

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Aug, 4:09:59 AM

#80204 info

Email: info@brkimcpa.com  9729724930

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 14 Secs

City: CARROLLTON

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 37 Secs

info	Hello, I am your Acebuddy	6 Aug, 4:10:01 AM
Acebuddy	Hello Daniel, I'm your Ace Buddy. I'll be happy to assist you!	4:10:01 AM
	Whom Would You Like to Connect With?	4:10:01 AM
info	Technical Support (QB & App Hosting)	4:10:06 AM
Acebuddy	Welcome to Ace Support.	4:10:06 AM
	Please chose an option :	4:10:06 AM
info	I'd like to report an Issue	4:10:11 AM
Acebuddy	Please select an option!	4:10:11 AM
info	Other Issue	4:10:15 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:10:15 AM
info	I am having trouble connecting to a printer that other computers on our network can connect to. I asked about this issue earlier today.	4:10:48 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:10:49 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:10:49 AM
	<i>Gaurav Kumar declined the transfer request.</i>	4:10:53 AM

Abhay Kumar Saraswat accepted the chat transfer request.

4:10:56 AM

Abhay Kumar
Saraswat

Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.

4:11:02 AM

I deeply apologize for the inconvenience caused to you.

4:11:25 AM

Could you please share the ticket number if you have?

4:11:38 AM

info let me see

4:11:50 AM

Abhay Kumar
Saraswat

Sure.

4:12:03 AM

I will be surely assisting you with this.

4:12:11 AM

info I believe it is 746012

4:13:23 AM

Abhay Kumar
Saraswat

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

4:13:57 AM

Thank you for your patience.

4:15:31 AM

I checked your ticket and that is related to the printing issue.

4:15:45 AM

Is this issue occurring only for you, or are other users on the server also experiencing the same issue while printing?

4:16:16 AM

info Only me

4:16:37 AM

Abhay Kumar
Saraswat

Thanks for the confirmation !

4:16:49 AM

And since when you are facing this?

4:16:56 AM

info I am unsure I was given this computer a couple of months ago but it has had this issue in the past

4:17:35 AM

Abhay Kumar
Saraswat

Okay.

4:17:43 AM

Could you please confirm whether you are experiencing this issue when printing from your **local PC** or directly from **QuickBooks** ?

4:18:39 AM

Abhay Kumar Saraswat has ended this chat session

4:21:38 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Aug, 4:27:37 AM

#80887 kristin

Email: kristin@gulfcoastoilwellservice.com  8324924388

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: MONTGOMERY

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 55 Secs

kristin	Hello, I am your Acebuddy	27 Aug, 4:27:38 AM
Acebuddy	Hello Kristin, I'm your Ace Buddy. I'll be happy to assist you!	4:27:38 AM
	Whom Would You Like to Connect With?	4:27:38 AM
kristin	Technical Support (QB & App Hosting)	4:27:41 AM
Acebuddy	Welcome to Ace Support.	4:27:41 AM
	Please chose an option :	4:27:41 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	5:02:33 AM
	<i>Ended due to chat idle timeout</i>	5:02:33 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Aug, 4:51:11 PM

#80562 JULIE a SACHS

Email: julie@oceanbluewp.com  3125602490

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: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Duration : 39 Mins 4 Secs

Chat Transcript

JULIE a SACHS	Hello, I am your Acebuddy	16 Aug, 4:51:13 PM
Acebuddy	Hello Julie A Sachs, I'm your Ace Buddy. I'll be happy to assist you!	4:51:14 PM
	Whom Would You Like to Connect With?	4:51:14 PM
JULIE a SACHS	Technical Support (QB & App Hosting)	4:51:21 PM
Acebuddy	Welcome to Ace Support.	4:51:21 PM
	Please chose an option :	4:51:21 PM
JULIE a SACHS	I'd like to report an Issue	4:51:27 PM
Acebuddy	Please select an option!	4:51:28 PM
JULIE a SACHS	QuickBooks Issue	4:51:32 PM
Acebuddy	What type of QuickBooks Issue are you facing?	4:51:32 PM
JULIE a SACHS	QuickBooks Login Issue	4:51:39 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	4:51:39 PM
	Was that helpful?	4:51:39 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.	5:30:18 PM
	<i>Ended due to chat idle timeout</i>	5:30:18 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Aug, 3:40:20 PM

#80444 Robert Nolte

Email: rob@ddumpsters.com

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 46 Secs

City: BATAVIA

State: Ohio

Country: UNITED STATES

Chat Duration : 7 Mins 14 Secs

Chat Transcript

Robert Nolte	Hello, I am your Acebuddy	13 Aug, 3:40:20 PM
Acebuddy	Hello Robert Nolte, I'm your Ace Buddy. I'll be happy to assist you!	3:40:22 PM
	Whom Would You Like to Connect With?	3:40:22 PM
Robert Nolte	Technical Support (QB & App Hosting)	3:40:29 PM
Acebuddy	Welcome to Ace Support.	3:40:29 PM
	Please chose an option :	3:40:29 PM
Robert Nolte	I'd like to report an Issue	3:40:40 PM
Acebuddy	Please select an option!	3:40:40 PM
Robert Nolte	Other Issue	3:40:46 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:40:46 PM
Robert Nolte	I am unable to connect to my Remote Desktop session:	3:41:06 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:41:06 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:41:06 PM
	<i>3:41:13 PM Robert Nolte is sharing a file with you 1_image.png - (Size:38.88 KB)</i>	3:41:13 PM
	<i>3:41:32 PM Robert Nolte is sharing a file with you 1_image.png - (Size:21.62 KB)</i>	3:41:32 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	3:41:33 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	3:42:18 PM
Robert Nolte	Hello	3:43:00 PM
Shubham Maurya	Sure, I can help with that. Let me look into it for you please allow me 2 minutes.	3:43:27 PM
Robert Nolte	[Window Title] Remote Desktop Connection [Content] Remote Desktop can't find the computer	

"RDES.myrealdata.net". This might mean that "RDES.myrealdata.net" does not belong to the specified network. Verify the computer name and domain that you are trying to connect to. [^] Hide details [OK]
[Expanded Information] Error code: 0x3000016 Extended error code: 0x0 Timestamp (UTC): 08/13/25
10:09:14 AM Press Ctrl+C to copy.

3:44:08 PM

it let me in now

3:44:35 PM

i tried for 20 minutes

3:44:44 PM

maybe a delayed server reboot?

3:44:51 PM

Shubham Maurya

Good to hear that you are able to login now Robert, Yes probably it could be due to server reboot or any issue with network.

3:45:59 PM

Please logout and try once again just to confirm.

3:46:13 PM

Robert Nolte

okay, have a good day

3:46:19 PM

Confirmed, it let me in the 2nd time as well

3:46:44 PM

Shubham Maurya

Alright, thanks for the confirmation. (Edited)

3:47:03 PM

Is there anything else I may help you with ?

3:47:11 PM

Robert Nolte

no

3:47:15 PM

Shubham Maurya

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

3:47:23 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!

3:47:27 PM

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

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

Shubham Maurya has ended this chat session

3:47:35 PM



Chat Transcript

Hello, I am your Acebuddy

#80635 joaniehail

Email: joaniehail@yahoo.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 7 Secs

City: OLATHE

State: Kansas

Country: UNITED STATES

Chat Duration : 11 Mins 42 Secs

Chat Transcript

joaniehail	Hello, I am your Acebuddy	19 Aug, 1:01:39 AM
Acebuddy	Hello Joaniehail, I'm your Ace Buddy. I'll be happy to assist you!	1:01:39 AM
	Whom Would You Like to Connect With?	1:01:39 AM
joaniehail	Technical Support (QB & App Hosting)	1:01:47 AM
Acebuddy	Welcome to Ace Support.	1:01:47 AM
	Please chose an option :	1:01:47 AM
joaniehail	I'd like to report an Issue	1:01:56 AM
Acebuddy	Please select an option!	1:01:56 AM
joaniehail	Other Issue	1:02:08 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:02:08 AM
joaniehail	Need help logging into remote desktop	1:02:27 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:02:28 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:02:28 AM
	<i>Gaurav kumar declined the transfer request.</i>	1:02:31 AM
	<i>Manish Singh accepted the chat transfer request.</i>	1:02:36 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	1:02:39 AM
	I will surely help you with this issue.	1:03:41 AM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	1:03:46 AM
joaniehail	just me and I haven't had an issue in a while	1:04:05 AM
Manish Singh	Alright!	1:04:14 AM

	Kindly allow me two minutes to check the same.	1:04:17 AM
	May I know what error you are getting while accessing server?	1:05:17 AM
joaniehail	currently it is telling my password is incorrect. Previously it couldn't reach the server	1:06:09 AM
Manish Singh	May I take the remote access of your local computer?	1:06:18 AM
joaniehail	yes	1:06:26 AM
Manish Singh	https://assist.acecloudhosting.com/join/6862224209	1:06:37 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	1:06:40 AM
	Kindly paste this link in the browser of local computer and join the session.	1:06:43 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.	1:08:24 AM
	Is there anything else I may help you with ?	1:12:45 AM
joaniehail	That's it for today	1:13:09 AM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	1:13:11 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:13:16 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	1:13:20 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>Manish Singh has ended this chat session</i>	1:13:22 AM



Chat Transcript

Hello, I am your Acebuddy

#80918 Ashley Fredricks**Email:** ashley@thebeaconadvisors.com**Department:** Support(QB & App Hosting)**Operator:** Sanyam Madan**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 1 Min 24 Secs**City:** MARION**State:** Massachusetts**Country:** UNITED STATES

