

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Apr, 11:04:37 PM

**#76258 Alexis**  
**Email:** alexisa@sentryusa.com 📞 16057530880  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 30 Secs  
**City:** WATERTOWN  
**State:** South Dakota  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 6 Secs

Alexis	Hello, I am your Acebuddy	28 Apr, 11:04:38 PM
Acebuddy	Hello Alexisa, I'm your Ace Buddy. I'll be happy to assist you!	11:04:38 PM
	Whom Would You Like to Connect With?	11:04:38 PM
Alexis	Technical Support (QB & App Hosting)	11:04:42 PM
Acebuddy	Welcome to Ace Support.	11:04:42 PM
	Please chose an option :	11:04:42 PM
Alexis	I'd like to report an Issue	11:04:49 PM
Acebuddy	Please select an option!	11:04:49 PM
Alexis	QuickBooks Issue	11:04:53 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:04:53 PM
Alexis	Other QB related issue	11:04:59 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:04:59 PM
Alexis	Ticket 685109, would like to reconnect to Anurag Sharma	11:05:17 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:05:17 PM
Acebuddy (bot) forwarded the chat request		11:05:17 PM

	<i>Anurag Sharma accepted the chat transfer request.</i>	11:06:08 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	11:06:13 PM
	Hello Alexisa	11:06:17 PM
Alexis	Hello Anurag, I responded to your email to let you know that my team has logged off, ticket 685109, and want to make sure I did it right	11:06:47 PM
Anurag Sharma	Thankyou so much for the confirmation.	11:08:07 PM
	Please allow me 2 minutes to check the same.	11:08:16 PM
	<i>11:10:23 PMAnurag Sharma is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:6.15 KB )</i>	11:10:23 PM
	<i>please ask these users to log off from the server as well.</i>	
	Or please let us know if we can log them off from our end.	11:10:38 PM
Alexis	i will do that right now	11:10:59 PM
	Lorena is out	11:11:06 PM
	You can log off Claudia from your end	11:11:24 PM
Anurag Sharma	Thanks for the confirmation !	11:11:30 PM
	Alexisa, I am proceeding with the QB update now. And I will inform you via email once it is completed on the server.	11:12:34 PM
Alexis	Do you have an estimate of how long it will take to update?	11:13:06 PM
Anurag Sharma	Please make sure to check your issue once you receive the email from us, and kindly provide confirmation via email.	11:13:38 PM
	It will take around 20-25 minutes.	11:13:50 PM
	I will update your via email once it is completed.	11:14:12 PM
	Please rest assured.	11:14:17 PM
	Is there anything else I may help you with ?	11:14:26 PM
Alexis	Okay thank you so very much	11:14:27 PM
	That is all thank you	11:14:31 PM
Anurag Sharma	Thanks for the confirmation !	11:14:35 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	11:14:37 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:14:39 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!	11:14:41 PM

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

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

Anurag Sharma has ended this chat session

11:14:44 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Apr, 4:08:11 PM

**#75663 krisika**  
**Email:** krisika@hkidata.com 📞 7383092838  
**Department:** Support(QB & App Hosting)  
**Operator:** Malkeet Nagpal  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Android  
**Browser:** Google Chrome  
**Device:** Mobile  
**Average Response Time:** 47 Secs  
**City:** BORSAD  
**State:** Gujarat  
**Country:** INDIA

Chat Transcript

Chat Duration : 39 Mins 20 Secs

krisika	Hello, I am your Acebuddy	16 Apr, 4:08:12 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	4:08:13 PM
	Whom Would You Like to Connect With?	4:08:13 PM
krisika	Technical Support (QB & App Hosting)	4:08:37 PM
Acebuddy	Welcome to Ace Support.	4:08:37 PM
	Please chose an option :	4:08:37 PM
krisika	I'd like to report an Issue	4:08:42 PM

Acebuddy	Please select an option!	4:08:42 PM
krisika	Other Issue	4:08:49 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:08:49 PM
krisika	Hi	4:09:08 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:09:09 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:09:09 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	4:09:31 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	4:09:55 PM
	I am transferring your chat to senior specialist.	4:11:09 PM
	<i>Anjainay Singh is transferring the chat to Malkeet Nagpal.</i>	4:11:18 PM
	<i>Malkeet Nagpal accepted the chat transfer request.</i>	4:11:43 PM
krisika	Server icon not there in my pc	4:11:53 PM
Malkeet Nagpal	Thank you for contacting Ace Cloud Hosting. My name is Malkeet Nagpal. I will be assisting you today.	4:11:56 PM
	If I am understanding you correct, you want to provide an rdp icon for you to login on the server?	4:12:36 PM
krisika	Yes	4:14:56 PM
Malkeet Nagpal	May I know the username that you use?	4:15:39 PM
krisika	HKiDATA01	4:16:23 PM
Malkeet Nagpal	<a href="https://assist.acecloudhosting.com/join/9392950519">https://assist.acecloudhosting.com/join/9392950519</a>	4:18:45 PM
	Kindly paste this link in the browser of local computer and join the session.	4:18:50 PM
	Are we still connected here?	4:22:20 PM
	We need to setup an rdp at your local system?	4:22:39 PM
krisika	Yes	4:22:42 PM
Malkeet Nagpal	Or you may share your email and the rdp will be forwarded on that?	4:22:59 PM
krisika	No email active in my pc	4:25:50 PM
	What to do	4:25:54 PM
Malkeet Nagpal	Please Click on this> <a href="https://assist.acecloudhosting.com/join/9392950519">https://assist.acecloudhosting.com/join/9392950519</a>	4:27:12 PM
	and download file and join the session.	4:27:26 PM
krisika	Ok	4:29:50 PM
	Done	4:29:52 PM
Malkeet Nagpal	Kindly close all important tabs and documents for not to breach any security concern.	4:30:13 PM
	Are we connected?	4:44:41 PM
	The discussion has been completed on remote session. 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](mailto:quality@acecloudhosting.com).

Thanks!

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

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

4:47:25 PM

*Malkeet Nagpal has ended this chat session*

4:47:33 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Apr, 10:20:01 PM

**#76252 Alexis**

**Email:** alexisa@sentryusa.com ☎ 16057530880

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 21 Secs

**City:** WATERTOWN

**State:** South Dakota

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 59 Secs

Alexis	Hello, I am your Acebuddy	28 Apr, 10:20:02 PM
Acebuddy	Hello Alexisa, I'm your Ace Buddy. I'll be happy to assist you!	10:20:03 PM
	Whom Would You Like to Connect With?	10:20:03 PM
Alexis	Technical Support (QB & App Hosting)	10:20:07 PM

Acebuddy	Welcome to Ace Support.	10:20:07 PM
	Please chose an option :	10:20:07 PM
Alexis	I'd like to report an Issue	10:20:12 PM
Acebuddy	Please select an option!	10:20:12 PM
Alexis	QuickBooks Issue	10:20:21 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:20:21 PM
Alexis	QuickBooks Update	10:21:12 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	10:21:12 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	10:21:12 PM
	Do you need any further assistance on the topic?	10:21:12 PM
Alexis	Yes	10:21:34 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:21:34 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:21:34 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	10:22:49 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	10:22:52 PM
	Hello Alexisa	10:22:59 PM
Alexis	Hi Anurag	10:23:46 PM
Anurag Sharma	Could you please elaborate your issue?	10:24:09 PM
Alexis	Yes, with the latest QBs desktop update R14 all of our memorized reports are broken and we can't rebuild them. Is there anything Ace is able to do with rebuilding our data or checking for additional updates?	10:24:51 PM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:25:35 PM
Alexis	Sentry.myrealddata.net	10:25:48 PM
	I am Sentry_Alexis	10:26:02 PM
Anurag Sharma	Thanks for the confirmation !	10:26:40 PM
	Kindly allow me two minutes to check the same.	10:26:44 PM
	Thank you for your patience.	10:28:24 PM
	May I take the remote access of your server?	10:28:28 PM
Alexis	Yes please	10:28:31 PM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	10:28:50 PM

