AM
Eduardo	Will check	3:52:31 AM
Anurag Sharma	The server seems to be performing fine now	3:53:54 AM
	Please check at your end	3:53:59 AM
Eduardo	Can you still see my screen?	3:54:22 AM
Anurag Sharma	Yes	3:54:52 AM
Eduardo	1st time I see that warning about the account	3:55:12 AM
Anurag Sharma	Seems like a temporary profile issue	3:55:49 AM
	Eduardo, the server has frozen again.	4:08:26 AM
	Since the issue is not yet resolved, I am escalating this issue to our escalation team.	4:09:16 AM
	They will assist you with the resolution soon	4:09:26 AM
	I hope you can understand.	4:09:56 AM
Eduardo	Will someone reach me out or what will happen?	4:10:36 AM
Anurag Sharma	They will contact to you on their own.	4:10:38 AM

Eduardo	We have been experiencing issues after we request the upgrade of 2016 to 2019 Operating system version	4:11:06 AM
Anurag Sharma	I will mention each and everything to them, So that they can directly proceed with the resolution part.	4:11:08 AM
	Okay, I will mention that too.	4:11:21 AM
Eduardo	Ok, when will they reach me back?	4:11:31 AM
Anurag Sharma	The given time by them is 12-16 hours. But they will surely try to resolve this issue as early as possible.	4:12:07 AM
	Is there anything else I may help you with ?	4:12:43 AM
Eduardo	Noted, hopefully can be shorter than that	4:12:45 AM
Anurag Sharma	Yes, it will be.	4:13:02 AM
Eduardo	That will be for now, thanks	4:13:04 AM
Anurag Sharma	Thanks for the confirmation !	4:13:07 AM
	Thank you so much, Eduardo, for your patience. I truly appreciate the understanding and support you've shown.	4:13:50 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:13:58 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	4:14:00 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>Anurag Sharma has ended this chat session</i>		4:14:03 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Jun, 6:10:36 AM

#77952 Linda Wieczorek, for Stephen Floyd

Email: americanaccounting@gmail.com  626-303-1616

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

City: ARCADIA

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 40 Mins 10 Secs

Linda Wieczorek, for Stephen Floyd	Hello, I am your Acebuddy	6 Jun, 6:10:37 AM
Acebuddy	Hello Linda Wieczorek, For Stephen Floyd, I'm your Ace Buddy. I'll be happy to assist you!	6:10:38 AM
	Whom Would You Like to Connect With?	6:10:38 AM
Linda Wieczorek, for Stephen Floyd	Technical Support (QB & App Hosting)	6:10:43 AM
Acebuddy	Welcome to Ace Support.	6:10:43 AM
	Please chose an option :	6:10:43 AM
Linda Wieczorek, for Stephen Floyd	I'd like to report an Issue	6:10:50 AM
Acebuddy	Please select an option!	6:10:50 AM
Linda Wieczorek, for Stephen Floyd	QuickBooks Issue	6:10:54 AM
Acebuddy	What type of QuickBooks Issue are you facing?	6:11:00 AM
Linda Wieczorek, for Stephen Floyd	QuickBooks is Frozen	6:11:03 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	6:11:03 AM
	Was that helpful?	6:11:03 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.	6:50:48 AM
	<i>Ended due to chat idle timeout</i>	6:50:48 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Jun, 11:56:16 PM

#78428 vikas singh chauhan

Email: vikaschauhan313@gmail.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 8 Secs

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

Chat Duration : 2 Mins 17 Secs

vikas singh chauhan	Hello, I am your Acebuddy	18 Jun, 11:56:17 PM
Acebuddy	Hello Vikas Singh Chauhan, I'm your Ace Buddy. I'll be happy to assist you!	11:56:18 PM
	Whom Would You Like to Connect With?	11:56:18 PM
vikas singh chauhan	Technical Support (QB & App Hosting)	11:56:38 PM
Acebuddy	Welcome to Ace Support.	11:56:38 PM
	Please chose an option :	11:56:38 PM
vikas singh chauhan	I'd like to report an Issue	11:57:10 PM
Acebuddy	Please select an option!	11:57:10 PM
vikas singh chauhan	Other Issue	11:57:18 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:57:18 PM
vikas singh chauhan	server slowness - Test	11:57:34 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:57:34 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:57:34 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	11:57:41 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting	

you today.

11:57:51 PM

vikas singh chauhan Hi Shubham, This is a test chat, kindly disconnect. Thank you

11:58:22 PM

Shubham Kataria Alright, let me close it

11:58:30 PM

Shubham Kataria has ended this chat session

11:58:35 PM