Chat Duration : 17 Mins 55 Secs

Chat Transcript

Ashley Fredricks	Hello, I am your Acebuddy	28 Aug, 12:09:45 AM
Acebuddy	Hello Ashley Fredricks, I'm your Ace Buddy. I'll be happy to assist you!	12:09:45 AM
	Whom Would You Like to Connect With?	12:09:45 AM
Ashley Fredricks	Technical Support (QB & App Hosting)	12:09:57 AM
Acebuddy	Welcome to Ace Support.	12:09:57 AM
	Please chose an option :	12:09:57 AM
Ashley Fredricks	I'd like to report an Issue	12:10:09 AM
Acebuddy	Please select an option!	12:10:09 AM
Ashley Fredricks	Other Issue	12:10:32 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:10:32 AM
Ashley Fredricks	I'm reaching out because we are having trouble logging into the remote server to access Lacerte Tax Software file (or myrealdata.net server). We may need a password reset, but we're not sure. Could you let us know if you can assist with this?	12:10:43 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:10:43 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:10:43 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	12:10:47 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	12:11:04 AM
	<i>12:11:21 AMAshley Fredricks is sharing a file with you snip.png - (Size:34.17 KB)</i>	12:11:21 AM
	Hello Ashley, how are you	12:11:22 AM
	I will be surely assisting you with this. (Edited)	12:11:37 AM
Ashley Fredricks	Hello Sanyam. I am good and you?	12:11:37 AM

Sanyam Madan	I am Good as well	12:11:52 AM
	Kindly allow me two minutes to check the same.	12:11:59 AM
Ashley Fredricks	I have username: Joseph.M@myrealdata.net	12:12:07 AM
	We're trying to remote log into Wills and Associates server.	12:12:40 AM
Sanyam Madan	Don't worry Ashley , let me check	12:13:09 AM
Ashley Fredricks	Thanks!	12:13:27 AM
Sanyam Madan	Ashley, can you please confirm is this your account name ?	12:15:33 AM
	NSM LLC DBA Beacon Advisors	12:15:35 AM
Ashley Fredricks	Yes that is correct.	12:15:43 AM
	But we trying to log into another server using the info in screenshot sent earlier.	12:16:23 AM
Sanyam Madan	Ashley, the screenshot indicates that you're trying to log in to Right Networks. Please note that this is a different company from Ace Cloud Hosting. Kindly ensure you're accessing the correct platform.	12:18:08 AM
	May I take the remote access of your local computer?	12:18:42 AM
Ashley Fredricks	sure.	12:19:11 AM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	12:19:24 AM
	https://assist.acecloudhosting.com/join/9912869742	12:19:38 AM
	Kindly paste this link in the browser of local computer and join the session.	12:19:43 AM
Ashley Fredricks	Sorry about the confusion. I advise to reach out to Ace for assistance .	12:20:50 AM
Sanyam Madan	No worries, Ashley, you can reach out to Right networks, they will assist you further	12:27:09 AM
	Is there anything else I may help you with ?	12:27:14 AM
Ashley Fredricks	That's just it. Thank you!	12:27:28 AM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	12:27:33 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:27:38 AM
<i>Sanyam Madan has ended this chat session</i>		12:27:40 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80880 Kathy Gosney

Email: kathy@ktgosney.com ☎ 9162088636

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 17 Secs

City: SACRAMENTO

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 17 Secs

Kathy Gosney	Hello, I am your Acebuddy	27 Aug, 2:37:40 AM
Acebuddy	Hello Kathy Gosney, I'm your Ace Buddy. I'll be happy to assist you!	2:37:41 AM
	Whom Would You Like to Connect With?	2:37:41 AM
Kathy Gosney	Technical Support (QB & App Hosting)	2:37:46 AM
Acebuddy	Welcome to Ace Support.	2:37:47 AM
	Please chose an option :	2:37:47 AM
Kathy Gosney	I'd like to report an Issue	2:37:56 AM
Acebuddy	Please select an option!	2:37:56 AM
Kathy Gosney	Other Issue	2:38:03 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:38:03 AM
Kathy Gosney	I'm having trouble setting up a new user.	2:38:32 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:38:32 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:38:32 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	2:39:25 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	2:39:33 AM
	Hello Kathy , how are you doing	2:39:45 AM
Kathy Gosney	Fine thank you.	2:39:59 AM
Sanyam Madan	Can you please elaborate on your issue	2:40:22 AM
Kathy Gosney	I added a new user in the Ace Cloud portal. I downloaded the RDP. I sent the user the RDP download the the password I created for him but it didn't work.	2:41:40 AM

Sanyam Madan	I will surely help you with this issue.	2:41:58 AM
Kathy Gosney	So, I reset the password. Before I send it to him I want to make sure I'm telling him the correct procedure.	2:42:13 AM
	Also, what is MFA?	2:42:32 AM
Sanyam Madan	Can you please tell me the username of the user having this issue ?	2:42:41 AM
Kathy Gosney	Stephan.t@myrealdata.net	2:43:13 AM
Sanyam Madan	MFA (Multi-Factor Authentication) is an extra layer of security used to make sure that you're really the one logging in.	2:43:25 AM
	Instead of just entering your username and password, MFA asks for one more step to verify your identity.	2:43:38 AM
	Kindly allow me two minutes to check the same.	2:44:15 AM
Kathy Gosney	One more thing, in Select an Action there is "unlock". Am I supposed to do something with this?	2:45:33 AM
Sanyam Madan	As i can see Stephan account is locked	2:46:14 AM
	You can unlock the Stefan account and then he can log in with the same password	2:46:40 AM
Kathy Gosney	Ok, I unlocked him.	2:47:10 AM
Sanyam Madan	Please ask Stephan to log in and check, this should resolve his issue	2:47:41 AM
Kathy Gosney	If this doesn't work, can I have him contact ACE support?	2:48:16 AM
Sanyam Madan	We can stay connected till his issue gets resolve	2:48:25 AM
	He was not able to login due to his account being on locked state, he will surely be able to log in now. You can connect with us anytime, we are always here to help	2:49:51 AM
Kathy Gosney	I will have him call you suport if it doesn't work. He's not available right now. Thanks for your help.	2:50:32 AM
Sanyam Madan	You can connect with us anytime, we are always here to help	2:50:35 AM
	Is there anything else I may help you with ?	2:50:37 AM
Kathy Gosney	That's it. Thanks,	2:50:47 AM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	2:50:50 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:50:56 AM
	<i>Sanyam Madan has ended this chat session</i>	2:50:57 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Aug, 7:45:22 PM

#80111 James Brown

Email: gbrown@2cmarine.com 19013555901

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: ALBANY

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 47 Secs

James Brown	Hello, I am your Acebuddy	4 Aug, 7:45:22 PM
Acebuddy	Hello James Brown, I'm your Ace Buddy. I'll be happy to assist you!	7:45:23 PM
	Whom Would You Like to Connect With?	7:45:23 PM
James Brown	Technical Support (QB & App Hosting)	7:45:33 PM
Acebuddy	Welcome to Ace Support.	7:45:33 PM
	Please chose an option :	7:45:33 PM
James Brown	I'd like to raise a Request	7:45:46 PM
Acebuddy	Please select your request type.	7:45:47 PM
James Brown	Other Request	7:46:30 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.	7:46:30 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:46:30 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:28:10 PM
	<i>Ended due to chat idle timeout</i>	8:28:10 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Aug, 1:57:06 AM

#80793 MARGARITA SALGADO

Email: margarita@byprop.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 6 Secs

City: DEERFIELD

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 21 Secs

MARGARITA SALGADO	Hello, I am your Acebuddy	25 Aug, 1:57:07 AM
Acebuddy	Hello Margarita Salgado, I'm your Ace Buddy. I'll be happy to assist you!	1:57:08 AM
	Whom Would You Like to Connect With?	1:57:08 AM
MARGARITA SALGADO	Technical Support (QB & App Hosting)	1:57:27 AM
Acebuddy	Welcome to Ace Support.	1:57:27 AM
	Please chose an option :	1:57:27 AM
MARGARITA SALGADO	I'd like to raise a Request	1:57:35 AM
Acebuddy	Please select your request type.	1:57:35 AM
MARGARITA SALGADO	Reboot your Server	1:57:46 AM
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion.	1:57:46 AM
	Do you need any further assistance on the topic?	1:57:46 AM
MARGARITA SALGADO	Yes	1:57:55 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:57:55 AM

Acebuddy (bot) forwarded the chat request

1:57:55 AM

Shashwat Verma accepted the chat transfer request.

1:58:42 AM

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

1:58:48 AM

Hello

1:58:52 AM

I will surely help you with this issue.

1:59:03 AM

please confirm your business name that is registered with ACE.

2:00:46 AM

Are we still connected here?

2:03:31 AM

Are we still connected here?

2:05:07 AM

Are we still connected here?

2:07:40 AM

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

2:09:24 AM

Shashwat Verma has ended this chat session

2:09:29 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Aug, 11:20:05 PM

#80426 Eric Jackson

Email: eric@220agents.com ☎ 19192105059

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 44 Secs

City: RALEIGH

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 2 Secs

Eric Jackson	Hello, I am your Acebuddy	12 Aug, 11:20:06 PM
Acebuddy	Hello Eric Jackson, I'm your Ace Buddy. I'll be happy to assist you!	11:20:07 PM
	Whom Would You Like to Connect With?	11:20:07 PM
Eric Jackson	Technical Support (QB & App Hosting)	11:20:09 PM
Acebuddy	Welcome to Ace Support.	11:20:09 PM
	Please chose an option :	11:20:09 PM
Eric Jackson	I'd like to raise a Request	11:20:15 PM
Acebuddy	Please select your request type.	11:20:15 PM
Eric Jackson	Password Reset	11:20:22 PM
Acebuddy	Please select an option below	11:20:22 PM
Eric Jackson	Already Enrolled to Selfcare Portal	11:20:32 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	11:20:32 PM
	Do you need any further assistance on the topic?	11:20:32 PM
Eric Jackson	Yes	11:21:24 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:21:24 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:21:24 PM
	<i>Ankit declined the transfer request.</i>	11:21:29 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	11:22:51 PM
Eric Jackson	Need help changing my ACE password	11:22:51 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	11:25:03 PM
Eric Jackson	thanks	11:25:37 PM
Abhay Kumar Saraswat	I apologize for any delay. Thank you for your patience.	11:25:39 PM
	I will be surely assisting you with this.	11:26:06 PM
	Could you please confirm the username for which you are requesting a password reset on the ACE server?	11:27:02 PM
Eric Jackson	eric@220agents	11:27:21 PM
Abhay Kumar Saraswat	Is this your server login username?	11:29:10 PM
Eric Jackson	not sure, how do I confirm it	11:30:41 PM
Abhay Kumar Saraswat	No worries.	11:31:13 PM
	Please provide me your account name or CID number.	11:31:31 PM
Eric Jackson		11:32:15 PM

CID74928

Abhay Kumar
Saraswat

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

11:32:53 PM

Thank you for your patience.