	Please accept the remote session request on the server.	10:29:22 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:29:24 PM
	We need to update the QB application in order to resolve this issue.	10:49:48 PM
	After this chat I will send you an email. Please revert back to that email once all the users on the server are logged off from the server.	10:50:21 PM
	So that we can proceed with this QB update.	10:50:31 PM
	Are we still connected here?	10:51:18 PM
Alexis	Yes	10:51:22 PM
Anurag Sharma	Is there anything else I may help you with ?	10:51:28 PM
Alexis	I will reply to your email once I have everyone logged off :)	10:51:43 PM
Anurag Sharma	Thanks for the confirmation !	10:51:47 PM
	We are waiting for your response.	10:51:54 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:51:57 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	10:52:00 PM
	<i>Anurag Sharma has ended this chat session</i>	10:52:02 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75687 samantha

16 Apr, 9:26:37 PM



**Email:** samantha@ultimatepower.com 📞 18142743233

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 2 Mins 15 Secs

**City:** GREENSBORO

**State:** North Carolina

**Country:** UNITED STATES

Chat Transcript		Chat Duration : 27 Mins 54 Secs
samantha	Hello, I am your Acebuddy	16 Apr, 9:26:38 PM
Acebuddy	Hello Samantha, I'm your Ace Buddy. I'll be happy to assist you!	9:26:39 PM
	Whom Would You Like to Connect With?	9:26:39 PM
samantha	Technical Support (QB & App Hosting)	9:26:42 PM
Acebuddy	Welcome to Ace Support.	9:26:42 PM
	Please chose an option :	9:26:42 PM
samantha	I'd like to report an Issue	9:26:49 PM
Acebuddy	Please select an option!	9:26:49 PM
samantha	Other Issue	9:26:54 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:26:54 PM
samantha	Permissions for MorganH_UPC	9:27:08 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:27:08 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:27:08 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:27:18 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	9:27:49 PM
samantha	Hello As	9:27:54 PM
	Ashutosh*	9:28:01 PM
	MorganH_UPC needs permission to access the Ultimate Power Company folder in Client Data on our D drive. Jacob Holmberg indicated he gave approval to Shatrath via email.	9:30:20 PM
	Sharath*	9:33:11 PM
Ashutosh Mishra	Thanks for the confirmation !	9:34:29 PM
	Kindly allow me two minutes to check the same.	9:34:36 PM



	We are working on this from the backend.	9:47:19 PM
samantha	Thank you	9:47:40 PM
Ashutosh Mishra	Please check if the issue is resolved from your end, we have made required changes.	9:51:20 PM
samantha	I'm sorry, but we're unable to check right now. I'll chat back in if we have any issues. Thank you for confirming the changes were made.	9:53:18 PM
Ashutosh Mishra	Sure, if issue persists we are here to assist further.	9:53:42 PM
	Is there anything else I may help you with ?	9:53:47 PM
samantha	No, that's everything. Thank you, Ashutosh.	9:54:21 PM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	9:54:26 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:54:30 PM

Ashutosh Mishra has ended this chat session

9:54:32 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Apr, 11:48:08 PM

#76137 Denese Watson

**Email:** accounting@groundforcecrew.com ☎ 19517127963

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 31 Secs

**City:** ST GEORGE

**State:** Utah

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 43 Mins 9 Secs

Denese Watson	Hello, I am your Acebuddy	25 Apr, 11:48:09 PM
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Acebuddy	Hello Denese, I'm your Ace Buddy. I'll be happy to assist you!	11:48:10 PM
	Whom Would You Like to Connect With?	11:48:10 PM
Denese Watson	Technical Support (QB & App Hosting)	11:48:19 PM
Acebuddy	Welcome to Ace Support.	11:48:19 PM
	Please chose an option :	11:48:19 PM
Denese Watson	I'd like to report an Issue	11:48:36 PM
Acebuddy	Please select an option!	11:48:37 PM
Denese Watson	Password Reset	11:48:40 PM
Acebuddy	Please select an option below	11:48:40 PM
Denese Watson	Already Enrolled to Selfcare Portal	11:48:55 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	11:48:55 PM
	Do you need any further assistance on the topic?	11:48:55 PM
Denese Watson	Yes	11:55:36 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:55:36 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:55:36 PM
	<i>Tushar accepted the chat transfer request.</i>	11:56:12 PM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	11:56:38 PM
Denese Watson	I was able to use Forgot password in Ace Portal and changed my password, but still unable to login to Ace cloud hosting page	11:56:43 PM
Tushar	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:57:46 PM
Denese Watson	Yes, we are CID 73353 Server name is OCDG/DeneseWatson	11:59:07 PM
Tushar	Kindly allow me two minutes to check the same.	11:59:43 PM
	May I take the remote access of your local computer?	26 Apr, 12:01:30 AM
Denese Watson	Yes	12:01:36 AM
Tushar	Thank you for waitng.	12:01:39 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	12:01:42 AM
	<a href="https://assist.acecloudhosting.com/join/7822366086">https://assist.acecloudhosting.com/join/7822366086</a>	12:02:04 AM
	Kindly Click on the link and open the downloaded file.	12:02:06 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:04:06 AM
	As you are rebooting your system and as per our conversation over the remote session you will let us know if the issue is resolved or not.	12:31:10 AM

	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:31:13 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	12:31:15 AM
	<i>Tushar has ended this chat session</i>	12:31:19 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Apr, 6:43:20 PM

**#75250 Ingrith Serrato**  
**Email:** admin@zebrarecovery.com 📞 9199092364  
**Department:** Support(QB & App Hosting)  
**Operator:** Rohan  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 21 Secs  
**City:** ASHBURN  
**State:** Virginia  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 8 Secs

Ingrith Serrato	Hello, I am your Acebuddy	7 Apr, 6:43:21 PM
Acebuddy	Hello Ingrith Serrato, I'm your Ace Buddy. I'll be happy to assist you!	6:43:21 PM
	Whom Would You Like to Connect With?	6:43:21 PM

Ingrith Serrato	Technical Support (QB & App Hosting)	6:43:26 PM
Acebuddy	Welcome to Ace Support.	6:43:26 PM
	Please chose an option :	6:43:26 PM
Ingrith Serrato	I'd like to report an Issue	6:43:32 PM
Acebuddy	Please select an option!	6:43:32 PM
Ingrith Serrato	Other Issue	6:43:38 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:43:38 PM
Ingrith Serrato	remote access to additional drives	6:43:59 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:43:59 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:43:59 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	6:44:23 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	6:44:27 PM
Ingrith Serrato	ok, thanks	6:44:56 PM
Rohan Prajapati	Hello Ingrith, How are you doing today ?	6:45:02 PM
Ingrith Serrato	doing good	6:45:10 PM
Rohan Prajapati	That's Great	6:45:36 PM
	Could you please elaborate on your query a bit more?	6:46:32 PM
Ingrith Serrato	I have a memory drive and additional usb that I used to transfer files between the remote desktop and my regular compnuter and since you guys intalled the new ace applicatin I am unable to access thos drives	6:46:44 PM
Rohan Prajapati	I will surely help you with this issue.	6:47:23 PM
	May I take the remote access of your local computer?	6:47:26 PM
Ingrith Serrato	sure	6:47:49 PM
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.	6:48:03 PM
Ingrith Serrato	understood	6:48:20 PM
Rohan Prajapati	Kindly Copy and Paste the below link in any browser of your Local PC and Join the session	6:49:08 PM
	<a href="https://assist.acecloudhosting.com/join/9522934114">https://assist.acecloudhosting.com/join/9522934114</a> (Edited)	
	This message has been deleted	6:49:09 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.	6:50:33 PM
	Is there anything else I may help you with ?	6:58:03 PM
Ingrith Serrato	no, thank you	6:58:12 PM