11:35:21 PM

I just checked and found your account name: LDX TWO LLC

11:35:40 PM

And you are only user there.

11:35:49 PM

Let me confirm your username: **ErikaF.NENT1**

11:36:09 PM

Eric Jackson

I am for now.

11:36:41 PM

Abhay Kumar
Saraswat

Yes, let me help you to reset your password.

11:36:57 PM

May I take the remote access of your local computer?

11:37:01 PM

Eric Jackson

yes

11:37:08 PM

Abhay Kumar
Saraswat

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

11:37:14 PM

Eric Jackson

ok

11:37:20 PM

Abhay Kumar
Saraswat

<https://assist.acecloudhosting.com/join/3402686562>

11:37:40 PM

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

11:37:43 PM

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

11:39:04 PM

Thank you for your patience.

11:54:22 PM

As I can see, you have successfully reset your password through **MyPortal** tool.

11:54:52 PM

Is there anything else I may help you with ?

11:54:56 PM

Are we still connected here?

11:55:42 PM

Are we still connected here?

11:56:08 PM

Are we still connected here?

11:57:04 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.

11:58:04 PM

Abhay Kumar Saraswat has ended this chat session

11:58:08 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Aug, 4:41:03 AM

#80206 Emma Noren

Email: emma@apexcas.com

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 6 Secs

City: PASADENA

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 2 Hours 13 Mins

Emma Noren	Hello, I am your Acebuddy	6 Aug, 4:41:05 AM
Acebuddy	Hello Emma Noren, I'm your Ace Buddy. I'll be happy to assist you!	4:41:06 AM
	Whom Would You Like to Connect With?	4:41:06 AM
Emma Noren	Technical Support (QB & App Hosting)	4:41:10 AM
Acebuddy	Welcome to Ace Support.	4:41:10 AM
	Please chose an option :	4:41:10 AM
Emma Noren	I'd like to raise a Request	4:41:17 AM
Acebuddy	Please select your request type.	4:41:17 AM
Emma Noren	Setback	4:41:27 AM
Acebuddy	Welcome to Ace Support.	4:41:27 AM
	Please chose an option :	4:41:27 AM
Emma Noren	I'd like to report an Issue	4:41:31 AM
Acebuddy	Please select an option!	4:41:31 AM
Emma Noren	QuickBooks Issue	4:41:36 AM
Acebuddy	What type of QuickBooks Issue are you facing?	4:41:36 AM

Emma Noren	QuickBooks Login Issue	4:41:42 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	4:41:42 AM
	Was that helpful?	4:41:42 AM
Emma Noren	No	4:41:51 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	4:41:51 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:41:51 AM
Emma Noren	hello?	4:43:32 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	4:43:44 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	4:43:53 AM
Emma Noren	Hello, thank you	4:44:16 AM
Abhay Kumar Saraswat	I will be surely assisting you with this.	4:44:22 AM
	Kindly help me with your server name or account name?	4:45:05 AM
Emma Noren	PodiumP.myrealdata.net	4:46:16 AM
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.	4:46:47 AM
Emma Noren	Okay	4:46:51 AM
Abhay Kumar Saraswat	Is this for account: Podium Publishing ?	4:48:26 AM
Emma Noren	Yes correct	4:48:30 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	4:48:37 AM
	Could you please confirm the username of the user who is facing this issue with QuickBooks?	4:49:21 AM
Emma Noren	It's me, Emma	4:49:28 AM
Abhay Kumar Saraswat	Okay and what is your username to login into ACE server?	4:49:50 AM
Emma Noren	PodiumAcc2	4:50:08 AM
Abhay Kumar Saraswat	Thank you for the information.	4:50:25 AM
	What specific issue are you experiencing with QuickBooks ?	4:51:11 AM
Emma Noren	I keep receiving a message that says "you need to download the latest File Doctor" when i try to login. When I download the file and try to open it, it tells me system admin won't allow it, so I can't log in to my file	4:52:01 AM
Abhay Kumar Saraswat	Okay.	4:52:16 AM
	I apologize for the trouble you've experienced.	4:52:27 AM
		4:53:12 AM

	Can I take a remote of your PC and see the error?	
Emma Noren	Sure	4:53:18 AM
Abhay Kumar Saraswat	Thank you.	4:53:26 AM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	4:53:34 AM
Emma Noren	I don't know, I haven't gotten a response from my team yet	4:53:46 AM
Abhay Kumar Saraswat	No worries.	4:54:11 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	4:54:19 AM
	https://assist.acecloudhosting.com/join/4412913819	4:54:33 AM
	Kindly paste this link in the browser of local computer and join the session.	4:54:38 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	4:56:29 AM
Emma Noren	okay	4:56:39 AM
	<i>4:59:54 AMAbhay Kumar Saraswat is sharing a file with you image.png - (Size:28.87 KB)</i>	4:59:54 AM
	<i>This might be the reason you are getting this error in QuickBooks because there are several updates available.</i>	
	How do I fix it?	5:00:04 AM
Abhay Kumar Saraswat	I would like to assist you in this. I can complete the QuickBooks updates on backend.	5:00:40 AM
	However, I notice that multiple users are currently logged into the server, which could potentially disrupt their work.	5:01:43 AM
	This QB update process will take 30-40 minutes and then we need to reboot the server.	5:02:56 AM
	If you can allow me then I can schedule the QB update for tonight.	5:03:23 AM
	Are we still connected here?	5:04:12 AM
Emma Noren	Let me check with the team	5:04:17 AM
Abhay Kumar Saraswat	Sure.	5:04:21 AM
	If they can logout from the server after saving their work, I can process it now.	5:04:48 AM
Emma Noren	Okay we are telling everyone to log out now	5:05:56 AM
Abhay Kumar Saraswat	Great.	5:06:03 AM
Emma Noren	Please give me a moment while I wait for confirmation	5:06:36 AM
Abhay Kumar Saraswat	Kindly confirm once all users have logged out of the server.	5:06:37 AM
	Sure.	5:06:45 AM
Emma Noren	Will do!	5:06:45 AM

	It doesn't seem like folks are responding, but they may still be logged in. Will the update go through if they are still logged in?	5:09:23 AM
Abhay Kumar Saraswat	No	5:09:39 AM
	Because server needs to be restart after every update.	5:10:03 AM
	I can display a message on the server screen prompting users to log out, so they will see it and log out from the server.	5:11:15 AM
Emma Noren	Can you see who is logged in currently?	5:11:31 AM
Abhay Kumar Saraswat	Yes	5:11:48 AM
	<i>5:12:04 AMAbhay Kumar Saraswat is sharing a file with you image.png - (Size:5.39 KB)</i>	5:12:04 AM
	These two which I've highlighted. (Edited)	5:12:13 AM
Emma Noren	Can you kick a user off? We are not able to get ahold of Sergey	5:13:05 AM
	PodiumAcc is logging off now	5:13:23 AM
	Sergey is leaving now	5:13:29 AM
Abhay Kumar Saraswat	But if they are doing something on QuickBooks, might be they lost.	5:13:30 AM
Emma Noren	Standby, everyone is logging off now	5:13:45 AM
Abhay Kumar Saraswat	Okay.	5:13:57 AM
Emma Noren	Can you please let me know when everyone is out?	5:14:02 AM
Abhay Kumar Saraswat	Sure, I'll let you know.	5:14:12 AM
	Great, all got disconnected.	5:14:46 AM
	Can I start updating QuickBooks? (Edited)	5:14:58 AM
Emma Noren	Great, please run the update	5:15:01 AM
Abhay Kumar Saraswat	Okay.	5:15:11 AM
	Please stay with me.	5:15:15 AM
	It will take time.	5:15:22 AM
Emma Noren	Okay	5:17:12 AM
Abhay Kumar Saraswat	I haven't forgotten about you — I'm actively working on resolving the issue and will update you shortly.	5:33:23 AM
Emma Noren	thank you!	5:33:37 AM
Abhay Kumar Saraswat	You're welcome.	5:33:52 AM
	Thank you for your patience.	5:37:32 AM

	QuickBooks updates has been completed.	5:37:42 AM
Emma Noren	Awesome!	5:37:52 AM
	So we are good to go?	5:38:01 AM
Abhay Kumar Saraswat	Please logged in on server and check.	5:38:03 AM
Emma Noren	I did not work, I am still getting the same error :(5:39:34 AM
Abhay Kumar Saraswat	Okay, give me a minute	5:39:54 AM
	Thank you for your patience.	5:43:57 AM
	Please open the file again.	5:44:18 AM
	Are we still connected here?	5:45:11 AM
Emma Noren	Yes sorry I am here	5:46:12 AM
Abhay Kumar Saraswat	Please open the file again.	5:46:29 AM
Emma Noren	Same error again	5:46:49 AM
Abhay Kumar Saraswat	Yes, I can see.	5:47:23 AM
	Can you please try to open another file?	5:47:32 AM
Emma Noren	The other files were not a problem, SubCo has been the only one I had issues with	5:48:09 AM
Abhay Kumar Saraswat	Okay.	5:48:32 AM
	Do you know the admin credentials for QB?	5:48:48 AM
Emma Noren	Let me check	5:49:05 AM
Abhay Kumar Saraswat	Sure.	5:49:13 AM
	Open ppulc file once.	5:50:36 AM
	Okay.	5:51:54 AM
	Allow me a minute.	5:51:57 AM
	Close QuickBooks and files, please.	5:52:09 AM
	Please enter password to open file.	5:53:31 AM
	I'm restarting the server.	5:54:44 AM
	Please wait.	5:54:46 AM
Emma Noren	Okay	5:54:49 AM
Abhay Kumar Saraswat	Okay, could you please login on server and retry?	5:56:11 AM
Emma Noren	Should I try again	5:59:22 AM
Abhay Kumar	No.	5:59:37 AM

Saraswat		
	Just allow me a minute.	5:59:42 AM
Emma Noren	okay	5:59:47 AM
Abhay Kumar Saraswat	Making some changes on backend.	5:59:56 AM
	Please open the file again.	6:01:51 AM
	Do you have the admin password?	6:06:24 AM
Emma Noren	Yes	6:06:30 AM
Abhay Kumar Saraswat	We need to run this file through File Doctor.	6:06:45 AM
	Okay.	6:07:04 AM
	Allow me a minute.	6:07:08 AM
	I just need to know when you last opened this file.	6:17:27 AM
Emma Noren	I think it was earlier today, but it may have been yesterday	6:17:46 AM
Abhay Kumar Saraswat	I'm trying to rebuild the file and fix this issue.	6:27:42 AM
	Please be online with me.	6:27:50 AM
Emma Noren	I'm here	6:27:58 AM
Abhay Kumar Saraswat	And thank you for your patience.	6:28:07 AM
	Rebuilding the file will take some time.	6:28:49 AM
	Please try to open the file again and check.	6:43:11 AM
	It seems like it is working now.	6:44:42 AM
Emma Noren	Okay great	6:44:48 AM
	Was the file rebuilt? It seemed like it froze when it was rebuilding	6:45:02 AM
Abhay Kumar Saraswat	Yes, it was frozen, and it seems the process couldn't complete. However, the changes I made in the backend have temporarily resolved the issue.	6:46:19 AM
Emma Noren	Okay	6:46:31 AM
	<i>6:46:38 AMAbhay Kumar Saraswat is sharing a file with you image.png - (Size:143.93 KB)</i>	6:46:38 AM
	<i>I took this screenshot.</i>	
	will issues persist? Will it still need to be rebuilt?	6:46:38 AM
Abhay Kumar Saraswat	Your ticket will remain open on our end, and we'll follow up with you daily while keeping it under observation. If the issue persists, you will need to contact Intuit directly using the screenshot I've shared with you.	6:48:51 AM
Emma Noren	Okay, thanks for your help	6:49:17 AM
Abhay Kumar		

Saraswat	We attempted to rebuild it from the server side, but it appears the process couldn't be completed.	6:49:41 AM
Emma Noren	Okay, will we be able to use the file?	6:50:23 AM
	Is there nothing else we can do?	6:50:32 AM
Abhay Kumar Saraswat	It was my pleasure to assist you, and I apologize for the delay.	6:50:41 AM
	Yes, sure.	6:50:51 AM
	You are into the file now.	6:51:15 AM
Emma Noren	Yes, but it could potentially be an issue in the future, right?	6:51:42 AM
Abhay Kumar Saraswat	Yes, it might be, but only for this file.	6:52:33 AM
	And my further recommendation was to contact Intuit if this issue persists.	6:53:24 AM
Emma Noren	Okay got it	6:53:30 AM
Abhay Kumar Saraswat	I'll send you an email for this on your email address i.e. emma@apexcas.com	6:54:09 AM
Emma Noren	Okay thanks	6:54:16 AM
Abhay Kumar Saraswat	Is there anything else I may help you with ?	6:54:22 AM
Emma Noren	Nope that is it	6:54:28 AM
	Thank you	6:54:29 AM
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	6:54:38 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	6:54:48 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:54:54 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	6:54:58 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Aug, 6:24:41 PM

#80759 Bernabe

Email: bernabeparra17@outlook.com

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 42 Secs

City: SANTIAGO DE LOS CABALLEROS

State: Puerto Plata

Country: DOMINICAN REPUBLIC

Chat Transcript

Chat Duration : 9 Mins 4 Secs

Bernabe	Hello, I am your Acebuddy	22 Aug, 6:24:42 PM
Acebuddy	Hello Bernabe, I'm your Ace Buddy. I'll be happy to assist you!	6:24:43 PM
	Whom Would You Like to Connect With?	6:24:43 PM
Bernabe	Technical Support (QB & App Hosting)	6:24:53 PM
Acebuddy	Welcome to Ace Support.	6:24:53 PM
	Please chose an option :	6:24:53 PM
Bernabe	I'd like to report an Issue	6:25:05 PM
Acebuddy	Please select an option!	6:25:05 PM
Bernabe	Other Issue	6:25:15 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:25:15 PM
Bernabe	I can not log in to the system	6:25:39 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:25:39 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:25:40 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	6:25:55 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	6:26:05 PM

Bernabe	hi	6:26:26 PM
	thank you	6:26:34 PM
	i'm not able to log in	6:26:46 PM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:26:56 PM
Bernabe	ok	6:27:08 PM
	EMBERS.myrealdata.net	6:27:52 PM
	server	6:27:57 PM
	my user: Bernabe.p	6:28:09 PM
Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.	6:28:23 PM
Bernabe	ok	6:28:36 PM
Shubham Maurya	Thanks for the patience.	6:30:09 PM
	Please do let me know if you are getting any error message while login? As I can see that your account is active and working fine.	6:30:33 PM
Bernabe	ok	6:30:47 PM
	yes	6:30:50 PM
Shubham Maurya	Please can you share me the screen shot of error?	6:31:22 PM
Bernabe	there was an error	6:31:34 PM
	but now is working	6:31:42 PM
	one second	6:31:51 PM
	yes, it's working	6:32:31 PM
	i don't know	6:32:40 PM
	lol	6:32:43 PM
Shubham Maurya	Good to hear that Bernabe, No worries can you get back to us anytime if you face same issue.	6:33:04 PM
	We'll be more than happy to help you.	6:33:13 PM
	Is there anything else I may help you with ?	6:33:15 PM
Bernabe	ok	6:33:21 PM
	thank you	6:33:23 PM
Shubham Maurya	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	6:33:28 PM
Note: You may change/reset your server password on your own by registering on our Selfcare Portal		

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

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

Bernabe only that for now 6:33:29 PM

Shubham Maurya Thank you for choosing ACE cloud Hosting, you have a wonderful day. 6:33:31 PM

Bernabe you too 6:33:43 PM

Shubham Maurya has ended this chat session 6:33:46 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Aug, 11:33:51 PM

#80371 Beverly Layson

Email: beverly@laysoncpa.com ☎ 478-259-0523

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: 41 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 34 Secs

Beverly Layson Hello, I am your Acebuddy 11 Aug, 11:33:52 PM

Acebuddy Hello Beverly Layson, I'm your Ace Buddy. I'll be happy to assist you! 11:33:53 PM

Whom Would You Like to Connect With? 11:33:53 PM

Beverly Layson Technical Support (QB & App Hosting) 11:34:03 PM

Acebuddy Welcome to Ace Support. 11:34:03 PM

Please chose an option : 11:34:03 PM

Beverly Layson	I'd like to report an Issue	11:34:10 PM
Acebuddy	Please select an option!	11:34:10 PM
Beverly Layson	Password Reset	11:34:14 PM
Acebuddy	Please select an option below	11:34:14 PM
Beverly Layson	Not Enrolled to Selfcare Portal	11:34:31 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	11:34:31 PM
	Do you need any further assistance on the topic?	11:34:31 PM
Beverly Layson	Yes	11:34:47 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:34:47 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:34:47 PM
	<i>Manish Singh accepted the chat transfer request.</i>	11:36:38 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	11:36:43 PM
Beverly Layson	Thank you. I need to get my password reset for my Microsoft mail	11:37:48 PM
Manish Singh	Alright!	11:38:16 PM
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	11:38:40 PM
	Also, the registered email for your account with us is : [Beverly@laysoncpa.com] (mailto:Beverly@laysoncpa.com)	
	Kindly mention the username for which you would like to reset the password for.	11:39:01 PM
Beverly Layson	I can't send an email because it won't let me do anything in my mail.	11:39:37 PM
Manish Singh	Alright kindly send us email from Faith@laysoncpa.com, andrew@laysoncpa.com or terry@laysoncpa.com so that we can proceed with the request.	11:41:07 PM
Beverly Layson	OK Thanks	11:43:12 PM
Manish Singh	Is there anything else I may help you with ?	11:43:56 PM
	Are we still connected here?	11:45:11 PM
	Are we still connected here?	11:48:11 PM
	Are we still connected here?	11:50:13 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	11:50:18 PM
	<i>Manish Singh has ended this chat session</i>	11:50:27 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Aug, 7:17:40 PM

#80574 Stephen Goldfield

Email: stephen@tinastephensgroup.com ☎ 8133100996

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: CAMPBELL

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 28 Secs

Stephen Goldfield	Hello, I am your Acebuddy	17 Aug, 7:17:41 PM
Acebuddy	Hello Stephen Goldfield, I'm your Ace Buddy. I'll be happy to assist you!	7:17:42 PM
	Whom Would You Like to Connect With?	7:17:42 PM
Stephen Goldfield	Technical Support (QB & App Hosting)	7:17:51 PM
Acebuddy	Welcome to Ace Support.	7:17:51 PM
	Please chose an option :	7:17:51 PM
Stephen Goldfield	I'd like to raise a Request	7:17:57 PM
Acebuddy	Please select your request type.	7:17:57 PM
Stephen Goldfield	Other Request	7:18:06 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	7:18:06 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:18:06 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	7:57:09 PM
	<i>Ended due to chat idle timeout</i>	7:57:09 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Aug, 9:40:14 PM