Rohan Prajapati	Thanks for the confirmation !	6:58:23 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:58:25 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	6:58:27 PM
	<i>Rohan Prajapati has ended this chat session</i>	6:58:29 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Apr, 11:30:50 PM

#75907 Nannette Stone

**Email:** nstone@centuriaventures.com ☎ 479-648-6805

**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:** 30 Secs

**City:** FT SMITH

**State:** Arkansas

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 28 Mins 6 Secs

Nannette Stone	Hello, I am your Acebuddy	22 Apr, 11:30:51 PM
Acebuddy	Hello Nstone, I'm your Ace Buddy. I'll be happy to assist you!	11:30:52 PM

	Whom Would You Like to Connect With?	11:30:52 PM
Nannette Stone	Technical Support (QB & App Hosting)	11:30:58 PM
Acebuddy	Welcome to Ace Support.	11:30:58 PM
	Please chose an option :	11:30:58 PM
Nannette Stone	I'd like to report an Issue	11:31:04 PM
Acebuddy	Please select an option!	11:31:04 PM
Nannette Stone	QuickBooks Issue	11:31:09 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:31:09 PM
Nannette Stone	QuickBooks Login Issue	11:31:22 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	11:31:22 PM
	Was that helpful?	11:31:22 PM
Nannette Stone	No	11:31:28 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	11:31:28 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:31:28 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:32:24 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:32:34 PM
	Hello Nstone	11:32:42 PM
	Are you able to connect to server?	11:33:56 PM
	Are we still connected here?	11:34:33 PM
Nannette Stone	I can connect to the server.	11:35:00 PM
	QB will not open for me.	11:35:07 PM
	It says it needs an update and then immediately closes	11:35:28 PM
Shashwat Verma	I will surely help you with this issue.	11:35:36 PM
	Kindly allow me two minutes to check the same.	11:36:07 PM
Nannette Stone	Thank you.	11:36:35 PM
Shashwat Verma	May I take the remote access of your server?	11:37:04 PM
Nannette Stone	yes	11:37:18 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	11:37:29 PM
Nannette Stone	its fine for you to access now	11:37:53 PM
Shashwat Verma	Kindly accept the invite	11:38:04 PM
	Nannette, kindly accept the invite on server (Edited)	11:39:33 PM



Nannette Stone	I accepted it.	11:40:23 PM
Shashwat Verma	Let me send you the same again	11:40:54 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.	11:41:10 PM
	We have checked the QuickBooks launching issue, and we need to update the app from the backend. As it's on a shared server, we will proceed with the update and inform you via email once it's done.	11:44:39 PM
	Is that work for you?	11:44:51 PM
Nannette Stone	Do you know a time frame of how long it will take?	11:45:38 PM
Shashwat Verma	This update usually occurs during night hours, as other users on the server need to log off for the update to take place.	11:46:31 PM
	Once we are done will let you know on email.	11:47:01 PM
Nannette Stone	I understand. To be clear, I cannot have any QB access possibly all day today?	11:47:42 PM
Shashwat Verma	We understand your concern. We'll prompt other users to log off, and if successful, we will proceed with the update as soon as possible.	11:48:49 PM
Nannette Stone	So I cannot use QB at all until this is done?	11:50:33 PM
Shashwat Verma	We'll try our best	11:51:06 PM
	Let me check if we can proceed it with now	11:51:19 PM
Nannette Stone	Okay. I do understand it all takes time. I do not understand why QB puts us in a position where it has to be done during work hours. Ace did not know that it needed to be done, or they could have done overnight prior to today.	11:52:38 PM
Shashwat Verma	We understand your situation. Please note that this is an update from Intuit, and we are simply the hosting provider for it.	11:52:48 PM
	Kindly try now to access the sQb	11:53:01 PM
Nannette Stone	Yes, I completely understand that this is not a problem with Ace.	11:53:16 PM
Shashwat Verma	We have bypass the update for time being, you can access the file for now, will do the update in night hour	11:53:55 PM
	Are you able to access the QB now?	11:54:16 PM
	Are we still connected here?	11:55:46 PM
	Are we still connected here?	11:57:17 PM
Nannette Stone	Yes.	11:58:04 PM
	That is perfect! Thank you for doing that. I really appreciate you.	11:58:35 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	11:58:40 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:58:49 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](mailto:quality@acecloudhosting.com).

Thanks!

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

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

11:58:53 PM

*Shashwat Verma has ended this chat session*

11:58:57 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Apr, 9:14:58 PM

**#75159 mike**

**Email:** mike@backstoptax.com ☎ 6026867247

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 56 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 11 Secs

mike	Hello, I am your Acebuddy	4 Apr, 9:15:00 PM
Acebuddy	Hello Mike, I'm your Ace Buddy. I'll be happy to assist you!	9:15:01 PM
	Whom Would You Like to Connect With?	9:15:01 PM
mike	Technical Support (QB & App Hosting)	9:15:04 PM
Acebuddy	Welcome to Ace Support.	9:15:08 PM

	Please chose an option :	9:15:08 PM
mike	I'd like to report an Issue	9:15:11 PM
Acebuddy	Please select an option!	9:15:11 PM
mike	Other Issue	9:15:16 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:15:16 PM
mike	PDFs now open in a browser	9:16:18 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:16:19 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:16:19 PM
	<i>Gaurava Tyagi declined the transfer request.</i>	9:16:23 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	9:17:01 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	9:17:08 PM
	Hello Mike, Could you please let me know if the issue is just with your user account or others are also experiencing the same	9:17:40 PM
mike	I don't know about others...but I believe Ace was doing a reinstall of Adobe last night	9:18:22 PM
	It must be a setting, but I can't sem to undo it	9:18:43 PM
Sharath Kumar	understood, I checked the relevant ticket and found Adobe Acrobat pro was installed on the server	9:19:59 PM
mike	Still there?	9:22:47 PM
Sharath Kumar	yes, I am	9:22:54 PM
	could you confirm that you are signed in with the user account - Michael.Me	9:23:26 PM
mike	I am	9:23:37 PM
Sharath Kumar	may I take a remote of your server session	9:24:05 PM
mike	sure	9:24:10 PM
Sharath Kumar	Prior providing the access, I would suggest you to close any important documents at your end.	9:24:48 PM
mike	go ahead	9:25:04 PM
Sharath Kumar	that should do it	9:29:06 PM
mike	Were you looking for Adobe Acrobat Pro"?	9:29:39 PM
Sharath Kumar	actually, I was looking for the file type	9:29:58 PM
	since am seeing all your screens in the same window, the founts were too tiny for me to read	9:30:24 PM
mike	Ok. It looks like I lost some things. I don't see pdf flyer anymore	9:31:06 PM
Sharath Kumar	is that an option within the pro variant?	9:32:09 PM
mike	I don't know. We all have it	9:32:41 PM
	I need to log off	9:41:35 PM