#80677 Antonio Oliver

Email: finance@zebrarecovery.com

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 14 Secs

City: ASHBURN

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 8 Secs

Antonio Oliver	Hello, I am your Acebuddy	19 Aug, 9:40:14 PM
Acebuddy	Hello Antonio Oliver, I'm your Ace Buddy. I'll be happy to assist you!	9:40:15 PM
	Whom Would You Like to Connect With?	9:40:15 PM
Antonio Oliver	Technical Support (QB & App Hosting)	9:40:44 PM
Acebuddy	Welcome to Ace Support.	9:40:44 PM
	Please chose an option :	9:40:44 PM
Antonio Oliver	I'd like to report an Issue	9:40:47 PM
Acebuddy	Please select an option!	9:40:47 PM
Antonio Oliver	Other Issue	9:40:53 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:40:53 PM
Antonio Oliver	[Window Title] Remote Desktop Connection [Content] Remote Desktop can't find the computer "ZebraRecovery.myrealdata.net". This might mean that "ZebraRecovery.myrealdata.net" does not	9:40:59 PM

	belong to the specified network. Verify the computer name and domain t	
Acebuddy	Please wait while we connect you to a Support Representative	9:41:00 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:41:00 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	9:41:17 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	9:41:22 PM
	Hello Antonio	9:41:38 PM
Antonio Oliver	Hello	9:41:48 PM
Sujeet Kumar Suman	How are you doing?	9:41:52 PM
Antonio Oliver	thank you for helping out today well I have been trying to log into QB servers since this morning I get in and then it kicks me out so not sure what to do	9:41:53 PM 9:42:19 PM
	[Window Title] Remote Desktop Connection [Content] Remote Desktop can't find the computer "ZebraRecovery.myrealdata.net". This might mean that "ZebraRecovery.myrealdata.net" does not belong to the specified network. Verify the computer name and domain that you are trying to connect to. [^] Hide details [OK] [Expanded Information] Error code: 0x3000016 Extended error code: 0x0 Timestamp (UTC): 08/19/25 04:11:45 PM Press Ctrl+C to copy.	9:42:24 PM
	it keeps giving me this error	9:42:34 PM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	9:42:48 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:43:01 PM
Antonio Oliver	ZebraRecovery.myrealdata.net	9:43:25 PM
Sujeet Kumar Suman	Thanks for the confirmation !	9:44:03 PM
	Could you please help us confirm if you are the only one facing this problem, or if someone else is also experiencing the same issue?	9:44:06 PM
Antonio Oliver	Antonio.O@myrealdata.net	9:44:16 PM
	My boss no longer gets the error code it looks like it is just me	9:44:43 PM
Sujeet Kumar Suman	Sure, I can help with that.	9:44:57 PM
	And when was the last time you were able to access the server?	9:44:58 PM
Antonio Oliver	this morning for about 15min then said error recoonecting and kicked me out	9:45:22 PM
Sujeet Kumar Suman	Let me check that for you.	9:45:46 PM
	May I take the remote access of your local computer?	9:45:53 PM
Antonio Oliver	yes	9:45:58 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	9:46:14 PM
Antonio Oliver	Done	9:46:27 PM
Sujeet Kumar Suman	Kindly Click on the link and open the downloaded file.	

	https://assist.acecloudhosting.com/join/9652400397	9:46:30 PM
Antonio Oliver	done	9:47:22 PM
Sujeet Kumar Suman	Thanks for the confirmation !	9:47:36 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:47:42 PM
Antonio Oliver	understood	9:47:58 PM
Sujeet Kumar Suman	Please stay connected; we are still troubleshooting from our end.	10:07:05 PM
	Thank you for your patience.	10:20:09 PM
	As needed, we have rebooted your local machine from the backend. Once it is up, please let us know so we can assist you accordingly	10:21:06 PM
	Are we still connected here?	10:23:38 PM
	Are we still connected here?	10:24:06 PM
	Are we still connected here?	10:25:05 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:25:17 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:25:19 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	10:25:23 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Aug, 11:30:58 PM

#80309 Jonathan Wahl

Email: jonathan@bowlus.com ☎ 3109852208

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 47 Secs

City: SANTA BARBARA

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 55 Secs

Jonathan Wahl	Hello, I am your Acebuddy	8 Aug, 11:30:59 PM
Acebuddy	Hello Jonathan Wahl, I'm your Ace Buddy. I'll be happy to assist you!	11:31:00 PM
	Whom Would You Like to Connect With?	11:31:00 PM
Jonathan Wahl	Technical Support (QB & App Hosting)	11:31:05 PM
Acebuddy	Welcome to Ace Support.	11:31:05 PM
	Please chose an option :	11:31:05 PM
Jonathan Wahl	I'd like to raise a Request	11:31:17 PM
Acebuddy	Please select your request type.	11:31:17 PM
Jonathan Wahl	Password Reset	11:31:29 PM
Acebuddy	Please select an option below	11:31:30 PM
Jonathan Wahl	Already Enrolled to Selfcare Portal	11:32:39 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	11:32:39 PM
	Do you need any further assistance on the topic?	11:32:39 PM
Jonathan Wahl	Yes	11:32:42 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:32:42 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:32:42 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	11:33:13 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	11:33:18 PM
	Hello Jonathan , how are you doing	11:33:36 PM
Jonathan Wahl	hello	11:33:59 PM
	having trouble getting into remote desktop, possible that my password expired or something. i don't login frequently like most of our users.	11:34:30 PM
	can you takeover my computer and get me back in?	11:34:38 PM
	you can call me too if that's easier. 310-985-2208	11:34:49 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:35:06 PM
Jonathan Wahl	PC Name: BowlusRCLL.myrealdatal.net Remote desktop login myrealdatal\Bowlus_O	11:35:21 PM
Sanyam Madan	just checking some details then we will proceed with the remote access Jonathan	11:35:51 PM

	Kindly allow me two minutes to check the same.	11:36:02 PM
Jonathan Wahl	ok	11:36:12 PM
Sanyam Madan	I just checked, and it looks like your account has been disabled due to inactivity.	11:37:33 PM
	I will quickly enable it	11:38:19 PM
Jonathan Wahl	thnx	11:38:23 PM
Sanyam Madan	Just want to confirm ,do you remember your old password, or do you need to reset it?	11:38:58 PM
Jonathan Wahl	I have these: Remote desktop login myrealdata\Bowlus_O SShh11@#1 QB Login - BRC LLC jonathanwahl BowlusQB12!	11:39:28 PM
Sanyam Madan	If you want to reset the password, we'll need an email request sent from “ admin@bowlusroadchief.com ” to proceed with the reset.	11:41:13 PM
Jonathan Wahl	i don't need it reset yet if it still works	11:41:28 PM
	tell me when the account is active and i will try to get in?	11:41:40 PM
Sanyam Madan	Yes, you may try to log in now .I've reactivated your account, Jonathan.	11:42:17 PM
Jonathan Wahl	im in thank you	11:44:19 PM
Sanyam Madan	Is there anything else I may help you with ?	11:44:25 PM
Jonathan Wahl	that's all thanks	11:44:49 PM
	<i>Jonathan Wahl has ended this chat session</i>	11:44:54 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Aug, 12:53:42 AM

#80568 shylesh viswanathan

Email: shylesh@rockstarbookkeeping.com ☎ 13108506091

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: TORRANCE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 36 Secs

shylesh viswanathan	Hello, I am your Acebuddy	17 Aug, 12:53:44 AM
Acebuddy	Hello Shylesh Viswanathan, I'm your Ace Buddy. I'll be happy to assist you!	12:53:45 AM
	Whom Would You Like to Connect With?	12:53:45 AM
shylesh viswanathan	Technical Support (QB & App Hosting)	12:53:52 AM
Acebuddy	Welcome to Ace Support.	12:53:52 AM
	Please chose an option :	12:53:52 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	1:25:20 AM
	<i>Ended due to chat idle timeout</i>	1:25:20 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Aug, 4:24:31 AM

#80522 rhernandez

Email: rhernandez@docomopacific.com 16716864566

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: SANTA RITA

State: Guam

Country: GUAM

Chat Transcript

Chat Duration : 40 Secs

r hernandez	Hello, I am your Acebuddy	15 Aug, 4:24:31 AM
Acebuddy	Hello Ricardo B Hernandez, I'm your Ace Buddy. I'll be happy to assist you!	4:24:32 AM
	Whom Would You Like to Connect With?	4:24:32 AM
r hernandez	Technical Support (QB & App Hosting)	4:24:41 AM
Acebuddy	Welcome to Ace Support.	4:24:41 AM
	Please chose an option :	4:24:41 AM
r hernandez	I'd like to raise a Request	4:24:49 AM
Acebuddy	Please select your request type.	4:24:49 AM
r hernandez	Other Request	4:24:57 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	4:24:57 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	4:24:57 AM
r hernandez	No, That'll be all!	4:25:11 AM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	4:25:11 AM
	<i>Acebuddy has ended this chat session</i>	4:25:12 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Aug, 6:45:44 PM