Sharath Kumar	no problem, try updating Acrobat whenever you have time	9:41:52 PM
	I have disconnected from the remote session	9:42:10 PM
	do let us know if you require further assistance	9:42:20 PM
	Is there anything else I may help you with ?	9:43:09 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	9:45:05 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:45:09 PM
	<i>Sharath Kumar has ended this chat session</i>	9:45:12 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Apr, 2:54:41 AM

#75393 Amy Salter

**Email:** amy.h.salter@gmail.com 📞 19035703459

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 3 Mins 46 Secs

**City:** HUNTSVILLE

**State:** Alabama

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 4 Secs

Amy Salter	Hello, I am your Acebuddy	10 Apr, 2:54:42 AM
Acebuddy	Hello Amy Salter, I'm your Ace Buddy. I'll be happy to assist you!	2:54:44 AM
	Whom Would You Like to Connect With?	2:54:44 AM
Amy Salter	Technical Support (QB & App Hosting)	2:54:48 AM

Acebuddy	Welcome to Ace Support.	2:54:49 AM
	Please chose an option :	2:54:49 AM
Amy Salter	I'd like to report an Issue	2:55:02 AM
Acebuddy	Please select an option!	2:55:02 AM
Amy Salter	QuickBooks Issue	2:55:26 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:55:26 AM
Amy Salter	Other QB related issue	2:55:55 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:55:55 AM
Amy Salter	Reports are not printing correctly	2:59:24 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:59:24 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:59:24 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	2:59:34 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	2:59:45 AM
	I understand printing is not working correctly.	3:00:32 AM
Amy Salter	Hello there.	3:01:28 AM
	That is correct. I am having all kinds of issues. Can't print to pdf, save to pdf or print to regular printer.	3:02:05 AM
	here's just one of the error messages	3:02:31 AM
	<i>3:02:34 AMAmy Salter is sharing a file with you</i> <a href="#">image.png</a> - ( Size:8.03 KB )	3:02:34 AM
Ashutosh Mishra	Are you able to print on your local computer?	3:02:40 AM
Amy Salter	yes.	3:02:55 AM
	here's another message	3:04:03 AM
	<i>3:04:05 AMAmy Salter is sharing a file with you</i> <a href="#">1_image.png</a> - ( Size:6.02 KB )	3:04:05 AM
	and finally, this one	3:04:27 AM
	<i>3:04:30 AMAmy Salter is sharing a file with you</i> <a href="#">1_image.png</a> - ( Size:13.6 KB )	3:04:30 AM
Ashutosh Mishra	Were you able to print these reports before?	3:04:50 AM
Amy Salter	I restarted QB and tried to run the print and pdf repair but it won't let me install it.	3:05:04 AM
	Yes, I am run these many times	3:05:12 AM
	*have	3:05:17 AM
	It's any report in QB	3:05:25 AM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	3:06:42 AM

Amy Salter	sure. thanks	3:06:48 AM
	I have tried the repair tool, as it suggests, but cannot install due to the permissions on the remote computer	3:07:11 AM
Ashutosh Mishra	Kindly help me with your server name and user name?	3:07:57 AM
Amy Salter	AmySa.pre2.rdp	3:08:38 AM
	Is that what you need	3:08:42 AM
	user name is Amy Salter	3:08:51 AM
Ashutosh Mishra	Sure, may i take remote access of your server.	3:12:09 AM
Amy Salter	yes	3:12:20 AM
Ashutosh Mishra	As per discussion over the remote session, The issue could be due to pending maintenance release for QuickBooks, we are scheduling the update for night hours as this is a shared server.	3:32:41 AM
	Once the update is complete you will be informed to check again if printing issue persists.	3:33:01 AM
Amy Salter	Ok. Sounds good. Thank you very much	3:33:22 AM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:33:36 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:33:44 AM
	Ashutosh Mishra has ended this chat session	3:33:47 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75219 Tesfazion

Email: tesfazion@taxcornerll.net

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 29 Secs

City: ARLINGTON

6 Apr, 2:19:34 AM

**State:** Virginia  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 5 Secs

Tesfazion	Hello, I am your Acebuddy	6 Apr, 2:19:35 AM
Acebuddy	Hello Tesfazion, I'm your Ace Buddy. I'll be happy to assist you!	2:19:36 AM
	Whom Would You Like to Connect With?	2:19:36 AM
Tesfazion	Technical Support (QB & App Hosting)	2:19:46 AM
Acebuddy	Welcome to Ace Support.	2:19:46 AM
	Please chose an option :	2:19:46 AM
Tesfazion	I'd like to report an Issue	2:20:05 AM
Acebuddy	Please select an option!	2:20:05 AM
Tesfazion	Other Issue	2:20:10 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:20:10 AM
Tesfazion	My ATX software will not start.	2:20:29 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:20:29 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:20:29 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	2:20:35 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	2:20:42 AM
Tesfazion	ATX software will not start.	2:22:25 AM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:22:47 AM
Tesfazion	TaxCorner1.myrealdata.net	2:23:10 AM
Ashutosh Mishra	Thanks for the confirmation !	2:24:30 AM
	Kindly allow me two minutes to check the same.	2:24:36 AM
	May I take the remote access of your server? This would help me identify the issue on user end.	2:27:40 AM
Tesfazion	sure.	2:27:50 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	2:28:24 AM
Tesfazion	ok	2:28:37 AM
Ashutosh Mishra	Once you are ready please accept the request on the server.	2:28:41 AM
	I understand the issue has been resolved over the remote server session.	2:37:11 AM
	As per discussion over the remote session, The issue is resolved by by making some changes on the backend for ATX 2024. (Edited)	2:38:27 AM

Since their is no response from your end i assume their is no further assistance required hence i am closing the chat session now.

2:40:36 AM

Ashutosh Mishra has ended this chat session

2:40:40 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Apr, 4:15:06 PM

**#75412 sharath.kumar**  
**Email:** sharath.kumar@myrealddata.in  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** NEW DELHI  
**State:** Delhi  
**Country:** INDIA

Chat Transcript

Chat Duration : 4 Secs

sharath.kumar	Hello, I am your Acebuddy	10 Apr, 4:15:07 PM
Acebuddy	Hello Sharath.kumar, I'm your Ace Buddy. I'll be happy to assist you!	4:15:09 PM
	Whom Would You Like to Connect With?	4:15:09 PM
sharath.kumar has ended this chat session		4:15:12 PM





# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Apr, 4:41:24 PM

**#76301 Joseph Breglia**  
**Email:** jbreglia@alliedrandc.com 📞 12033216169  
**Department:** Support(QB & App Hosting)  
**Operator:** Anjainay Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 49 Secs  
**City:** SMITHTOWN  
**State:** New York  
**Country:** UNITED STATES

Chat Transcript

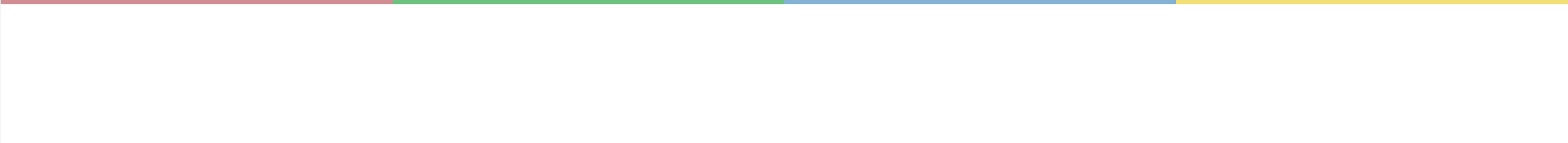
Chat Duration : 15 Mins 17 Secs

Joseph Breglia	Hello, I am your Acebuddy	29 Apr, 4:41:26 PM
Acebuddy	Hello Joseph Breglia, I'm your Ace Buddy. I'll be happy to assist you!	4:41:28 PM
	Whom Would You Like to Connect With?	4:41:28 PM
Joseph Breglia	Technical Support (QB & App Hosting)	4:42:03 PM
Acebuddy	Welcome to Ace Support.	4:42:03 PM
	Please chose an option :	4:42:03 PM
Joseph Breglia	I'd like to report an Issue	4:42:11 PM
Acebuddy	Please select an option!	4:42:11 PM
Joseph Breglia	Other Issue	4:42:19 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:42:19 PM
Joseph Breglia	server AlliedRC I have been getting reports that it is taking 4-5 min for the multifactor to pull up and sometimes it is taking the users 3x for them to connect to the server, they are getting the server is not available	4:43:44 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:43:45 PM
	Acebuddy (bot) forwarded the chat request	4:43:45 PM
	Anjainay Singh accepted the chat transfer request.	4:43:49 PM

Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	4:44:11 PM
Joseph Breglia	good morning	4:44:22 PM
Anjainay Singh	Good Morning Joseph .	4:44:55 PM
	Could you please confirm whether you, along with other users, are unable to access the server?	4:47:03 PM
Joseph Breglia	currently we are able to but yesterday it took 3 tries to get connected and today the multifactor is moving very slow	4:47:44 PM
	it took 5 min for the screen to pop up asking you to select email or Google for multi-factor	4:50:03 PM
Anjainay Singh	Thankyou for your confirmation.	4:50:21 PM
	Could you please also confirm whether you are receiving late code or within seconds .	4:51:00 PM
Joseph Breglia	i use google auth and it was normal speed once the screen popped up	4:51:29 PM
	the lag was with the initial multi factor screen	4:52:08 PM
Anjainay Singh	Please confirm when you were facing this issue .	4:52:13 PM
Joseph Breglia	about 15min ago	4:52:33 PM
Anjainay Singh	Could you please once again and let me know if it still same .	4:53:18 PM
	Could you please try once again and let me know if it still same.	4:53:34 PM
Joseph Breglia	ok	4:53:34 PM
	it came up normal speed this time	4:54:00 PM
Anjainay Singh	Actually our team was upgrading the software from backend so there was delay in popup .	4:54:48 PM
Joseph Breglia	understood thank you	4:55:00 PM
Anjainay Singh	Is there anything else I may help you with ?	4:55:10 PM
Joseph Breglia	no thank you	4:55:15 PM
Anjainay Singh	You may receive feedback on after this chat gets end just by clicking on smiling emoji you may provide your positive feedback.	4:56:09 PM
Joseph Breglia	thanks have a good day	4:56:26 PM
Anjainay Singh	You may end this chat.	4:56:34 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:56:40 PM

*Joseph Breglia has ended this chat session*

4:56:43 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Apr, 1:30:30 AM

#75388 Nilay Patel

Email: nilay@priorware.com 📞 12294570732

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 23 Secs

City: ISELIN

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 6 Secs

Nilay Patel	Hello, I am your Acebuddy	10 Apr, 1:30:31 AM
Acebuddy	Hello Nilay, I'm your Ace Buddy. I'll be happy to assist you!	1:30:32 AM
	Whom Would You Like to Connect With?	1:30:32 AM
Nilay Patel	Technical Support (QB & App Hosting)	1:30:36 AM
Acebuddy	Welcome to Ace Support.	1:30:36 AM
	Please chose an option :	1:30:36 AM
Nilay Patel	I'd like to report an Issue	1:50:30 AM
Acebuddy	Please select an option!	1:50:30 AM
Nilay Patel	QuickBooks Issue	1:50:33 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:50:33 AM
Nilay Patel	QuickBooks is Frozen	1:50:39 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	1:50:39 AM
	Was that helpful?	1:50:39 AM
Nilay Patel	No	1:50:55 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	1:50:56 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	1:50:56 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	1:51:00 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	1:51:11 AM
	I understand your QuickBooks is frozen.	1:51:35 AM
Nilay Patel	hello	1:52:48 AM
	van you pls fix issue	1:52:59 AM
Ashutosh Mishra	Yes, we are still connected.	1:53:11 AM
Nilay Patel	can you please fix issue	1:53:14 AM
	??	1:53:15 AM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:53:21 AM
Nilay Patel	priorware	1:53:47 AM
Ashutosh Mishra	Is it Priorware Solutions?	1:54:27 AM
Nilay Patel	yes	1:54:34 AM
Ashutosh Mishra	Their are two servers in the account Priorware and PriorwareSite2, which one are you logged on to?	1:55:11 AM
Nilay Patel	Priorware	1:55:27 AM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	1:55:49 AM
	It seems that we have already received the concern from other users such as Umang.	1:58:20 AM
	Our backend team is working to resolve this, the space on D drive was completely exhausted hence the issue came up. (Edited)	1:58:56 AM
	Please check, it should be working now.	1:59:46 AM
	Are we still connected here?	2:02:02 AM
	Are we still connected here?	2:03:23 AM
	Are we still connected here?	2:04:54 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.	2:05:35 AM
	<i>Ashutosh Mishra has ended this chat session</i>	2:05:37 AM

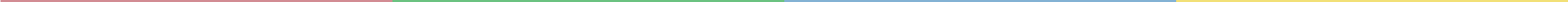


# Chat Transcript



	Hello Javier, How are you doing today ?	7:28:53 PM
Javier Rodriguez	Hi Rohan	7:28:53 PM
	My QB is frozen	7:29:39 PM
	Could you please help me?	7:29:48 PM
Rohan Prajapati	I will surely help you with this issue.	7:30:10 PM
	Kindly allow me two 4-5 to check the same.	7:31:25 PM
Javier Rodriguez	sure	7:31:36 PM
Rohan Prajapati	You were in disconnected state.	7:31:53 PM
	Could you please login back and check now? (Edited)	
Javier Rodriguez	It's working again. Thanks!	7:33:26 PM
Rohan Prajapati	That's Great	7:33:44 PM
Javier Rodriguez	I also need to install QB in other device	7:33:49 PM
	could you also help me with that?	7:33:56 PM
Rohan Prajapati	Do you want to Setup the RDP on another computer ?	7:34:09 PM
Javier Rodriguez	yes	7:34:26 PM
Rohan Prajapati	Kindly allow me 3-4 minutes to check the same.	7:34:47 PM
Javier Rodriguez	Sure thanks	7:35:11 PM
Rohan Prajapati	I have Uploaded the same on the below link	7:37:15 PM
	<a href="https://we.tl/t-bjXzgcxSQD">https://we.tl/t-bjXzgcxSQD</a>	
	Is there anything else I may help you with ?	7:37:15 PM
Javier Rodriguez	So I just need to download that and that's it?	7:38:27 PM
Rohan Prajapati	Yes If you are using the windows PC	7:39:06 PM
Javier Rodriguez	Ok I'll try to do it now	7:39:57 PM
	If I need any help I'll text back to the chat	7:40:07 PM
	thank you	7:40:08 PM
Rohan Prajapati	Sure Please check it and let me know	7:40:15 PM
	Is it good now ?	7:42:59 PM
Javier Rodriguez	I'm downloading the file	7:44:52 PM
Rohan Prajapati	Okay Is it good now	7:48:44 PM
	?	7:48:45 PM
	Are we still connected here?	7:53:42 PM

Javier Rodriguez	It worked, thank you!	7:55:04 PM
Rohan Prajapati	Thanks for the confirmation !	7:55:24 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:55:26 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	7:55:28 PM
	<i>Rohan Prajapati has ended this chat session</i>	7:55:30 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Apr, 7:36:33 AM