#80659 Maricel

Email: admin@taxwisecorp.com

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins 22 Secs

City: SANTA RITA

State: Zambales

Country: PHILIPPINES

Chat Transcript

Chat Duration : 51 Mins 48 Secs

Maricel	Hello, I am your Acebuddy	19 Aug, 6:45:45 PM
Acebuddy	Hello Liza Joy Jimenez, I'm your Ace Buddy. I'll be happy to assist you!	6:45:46 PM
	Whom Would You Like to Connect With?	6:45:46 PM
Maricel	Technical Support (QB & App Hosting)	6:49:21 PM
Acebuddy	Welcome to Ace Support.	6:49:21 PM
	Please chose an option :	6:49:21 PM
Maricel	I'd like to report an Issue	6:50:56 PM
Acebuddy	Please select an option!	6:50:56 PM
Maricel	Other Issue	6:51:01 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:51:01 PM
Maricel	I cannot connect to RDP, please see my IP address	6:51:30 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:51:31 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:51:31 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	6:51:59 PM
	<i>6:52:02 PM Maricel is sharing a file with you <u>1_image.png</u> - (Size:154.05 KB)</i>	6:52:02 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	6:52:17 PM
Maricel	Hello Shubham, its me again	6:52:37 PM
Shubham Maurya	How are you Liza ! let me check the screen shot.	6:52:56 PM
Maricel	Sorry to bother you again, tomorrow I will reach out to my ISP	6:53:34 PM
Shubham Maurya	Never mind, I'm happy to assist you anytime.	6:54:38 PM
Maricel	Thank you	6:55:11 PM
Shubham Maurya	I can see that your IP has changed as I do still remember your last IP.	6:56:12 PM
	Let me go through the ticket what resolution was provided yesterday.	6:56:58 PM
Maricel	yes, they connected me from the latest IP that showed	6:58:16 PM
Shubham Maurya	Thank you for the patience Liza, I can see that the IP address you are using is connected with a dynamic IP pool that's why it's getting changed after sometime, Which is preventing your access to server.	7:02:29 PM

	We informed Zachary about this issue over the mail as well.	7:03:01 PM
Maricel	yes,	7:05:10 PM
	He told me to reach out to my ISP to request Static IP Address	7:05:48 PM
	But for now can you connect me please to that IP address?	7:06:44 PM
Shubham Maurya	Exactly, ISP can assign you a static IP. Looks like you are working from home that's why facing such issue?	7:07:24 PM
Maricel	yes	7:07:33 PM
	But I wonder why I am the only one like this, my colleagues are ok. They are working from home also	7:08:34 PM
Shubham Maurya	I completely understand Liza, they might have already changed their network adaptor setting to use static IP, which can be done easily from control panel.	7:11:57 PM
	But that static IP will be shared by ISP only and they can also assist you to change your system network adaptor settings.	7:13:37 PM
	As if we make any changes on your local system that will impact your system connections due to limited static IP availability.	7:14:54 PM
	I wish I could make those changes but not sure which IP is given by your ISP to use as static.	7:17:52 PM
Maricel	Can you connect me now please	7:17:57 PM
Shubham Maurya	Alright Liza, I will try my best and will escalate your request to our backend team to have this new IP added.	7:21:58 PM
Maricel	Ok please, thank you	7:22:16 PM
Shubham Maurya	This will take some time and once it's done I will let you know over the mail. Just to confirm your new IP is 223.25.58.97 Also please share your email ID on which we can share you a confirmation proactively.	7:24:23 PM
Maricel	Our email is admin@taxwisecorp.com	7:26:05 PM
	Confirmed IP, thank you	7:27:06 PM
Shubham Maurya	Your most welcome, I have forwarded your request once done will share confirmation over the mail as this might take time to get added. Also want to inform you that these dynamic IP get changed once router gets rebooted or if you reconnect your system with router after system restart so please try to avoid it.	7:31:45 PM
	If you want to check the time for how long this IP is allotted to you then there are few steps if you want to check please do let me know.	7:32:23 PM
Maricel	Ok, this is noted	7:32:28 PM
Shubham Maurya	Steps to Run `ipconfig /all` Press "Windows + R" on your keyboard - This opens the Run dialog box. Type "cmd" - Then press "Enter" or click OK - This opens the Command Prompt window. In the Command Prompt, type the following command:	7:35:04 PM

```
ipconfig /all
```

Press "Enter"

Under "lease obtained" and "lease expires" it will show for how long that IP is allotted to your system, until you restart any device.

You can save it.

7:35:19 PM

Is there anything else I may help you with ?

7:35:40 PM

Maricel None for now, thank you

7:36:40 PM

Shubham Maurya Your most welcome Liza ! Have a good one.

7:37:16 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!

7:37:19 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/>)

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

7:37:24 PM

Shubham Maurya has ended this chat session

7:37:34 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Aug, 4:02:37 PM

#80249 Chery

Email: clientsupport@silversfs.com ☎ 7905922798

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 37 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 34 Secs

Cheryl	Hello, I am your Acebuddy	7 Aug, 4:02:38 PM
Acebuddy	Hello Clientsupport, I'm your Ace Buddy. I'll be happy to assist you!	4:02:39 PM
	Whom Would You Like to Connect With?	4:02:39 PM
Cheryl	Technical Support (QB & App Hosting)	4:02:48 PM
Acebuddy	Welcome to Ace Support.	4:02:48 PM
	Please chose an option :	4:02:48 PM
Cheryl	I'd like to report an Issue	4:02:58 PM
Acebuddy	Please select an option!	4:02:58 PM
Cheryl	Other Issue	4:03:04 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:03:04 PM
Cheryl	My teammate Amit is not able to get into server. This his 4th day of joining and he is repeatedly facing issues	4:03:37 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:03:38 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:03:38 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	4:03:48 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	4:03:56 PM
Cheryl	Hello Sujeet	4:04:16 PM
Sujeet Kumar Suman	Hello	4:04:26 PM
	How are you doing ?	4:04:37 PM
Cheryl	i am doing doing good. Thankyou.how about you? my teammate is facing issue with login in. this is his 4th day of joining and evry ti e he tries get in he cannot log into server	4:05:25 PM
	please conatct him asap	4:05:34 PM
	Here are his contact details in case you need to reach out directly: Email: caamitdoshi14@gmail.com Phone: 9426969071	4:05:47 PM
Sujeet Kumar Suman	I'm good too. Thank you for asking.	4:05:48 PM
	Thank you for the information and allow 2 minutes to check the same.	4:06:05 PM

Cheryl	Alright	4:06:12 PM
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:07:14 PM
Cheryl	TaxManager@silversfs.com	4:09:16 PM
Sujeet Kumar Suman	Kindly allow me two minutes to check the same.	4:09:58 PM
Cheryl	server name - amitdoshifsi@myrealdatal.net	4:10:01 PM
	Username - myrealdatal\amitdoshi_fsi	4:10:36 PM
Sujeet Kumar Suman	Thank you for the information. Our team will reach out directly to Amit to assist further.	4:11:43 PM
	Is there anything else I may help you with ?	4:11:46 PM
Cheryl	No. just try to asssit him asap	4:12:26 PM
Sujeet Kumar Suman	sure, we will.	4:12:43 PM
	Thanks for the confirmation !	4:12:47 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	4:12:52 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/)	
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	4:13:04 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:13:10 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	4:13:13 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Aug, 4:24:12 PM

#80489 Fenil Shah

Email: tax@sktaxaddison.com ☎ 8473508121

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 57 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Duration : 27 Mins 48 Secs

Chat Transcript

Fenil Shah	Hello, I am your Acebuddy	14 Aug, 4:24:14 PM
Acebuddy	Hello Fenil Shah, I'm your Ace Buddy. I'll be happy to assist you!	4:24:15 PM
	Whom Would You Like to Connect With?	4:24:15 PM
Fenil Shah	Managed IT	4:24:21 PM
Acebuddy	Please wait while we connect you to an available Representative.	4:24:21 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:24:21 PM
	<i>Suneetha Barre accepted the chat transfer request.</i>	4:24:27 PM
Suneetha Barre	Thank you for choosing ACE cloud Hosting, my name is Suneetha. I will be assisting you today. How may i help you?	4:24:57 PM
Fenil Shah	i want to retrive a folder	4:25:13 PM
Suneetha Barre	I will surely assist you on this	4:25:38 PM
Fenil Shah	folder location - Z:\Transferred\Kiran Patel (Ahmedabad)\Shubham Panchal	4:25:45 PM
Suneetha Barre	Kindly confirm your Business Name	4:25:51 PM
Fenil Shah	Sk Tax Addison	4:26:00 PM
Suneetha Barre	Thank you for sharing the details with us.	4:26:44 PM
	Kindly allow me to transfer this chat to concerned team	4:27:01 PM
Fenil Shah	ok	4:27:08 PM
	<i>Suneetha Barre is transferring the chat to Support(QB & App Hosting).</i>	4:27:11 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	4:27:19 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	4:27:24 PM
	Hello Fenil	4:27:31 PM
Fenil Shah	hello	4:27:41 PM

	i would like to restore a folder	4:27:49 PM
Sujeet Kumar Suman	How are you doing?	4:27:49 PM
Fenil Shah	Z:\Transferred\Kiran Patel (Ahmedabad)\Shubham Panchal	4:27:53 PM
	folder location	4:27:59 PM
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:28:02 PM
Fenil Shah	SKTAX 2	4:28:43 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	4:29:20 PM
Fenil Shah	Fenil Shah	4:29:31 PM
Sujeet Kumar Suman	We are checking from the backend; please allow us a moment. Thanks in advance.	4:31:51 PM
Fenil Shah	ok	4:31:56 PM
Sujeet Kumar Suman	Thank you for your patience.	4:34:57 PM
	May I take the remote access of your server?	4:35:01 PM
Fenil Shah	ok	4:35:08 PM
Sujeet Kumar Suman	Kindly approve.	4:35:21 PM
Fenil Shah	done	4:36:16 PM
Sujeet Kumar Suman	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	4:36:57 PM
Fenil Shah	ok, pls do it asap	4:37:14 PM
Sujeet Kumar Suman	Please provide the date and time when you would like us to restore the folder.	4:39:07 PM
Fenil Shah	around 25 feb 2025	4:39:41 PM
	was the last time we accessed it	4:39:55 PM
Sujeet Kumar Suman	We are checking if the data is available from the last 45 days. If you are trying to recover data from 25th February, it will not be possible because we only store backups for the last 45 days.	4:42:53 PM
Fenil Shah	yes pls do	4:43:30 PM
Sujeet Kumar Suman	We are working on the backend to restore the data. If the data was available on the server within the last 45 days from today, we will be able to restore it. Otherwise, it will not be possible, as we only retain data for the past 45 days.	4:48:03 PM
Fenil Shah	so if not found there, is there any other way to store it ?	4:48:32 PM
	restore*	4:48:38 PM
Sujeet Kumar Suman	And it will take some time to complete the work. We will update you via email.	4:48:47 PM
Fenil Shah	just check for shubham panchal and not the whole client dat apls	4:49:19 PM
	and make it asap	4:49:24 PM
Sujeet Kumar Suman	Sorry, we only store backup data for the last 45 days from today.	4:49:27 PM