**#74961 Philip Reeves**  
**Email:** production@recognitioncenter.com ☎ 15084295881  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 15 Secs  
**City:** HOLBROOK  
**State:** New York  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 48 Secs

Philip Reeves	Hello, I am your Acebuddy	1 Apr, 7:36:34 AM
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Acebuddy	Hello Philip Reeves, I'm your Ace Buddy. I'll be happy to assist you!	7:36:35 AM
	Whom Would You Like to Connect With?	7:36:35 AM
Philip Reeves	Technical Support (QB & App Hosting)	7:36:43 AM
Acebuddy	Welcome to Ace Support.	7:36:43 AM
	Please chose an option :	7:36:43 AM
Philip Reeves	I'd like to report an Issue	7:36:48 AM
Acebuddy	Please select an option!	7:36:48 AM
Philip Reeves	Other Issue	7:36:53 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:36:53 AM
Philip Reeves	[Window Title] Remote Desktop Connection [Content] Remote Desktop can't find the computer "RC.myrealdata.net". This might mean that "RC.myrealdata.net" does not belong to the specified network. Verify the computer name and domain that you are trying to	7:37:09 AM
Acebuddy	Please wait while we connect you to a Support Representative	7:37:09 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:37:10 AM
	<i>Manish Singh accepted the chat transfer request.</i>	7:37:25 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:37:31 AM
Philip Reeves	hi	7:37:38 AM
Manish Singh	I will surely help you with this issue.	7:38:06 AM
Philip Reeves	when i click on my rdp desktop shortcut i get the message	7:38:10 AM
Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?	7:38:11 AM
Philip Reeves	no not other users, just checked Diane's rdp, only an issue on my rdp	7:38:39 AM
	checked hers on her local pc	7:38:49 AM
	mine is having an issue with connecting only on my local pc	7:39:11 AM
Manish Singh	Alright	7:39:25 AM
	May I take the remote access of your local computer?	7:39:29 AM
Philip Reeves	yes	7:39:34 AM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/4982794258">https://assist.acecloudhosting.com/join/4982794258</a>	7:39:44 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:39:46 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:40:45 AM
	Is there anything else I may help you with ?	8:02:02 AM
Philip Reeves	no thank you	8:02:07 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.	8:02:13 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:02:18 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	8:02:21 AM
	<i>Manish Singh has ended this chat session</i>	8:02:23 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details	25 Apr, 3:58:28 PM
<p><b>#76076 Arvind Kumar</b></p> <p><b>Email:</b> <a href="mailto:acct-sa@acfos.net">acct-sa@acfos.net</a></p> <p><b>Department:</b> Support(QB &amp; App Hosting)</p> <p><b>Operator:</b> Anjainay Singh</p> <p><b>Website:</b> <a href="https://www.acecloudhosting.com/support-chat.php">https://www.acecloudhosting.com/support-chat.php</a></p> <p><b>Operating System:</b> Microsoft Windows</p> <p><b>Browser:</b> Microsoft Edge</p> <p><b>Device:</b> Desktop</p> <p><b>Average Response Time:</b> 1 Min 55 Secs</p> <p><b>City:</b> LUCKNOW</p> <p><b>State:</b> Uttar Pradesh</p> <p><b>Country:</b> INDIA</p>	

Chat Transcript

Chat Duration : 48 Mins 36 Secs

Arvind Kumar

Hello, I am your Acebuddy

25 Apr, 3:58:29 PM

Acebuddy	Hello Arvind Kumar, I'm your Ace Buddy. I'll be happy to assist you!	3:58:30 PM
	Whom Would You Like to Connect With?	3:58:30 PM
Arvind Kumar	Technical Support (QB & App Hosting)	3:58:44 PM
Acebuddy	Welcome to Ace Support.	3:58:44 PM
	Please chose an option :	3:58:44 PM
	Please select your request type.	3:58:56 PM
Arvind Kumar	I'd like to raise a Request	3:58:56 PM
	Application Version Upgrade	3:59:14 PM
Acebuddy	Please select the application you would like to upgrade :	3:59:14 PM
Arvind Kumar	QuickBooks	3:59:20 PM
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update via email.	3:59:20 PM
	<ul style="list-style-type: none"><li>• QuickBooks Year</li><li>• Variant : Pro / Premier / Enterprise / Accountant</li><li>• License Number</li><li>• Product Code</li></ul>	3:59:20 PM
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.	3:59:20 PM
	Do you need any further assistance on the topic?	3:59:20 PM
Arvind Kumar	Yes	3:59:34 PM
Acebuddy	Please wait while we connect you to our Support Representative	3:59:34 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:59:34 PM
	<i>Gaurava Tyagi declined the transfer request.</i>	3:59:46 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	4:00:07 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	4:00:38 PM
Arvind Kumar	Hi Anjainay Singh	4:00:39 PM
	We are not able to open QB company file. Please reveiw....	4:01:10 PM
	<i>4:01:24 PMArvind Kumar is sharing a file with you</i> <a href="#">image.png</a> - ( Size:54.9 KB )	4:01:24 PM
Anjainay Singh	Please let me know since when you are facing this issue.	4:01:36 PM
Arvind Kumar	it's showing above error	4:01:38 PM
	for last working day	4:02:21 PM
	Please resolve it ASAP	4:02:59 PM
Anjainay Singh	Could you please confirm your user login name , so that I can provide you the exact resolution.	4:03:01 PM

Arvind Kumar	as I have to send a file to my client	4:03:12 PM
	ShobhitAG	4:03:27 PM
Anjainay Singh	Thankyou for confirmation.	4:03:41 PM
	Please allow me two to three minutes so that I can look for exact resolution.	4:04:16 PM
Arvind Kumar	sure...	4:04:29 PM
Anjainay Singh	Could you please try to login again into QB and let me know if you are still facing same issue .	4:06:37 PM
	May I take the remote access of your server?	4:08:43 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	4:09:19 PM
	Are we still connected?	4:10:21 PM
	Are we still connected?	4:11:09 PM
	Are we still connected?	4:12:15 PM
Arvind Kumar	sure...	4:13:11 PM
Anjainay Singh	Is your issue resolved?	4:13:31 PM
Arvind Kumar	Not Yet	4:13:38 PM
Anjainay Singh	<a href="https://assist.acecloudhosting.com/join/4802852058">https://assist.acecloudhosting.com/join/4802852058</a>	4:13:55 PM
	Please copy this URL at your server browser so that I can access the server	4:14:26 PM
Arvind Kumar	are you in?	4:15:13 PM
Anjainay Singh	Yes we are connected on remote session.	4:24:28 PM
	Is there anything else I may help you with ?	4:46:28 PM
	<i>Arvind Kumar has ended this chat session</i>	4:47:05 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76300 Misha.Nagar

Email: misha.nagar@finsq.in

Department: Support(QB & App Hosting)

29 Apr, 4:08:10 PM

**Operator:**  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 28 Secs  
**City:** GWALIOR CITY  
**State:** Madhya Pradesh  
**Country:** INDIA

Chat Transcript

Chat Duration : 22 Mins 30 Secs

Misha.Nagar	Hello, I am your Acebuddy	29 Apr, 4:08:32 PM
	can we connect now	4:09:21 PM
	please share the link again	4:09:30 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	4:09:43 PM
	Sure, one moment please	4:10:00 PM
	<a href="https://assist.acecloudhosting.com/join/9412074168">https://assist.acecloudhosting.com/join/9412074168</a>	4:10:12 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	4:10:16 PM
Misha.Nagar	ok	4:10:59 PM
Sharath Kumar	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	4:11:36 PM
Misha.Nagar	are we connected now	4:11:37 PM
Sharath Kumar	yes, thank you	4:11:47 PM
	as confirmed over remote session, we were able to assist you with signing into the server. For your password reset request, an approval from the authorized contact would be required.	4:30:35 PM
	as there is no further assistance is required am closing this chat.	4:31:00 PM
	Positive feedback at the end of this chat would be appreciated.	4:31:27 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:31:31 PM
	Sharath Kumar has ended this chat session	4:31:34 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Apr, 4:56:32 AM

**#75287 Jonathan L Proby**  
**Email:** jlproby@gmail.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 24 Secs  
**City:** MIAMI  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 35 Secs

Jonathan L Proby	Hello, I am your Acebuddy	8 Apr, 4:56:33 AM
Acebuddy	Hello Jonathan L Proby, I'm your Ace Buddy. I'll be happy to assist you!	4:56:34 AM
	Whom Would You Like to Connect With?	4:56:34 AM
Jonathan L Proby	Technical Support (QB & App Hosting)	4:59:02 AM
Acebuddy	Welcome to Ace Support.	4:59:02 AM
	Please chose an option :	4:59:02 AM
Jonathan L Proby	I'd like to report an Issue	4:59:10 AM
Acebuddy	Please select an option!	4:59:10 AM
Jonathan L Proby	Other Issue	4:59:15 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:59:15 AM
Jonathan L Proby	need help connecting to a server	4:59:38 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:59:39 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:59:39 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	5:00:35 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	5:00:38 AM

Jonathan L Proby	ok thanks. I need help logging into a server	5:00:54 AM
	theres a security alert when I try to connect and then asks for a username and password. Im entering the required info but its sayign its incorrect	5:02:01 AM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:02:03 AM
Jonathan L Proby	server name is JonathanProby	5:02:33 AM
	Username is JonathanProby	5:02:41 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	5:03:27 AM
	Could you please confirm your CID?	5:04:32 AM
Jonathan L Proby	What is a CID?	5:04:48 AM
Anurag Sharma	Please confirm if your server name is PACPA.myrealdata.net ?	5:05:17 AM
Jonathan L Proby	yes	5:05:35 AM
Anurag Sharma	Thanks for the confirmation !	5:05:43 AM
	May I take the remote access of your local computer?	5:05:46 AM
Jonathan L Proby	sure	5:05:50 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	5:05:54 AM
Jonathan L Proby	ok	5:06:07 AM
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/1502348143">https://assist.acecloudhosting.com/join/1502348143</a>	5:06:11 AM
	Kindly paste this link in the browser of local computer and join the session.	5:06:15 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.	5:07:53 AM
	The issue seems to be resolved now	5:13:44 AM
	Is there anything else I may help you with ?	5:13:47 AM
	Are we still connected here?	5:14:12 AM
	Are we still connected here?	5:15:20 AM
	Are we still connected here?	5:15:59 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	5:16:02 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:16:06 AM

*Anurag Sharma has ended this chat session*

5:16:08 AM





# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Apr, 8:10:04 PM

#76105 Susan Alaman

Email: susan@epitexas.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 50 Secs

Susan Alaman	Hello, I am your Acebuddy	25 Apr, 8:10:04 PM
Acebuddy	Hello Susan Alaman, I'm your Ace Buddy. I'll be happy to assist you!	8:10:05 PM
	Whom Would You Like to Connect With?	8:10:05 PM
Susan Alaman	Technical Support (QB & App Hosting)	8:10:13 PM
Acebuddy	Welcome to Ace Support.	8:10:13 PM
	Please chose an option :	8:10:13 PM
Susan Alaman	I'd like to report an Issue	8:10:20 PM
Acebuddy	Please select an option!	8:10:20 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:47:55 PM

Ended due to chat idle timeout8:47:55 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Apr, 10:45:35 PM

#75900 Marlene

Email: marlene@havenstoneadvisory.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 56 Secs

City: AHMEDABAD

State: Gujarat

Country: INDIA

Chat Transcript		Chat Duration : 34 Mins 35 Secs
Marlene	Hello, I am your Acebuddy	22 Apr, 10:45:36 PM
Acebuddy	Hello Marlene, I'm your Ace Buddy. I'll be happy to assist you!	10:45:37 PM
	Whom Would You Like to Connect With?	10:45:37 PM
Marlene	Technical Support (QB & App Hosting)	10:45:53 PM
Acebuddy	Welcome to Ace Support.	10:45:54 PM
	Please chose an option :	10:45:54 PM
Marlene	I'd like to report an Issue	10:46:05 PM
Acebuddy	Please select an option!	10:46:05 PM
Marlene	Other Issue	10:46:10 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:46:10 PM
Marlene	unable to connect RDC	10:46:33 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:46:34 PM
	Acebuddy (bot) forwarded the chat request	10:46:34 PM
	Shivam Singh accepted the chat transfer request.	10:47:19 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	10:47:26 PM

Marlene	Hi	10:47:40 PM
	Shivam	10:47:47 PM
	RDP not getting connect	10:48:19 PM
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:48:24 PM
Marlene	MarleneA_MALLC@myrealdata.net	10:48:36 PM
	This is User Name	10:48:41 PM
	Account is under Francis & Reeves Advisory	10:48:56 PM
Shivam Singh	Thanks for the information. Allow me 2 minutes to check the same.	10:49:12 PM
	May I take the remote access of your local computer?	10:52:25 PM
Marlene	Possible to guide me through steps	10:53:01 PM
Shivam Singh	Could you please Share the error screenshot.	10:53:46 PM
	So that I can guide you accordingly.	10:54:04 PM
Marlene	what i need to enter in computer name?	10:54:50 PM
	107.191.186.100?	10:55:09 PM
	this	10:55:12 PM
	or myrealdata.net	10:55:32 PM
	this?	10:55:36 PM
Shivam Singh	MyAllyLLC.myrealdata.net	10:55:47 PM
	this should be entered in the computer name section.	10:56:10 PM
Marlene	<i>10:57:58 PM</i> Marlene is sharing a file with you <a href="#">error.png</a> - ( Size:52.58 KB )	10:57:58 PM
	this is the error i am getting	10:58:10 PM
Shivam Singh	Shall we take this on remote, just to isolate the issue.	10:58:34 PM
	<i>10:58:52 PM</i> Marlene is sharing a file with you <a href="#">data entered.png</a> - ( Size:41.37 KB )	10:58:52 PM
	<i>Marlene has initiated a remote assistance session. Would you like to access Marlene's screen?</i>	11:00:37 PM
	Could you please click on advance	11:01:42 PM
	and thereafter check the gateway and if possible, share the screen shot of the same	11:02:12 PM
Marlene	are you able to see ?	11:03:28 PM
Shivam Singh	Nope	11:03:50 PM
	let me share the customized RDP for you	11:04:03 PM
Marlene	Sure please	11:04:14 PM
	i shared my screen	11:04:23 PM