Fenil Shah	ok	4:49:34 PM
Sujeet Kumar Suman	Sure we will.	4:49:38 PM
	Is there anything else I may help you with ?	4:49:44 PM
Fenil Shah	yes	4:49:45 PM
	so can we wait meanwhile you check and update us	4:50:33 PM
Sujeet Kumar Suman	We will update you via email.	4:50:39 PM
Fenil Shah	how much time would it take?	4:50:53 PM
Sujeet Kumar Suman	It totally depends on the availability of the data to restore in the folder.	4:51:22 PM
Fenil Shah	ok	4:51:29 PM
Sujeet Kumar Suman	Is there anything else I may help you with ?	4:51:36 PM
Fenil Shah	do update me	4:51:36 PM
	no	4:51:40 PM
Sujeet Kumar Suman	Sure, we will.	4:51:48 PM
	Thanks for the confirmation !	4:51:52 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	4:51:56 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:51:59 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	4:52:02 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81015 staci

Email: staci@tjcpb.com

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Chrome OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 25 Secs

City: CUT OFF

State: Louisiana

Country: UNITED STATES

Chat Duration : 26 Mins 41 Secs

Chat Transcript

staci	Hello, I am your Acebuddy	30 Aug, 1:03:26 AM
Acebuddy	Hello Staci, I'm your Ace Buddy. I'll be happy to assist you!	1:03:27 AM
	Whom Would You Like to Connect With?	1:03:27 AM
staci	Technical Support (QB & App Hosting)	1:03:36 AM
Acebuddy	Welcome to Ace Support.	1:03:36 AM
	Please chose an option :	1:03:36 AM
staci	I'd like to raise a Request	1:03:43 AM
Acebuddy	Please select your request type.	1:03:43 AM
staci	Other Request	1:03:52 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.	1:03:52 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:03:52 AM
staci	Yes, I'm facing issues with my server	1:03:58 AM
Acebuddy	Please select an option!	1:03:58 AM
staci	QuickBooks Issue	1:04:02 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:04:02 AM
staci	QuickBooks Login Issue	1:04:07 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	1:04:07 AM
	Was that helpful?	1:04:07 AM
staci		

	No	1:04:14 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	1:04:14 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:04:14 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	1:04:20 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	1:04:31 AM
staci	I was working with Abhay Kumar Saraswat	1:04:37 AM
	I was disconnected	1:04:45 AM
Abhay Kumar Saraswat	Yes, I was assisting you before.	1:05:05 AM
staci	so what is it that I need to be doing in order to proceed?	1:05:28 AM
Abhay Kumar Saraswat	You have three options:	
	<p>1. Ask Tawny to log in to the MyPortal tool and download the RDP file for you.</p> <p>2. I can take remote access and create the RDP setup for you manually, but this isn't working at the moment because your work laptop has restrictions set by your IT team.</p> <p>3. Send us an email at [support@acecloudhosting.com] (mailto:support@acecloudhosting.com) requesting the RDP file for login. We can then create the file manually, attach it to the email, and share it with you so you can download and use it to log in.</p>	1:09:45 AM
staci	Can we try the remote access again?	1:12:15 AM
Abhay Kumar Saraswat	Sure.	1:13:15 AM
	Let me send you the new link for remote session.	1:13:41 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	1:13:50 AM
	https://assist.acecloudhosting.com/join/2382725284	1:13:53 AM
	Kindly paste this link in the browser of local computer and join the session.	1:14:01 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:16:15 AM
staci	is it allowing you access?	1:17:23 AM
Abhay Kumar Saraswat	No, I'm unable to do anything.	1:18:32 AM
	Could you please send us an email at earliest, so I could send you the RDP file? (Edited)	1:19:02 AM
	Thank you for sending an email.	1:23:12 AM
	Let me create a RDP setup file for you and revert you back.	1:23:33 AM
	Are we still connected here?	1:27:10 AM
		1:28:27 AM

Are we still connected here?

Are we still connected here?

1:29:02 AM

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

1:30:06 AM

Abhay Kumar Saraswat has ended this chat session

1:30:08 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Aug, 6:31:42 PM

#80607 Tammy Boles Melton

Email: tmelton1007@gmail.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 16 Secs

City: MYRTLE BEACH

State: South Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 49 Secs

Tammy Boles Melton	Hello, I am your Acebuddy	18 Aug, 6:31:43 PM
Acebuddy	Hello Tammy Boles Melton, I'm your Ace Buddy. I'll be happy to assist you!	6:31:44 PM
	Whom Would You Like to Connect With?	6:31:44 PM
Tammy Boles Melton	Technical Support (QB & App Hosting)	6:31:50 PM
Acebuddy	Welcome to Ace Support.	6:31:50 PM
	Please chose an option :	6:31:50 PM
Tammy Boles Melton	I'd like to report an Issue	6:32:01 PM

Acebuddy	Please select an option!	6:32:01 PM
Tammy Boles Melton	Other Issue	6:32:11 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:32:11 PM
Tammy Boles Melton	Migration to new site	6:32:30 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:32:31 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:32:31 PM
	<i>Manish Singh accepted the chat transfer request.</i>	6:32:38 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	6:32:46 PM
Tammy Boles Melton	Hi, I was migrated to a new storage last week and I cannot figure out how to get in.	6:33:44 PM
Manish Singh	I will surely help you with this issue.	6:34:10 PM
	May I take the remote access of your local computer?	6:34:22 PM
Tammy Boles Melton	yes	6:34:29 PM
Manish Singh	https://assist.acecloudhosting.com/join/6132824773	6:34:45 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	6:34:50 PM
	Kindly paste this link in the browser of local computer and join the session.	6:34:54 PM
	Are we still connected here?	6:38:49 PM
Tammy Boles Melton	yes	6:39:15 PM
	<i>6:39:30 PM Manish Singh is sharing a file with you image.png - (Size:14.79 KB)</i>	6:39:30 PM
	<i>Tammy, you have ended the session</i>	
	it said expipred should i try again	6:40:03 PM
Manish Singh	Let me share another link with you	6:40:19 PM
	https://assist.acecloudhosting.com/join/3602554900	6:40:38 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:43:18 PM
Tammy Boles Melton	ok it says we are connected	6:43:19 PM
Manish Singh	Is there anything else I may help you with ?	6:57:54 PM
Tammy Boles Melton	No thank you.	6:58:19 PM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	6:58:21 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:58:27 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!

6:58:31 PM

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

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

Manish Singh has ended this chat session

6:58:33 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Aug, 6:03:58 PM

#80844 Bernabe

Email: bernabeparra17@outlook.com

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 33 Secs

City: SANTIAGO DE LOS CABALLEROS

State: Santiago

Country: DOMINICAN REPUBLIC

Chat Transcript

Chat Duration : 40 Mins 31 Secs

Bernabe	Hello, I am your Acebuddy	26 Aug, 6:03:59 PM
Acebuddy	Hello Bernabe, I'm your Ace Buddy. I'll be happy to assist you!	6:04:00 PM
	Whom Would You Like to Connect With?	6:04:00 PM
Bernabe	Technical Support (QB & App Hosting)	6:04:08 PM
Acebuddy	Welcome to Ace Support.	6:04:08 PM

	Please chose an option :	6:04:08 PM
Bernabe	I'd like to report an Issue	6:04:16 PM
Acebuddy	Please select an option!	6:04:16 PM
Bernabe	Other Issue	6:04:21 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:04:21 PM
Bernabe	Log in issue	6:04:38 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:04:39 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:04:39 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	6:04:52 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	6:05:01 PM
Bernabe	Hi, i can not log in to the system	6:05:19 PM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	6:05:38 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:05:41 PM
Bernabe	Embers.myrealdata.net	6:06:28 PM
	user: Bernabe.p	6:06:48 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	6:07:00 PM
Bernabe	ok	6:07:08 PM
Sujeet Kumar Suman	Thank you for your patience.	6:07:45 PM
	When was the last time you were able to access the server?	6:07:49 PM
Bernabe	yesterday	6:08:25 PM
Sujeet Kumar Suman	Are you the only one unable to log into the server, or is someone else facing the same issue as well?	6:08:41 PM
Bernabe	i'm the only one, as far as i know	6:09:22 PM
Sujeet Kumar Suman	Are you receiving any error while trying to access the server?	6:09:37 PM
Bernabe	yes	6:09:44 PM
Sujeet Kumar Suman	Could you please share a screenshot of the prompt that appears when you click on it?	6:10:01 PM
Bernabe	it's in spanish	6:10:19 PM
	it says Remote desktop does not find the computer	6:11:17 PM
Sujeet Kumar Suman	Thank you for the information.	6:11:34 PM
	May I take the remote access of your local computer?	6:11:38 PM
Bernabe	one second	6:11:49 PM
Sujeet Kumar Suman	Sure, please take your time	6:12:01 PM

Bernabe	ready	6:12:38 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	6:12:50 PM
Bernabe	ok	6:13:01 PM
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/5632830311	6:13:13 PM
Bernabe	ok	6:14:06 PM
	i joined	6:14:40 PM
Sujeet Kumar Suman	Kindly click on download.	6:15:26 PM
	Thanks! Once the file is downloaded, kindly open the downloaded file.	6:16:31 PM
Bernabe	un the file?	6:17:21 PM
	run the file?	6:17:27 PM
Sujeet Kumar Suman	Yes please	6:17:32 PM
Bernabe	i clicked yes	6:18:05 PM
Sujeet Kumar Suman	We are still waiting for the remote session.	6:19:23 PM
Bernabe	i cliked join	6:19:44 PM
Sujeet Kumar Suman	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:19:49 PM
Bernabe	ok	6:20:06 PM
Sujeet Kumar Suman	Thank you for your patience.	6:37:45 PM
	As per discussion over the remote session, The issue is resolved.	6:37:53 PM
	Are we still connected here?	6:39:14 PM
	Are we still connected here?	6:41:11 PM
	Are we still connected here?	6:44:18 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	6:44:24 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:44:29 PM
<i>Sujeet Kumar Suman has ended this chat session</i>		6:44:31 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Aug, 8:56:45 PM

#80178 Stacy Ciolli

Email: wildfire1789@gmail.com 19702274435

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 5 Secs

City: ESTES PARK

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 57 Secs

Stacy Ciolli	Hello, I am your Acebuddy	5 Aug, 8:56:46 PM
Acebuddy	Hello Stacy, I'm your Ace Buddy. I'll be happy to assist you!	8:56:46 PM
	Whom Would You Like to Connect With?	8:56:46 PM
Stacy Ciolli	Technical Support (QB & App Hosting)	8:56:49 PM
Acebuddy	Welcome to Ace Support.	8:56:49 PM
	Please chose an option :	8:56:49 PM
Stacy Ciolli	I'd like to report an Issue	8:56:55 PM
Acebuddy	Please select an option!	8:56:55 PM
Stacy Ciolli	QuickBooks Issue	8:56:59 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:56:59 PM
Stacy Ciolli	QuickBooks Login Issue	8:57:06 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	8:57:06 PM
	Was that helpful?	8:57:06 PM
Stacy Ciolli	No	8:57:30 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:57:31 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	8:57:31 PM
	<i>Tushar accepted the chat transfer request.</i>	8:58:52 PM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	8:58:54 PM
	Hello Stacy.	8:59:11 PM
Stacy Ciolli	Hi , my QB won't open	8:59:26 PM
	It just spins	8:59:33 PM
Tushar	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:00:15 PM
Stacy Ciolli	Wildfire Development my user name is StacyCiolli	9:01:27 PM
Tushar	Thank you for the details.	9:01:58 PM
	Kindly allow me two minutes to check the same.	9:02:00 PM
	Your session is in disconnected state let me close it from back end using task manger.	9:02:54 PM
	Kindly login and check if the issue is resolved or not.	9:03:15 PM
Stacy Ciolli	okY	9:03:34 PM
Tushar	Also is this the first time you are facing this issue and are other users also facing this issue?	9:03:40 PM
Stacy Ciolli	This isnt the first time. It did not open	9:04:26 PM
Tushar	May I take the remote access of your server?	9:05:37 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:05:44 PM
Stacy Ciolli	yes and okay	9:05:57 PM
Tushar	Kindly accept the prompt on your server screen.	9:06:51 PM
Stacy Ciolli	okay, i dont see it yet	9:07:27 PM
Tushar	Kindly check again.	9:08:20 PM
	I will now have to reboot the server one time to resolve this issue.	9:10:36 PM
Stacy Ciolli	ok	9:10:43 PM
Tushar	The server will reboot in 5 minutes.	9:13:39 PM
Stacy Ciolli	okay	9:14:15 PM
Tushar	Apologies for this delay in reboot we do a procedural pop message to every logged in user to save their work as server will go under reboot.	9:18:09 PM
	The server is now rebooting.	9:18:25 PM
Stacy Ciolli	okay	9:18:31 PM
Tushar	It is now rebooted kindly login and check if the issue is resolved or not.	9:20:37 PM
Stacy Ciolli	It's working	9:21:28 PM
Tushar	Great.	9:22:12 PM

	Is there anything else I may help you with ?	9:22:14 PM
Stacy Ciolli	Nope that was it	9:22:27 PM
Tushar	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	9:22:29 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:22:35 PM
Stacy Ciolli	Will Do !	9:22:38 PM
Tushar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	9:22:39 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/)	

Tushar has ended this chat session

9:22:44 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Aug, 6:49:44 PM

#80254 william Coble

Email: edwardc@vetoutletinc.com ☎ 575-763-5020

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: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 10 Secs

william Coble	Hello, I am your Acebuddy	7 Aug, 6:49:46 PM
Acebuddy	Hello William Coble, I'm your Ace Buddy. I'll be happy to assist you!	6:49:47 PM
	Whom Would You Like to Connect With?	6:49:47 PM
william Coble	Technical Support (QB & App Hosting)	6:49:51 PM
Acebuddy	Welcome to Ace Support.	6:49:51 PM
	Please chose an option :	6:49:51 PM
william Coble	I'd like to raise a Request	6:49:57 PM
Acebuddy	Please select your request type.	6:49:57 PM
william Coble	Other Request	6:50:08 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	6:50:08 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	6:50:08 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	7:30:56 PM
	<i>Ended due to chat idle timeout</i>	7:30:56 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Aug, 9:21:01 PM

#80676 Kim Slight

Email: kim@mcpersonlimited.com ☎ 17316144149

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 25 Secs

City: CLARKSVILLE

State: Tennessee

Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 38 Secs

Kim Slight	Hello, I am your Acebuddy	19 Aug, 9:21:01 PM
Acebuddy	Hello Kim Slight, I'm your Ace Buddy. I'll be happy to assist you!	9:21:02 PM
	Whom Would You Like to Connect With?	9:21:02 PM
Kim Slight	Technical Support (QB & App Hosting)	9:21:17 PM
Acebuddy	Welcome to Ace Support.	9:21:17 PM
	Please chose an option :	9:21:17 PM
Kim Slight	I'd like to report an Issue	9:21:24 PM
Acebuddy	Please select an option!	9:21:24 PM
Kim Slight	Other Issue	9:21:29 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:21:29 PM
	<i>9:22:15 PM Kim Slight is sharing a file with you <u>1_image.png</u> - (Size:56.98 KB)</i>	9:22:15 PM
	Please wait while we connect you to a Support Representative	9:22:15 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:22:15 PM
Kim Slight	I am receiving an error message when trying to connect to my remote desktop to access QuickBooks.	9:22:17 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	9:22:41 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	9:22:46 PM
	I will be surely assisting you with this. Kindly help me with your user name? (Edited)	9:22:55 PM
Kim Slight	Kim.SI	9:23:38 PM
	kim.slight	9:24:03 PM
Yash Kalra	Kindly allow me two minutes to check the same.	9:24:11 PM
Kim Slight	myreldata\Kim.S	9:25:00 PM
Yash Kalra	Kin, to help me assist you better, please answer the following questions:	
	1. When was the last time you were able to access the server successfully?	9:25:20 PM
	2. Are you using a Windows PC or a Mac?	
Kim Slight	I accessed the server yesterday	9:25:44 PM
	WindowsPC	9:25:52 PM
Yash Kalra	May I take the remote access of your local computer?	9:25:53 PM
Kim Slight	yes	9:26:05 PM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	9:26:12 PM

	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/1672678801	9:26:17 PM
Kim Slight	sorry, I was closing out documents and accidentally closed out this window	9:27:41 PM
	I am clicking the link next	9:28:00 PM
Yash Kalra	Okay, No Issue Kim please take your time. Please let me know if you face any issue in this process.	9:28:56 PM
Kim Slight	i think I have joined	9:29:24 PM
Yash Kalra	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:29:47 PM
	Is there anything else I may help you with ?	9:53:46 PM
Kim Slight	Do I need to disconnect from the Zoho Assist myself?	9:53:50 PM
Yash Kalra	Let me do it for you. I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	9:54:16 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:54:33 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	9:54:36 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/)	
Kim Slight	of course.. will do.	9:54:36 PM
	<i>Yash Kalra has ended this chat session</i>	9:54:41 PM



Chat Transcript

Hello, I am your Acebuddy

#80034 Kelli Pontbriand**Email:** accountant@townofgosnold.org**Department:** Support(QB & App Hosting)**Operator:** Acebuddy**Website:** <https://www.aceclouddhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Microsoft Edge**Device:** Desktop**City:** DAYTONA BEACH**State:** Florida**Country:** UNITED STATES

Chat Duration : 37 Mins 3 Secs

Chat Transcript

Kelli Pontbriand	Hello, I am your Acebuddy	1 Aug, 5:24:56 PM
Acebuddy	Hello Kelli Pontbriand, I'm your Ace Buddy. I'll be happy to assist you!	5:24:57 PM
	Whom Would You Like to Connect With?	5:24:57 PM
Kelli Pontbriand	Technical Support (QB & App Hosting)	5:25:15 PM
Acebuddy	Welcome to Ace Support.	5:25:15 PM
	Please chose an option :	5:25:15 PM
Kelli Pontbriand	I'd like to raise a Request	5:25:23 PM
Acebuddy	Please select your request type.	5:25:23 PM
Kelli Pontbriand	Other Request	5:25:32 PM
Acebuddy	Please drop an email to support@aceclouddhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	5:25:32 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	5:25:32 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.	6:01:59 PM
	<i>Ended due to chat idle timeout</i>	6:01:59 PM