Shivam Singh	This message has been deleted	11:04:50 PM
	This message has been deleted	11:04:50 PM
	This message has been deleted	11:04:50 PM
	This message has been deleted	11:04:50 PM
	Marlene allow me two minutes so that I can Share the RDP with you.	11:06:36 PM
	stay connected.	11:06:44 PM
Marlene	Sure	11:06:53 PM
Shivam Singh	<a href="https://we.tl/t-IVPP0Gx6px">https://we.tl/t-IVPP0Gx6px</a>	11:08:18 PM
	Kindly open this link and use the RDP within it.	11:08:36 PM
	It is a specific RDP just for you.	11:08:48 PM
	Once done please confirm if this works for you.	11:09:02 PM
Marlene	no this is showing error	11:10:38 PM
	<i>11:10:57 PMMarlene is sharing a file with you</i> <a href="#">error1.png</a> - ( Size:856.37 KB )	11:10:57 PM
Shivam Singh	May I take the remote access of your local computer? just to get the issue isolated.	11:11:32 PM
Marlene	i have already given	11:11:47 PM
	you can see in above screen capture	11:12:35 PM
	showing In-Session	11:12:45 PM
	with Green	11:12:50 PM
Shivam Singh	You can check as there is no participant joined in it	11:13:13 PM
	Let me share the link with you	11:13:24 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	11:13:28 PM
Marlene	so what i need to now	11:13:31 PM
Shivam Singh	<a href="https://assist.acecloudhosting.com/join/4102042235">https://assist.acecloudhosting.com/join/4102042235</a>	11:13:56 PM
Marlene	what i need to do now	11:13:57 PM
Shivam Singh	Kindly paste this link in the browser of local computer and join the session.	11:14:32 PM
	Is there anything else I may help you with ?	11:19:43 PM
Marlene	No not now Thanks	11:19:57 PM
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	11:20:06 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](mailto:quality@acecloudhosting.com).

Thanks!

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

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

11:20:10 PM

*Shivam Singh has ended this chat session*

11:20:12 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Apr, 10:38:50 PM

**#76396 anishkaredia**  
**Email:** akaredia@anishcpa.com 📞 8328601238  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 23 Secs  
**City:** MISSOURI CITY  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 4 Mins 5 Secs

anishkaredia	Hello, I am your Acebuddy	30 Apr, 10:38:51 PM
Acebuddy	Hello Anish Karedia, I'm your Ace Buddy. I'll be happy to assist you!	10:38:51 PM
	Whom Would You Like to Connect With?	10:38:51 PM
anishkaredia	Technical Support (QB & App Hosting)	10:38:55 PM
Acebuddy	Welcome to Ace Support.	10:38:55 PM
	Please chose an option :	10:38:55 PM

anishkaredia	I'd like to report an Issue	10:39:02 PM
Acebuddy	Please select an option!	10:39:02 PM
anishkaredia	Other Issue	10:39:07 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:39:07 PM
anishkaredia	Can you please reboot the server	10:39:19 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:39:19 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:39:19 PM
	<i>Deepak Taneja declined the transfer request.</i>	10:39:22 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	10:39:30 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	10:39:39 PM
anishkaredia	Hi Ashutosh	10:39:39 PM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name?	10:39:51 PM
anishkaredia	QB was updated on the server and now requires a reboot	10:39:55 PM
	Anish Karedia LLC	10:39:59 PM
Ashutosh Mishra	Thanks for the confirmation !	10:40:59 PM
	I have rebooted the server.	10:41:31 PM
	Is there anything else I may help you with ?	10:41:35 PM
anishkaredia	nope	10:41:50 PM
Ashutosh Mishra	Thanks for the confirmation !	10:41:58 PM
	Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you	10:42:11 PM
	<i>Ashutosh Mishra has ended this chat session</i>	10:42:57 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Apr, 7:43:49 PM

#75528 lisa

**Email:** lisa@cortextax.com 📞 4802258447

**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:** NORTH BEND

**State:** Washington

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 1 Min 43 Secs

lisa	Hello, I am your Acebuddy	13 Apr, 7:43:51 PM
Acebuddy	Hello Lisa Stefani, I'm your Ace Buddy. I'll be happy to assist you!	7:43:53 PM
	Whom Would You Like to Connect With?	7:43:53 PM
lisa	Technical Support (QB & App Hosting)	7:43:56 PM
Acebuddy	Welcome to Ace Support.	7:43:56 PM
	Please chose an option :	7:43:56 PM
lisa	I'd like to raise a Request	7:44:03 PM
Acebuddy	Please select your request type.	7:44:03 PM
lisa	Password Reset	7:44:08 PM
Acebuddy	Please select an option below	7:44:08 PM
lisa	Already Enrolled to Selfcare Portal	7:44:20 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	7:44:20 PM
	Do you need any further assistance on the topic?	7:44:20 PM
lisa	No	7:45:34 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	7:45:34 PM
	<i>Acebuddy has ended this chat session</i>	7:45:34 PM





Hello, I am your Acebuddy

Visitor Details

25 Apr, 2:42:39 PM

25 Apr, 2:42:39 PM

## #76075 Kanika Aggarwal

**Email:** [info.goeltax@gmail.com](mailto:info.goeltax@gmail.com) ☎ +17789528103

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 29 Secs

City: LEDUC

**State:** Alberta

Country: CANADA

Chat Transcript

Chat Duration : 21 Mins 38 Secs

Chat Duration : 21 Mins 38 Secs

Kanika Aggarwal	Hello, I am your Acebuddy	25 Apr, 2:42:40 PM
Acebuddy	Hello Vipam Goel, I'm your Ace Buddy. I'll be happy to assist you!	2:42:41 PM
	Whom Would You Like to Connect With?	2:42:41 PM
Kanika Aggarwal	Technical Support (QB & App Hosting)	2:43:02 PM
Acebuddy	Welcome to Ace Support.	2:43:02 PM
	Please chose an option :	2:43:02 PM
Kanika Aggarwal	I'd like to raise a Request	2:43:30 PM
Acebuddy	Please select your request type.	2:43:30 PM
Kanika Aggarwal	Other Request	2:44:04 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	2:44:04 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:44:04 PM
Kanika Aggarwal	Yes, I'm facing issues with my server	2:44:47 PM
Acebuddy	Please select an option!	2:44:47 PM
Kanika Aggarwal	Other Issue	2:45:13 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:45:13 PM
Kanika Aggarwal	Ticket Number - 683619	2:45:54 PM
Acebuddy	Please wait while we connect you to a Support Representative	2:45:54 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:45:55 PM

	<i>Deepak Taneja declined the transfer request.</i>	2:46:15 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	2:46:17 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	2:46:25 PM
Kanika Aggarwal	Please connect me on +1 (825) 523-8778 Canada	2:46:44 PM
	Hi Sharath, I am Vipin Goel. I have already raised a ticket.	2:47:35 PM
Sharath Kumar	Hello Vipin, I saw your request. Please allow me a moment to sign into the server and do this for you	2:47:49 PM
	Thank you for your patience, could you confirm that you want to update VT2024 (Edited)	2:50:37 PM
Kanika Aggarwal	Yes	2:50:52 PM
Sharath Kumar	understood, downloaded the updated, Installing it now.	2:51:26 PM
	application has been updated	2:53:17 PM
	Is there anything else I may help you with ?	2:53:23 PM
Kanika Aggarwal	In the meantime please guide that I received a message from your side that Its closed for maintenance.	2:53:55 PM
	How much time will it take?	2:54:11 PM
Sharath Kumar	could you send a screenshot of the message that you referring to	2:54:45 PM
Kanika Aggarwal	No	2:54:56 PM
	message disappears from the screen and system automatically closed	2:55:39 PM
	its blue colour message	2:56:00 PM
Sharath Kumar	I see what you mean, the server actually restarts everyday at 2 AM PST	2:56:15 PM
Kanika Aggarwal	yes	2:56:26 PM
Sharath Kumar	the server has been restarted and you are good to sign into the server now	2:56:30 PM
Kanika Aggarwal	This happens with me almost daily	2:56:43 PM
Sharath Kumar	If you can send in a separate request for this to the support email address, we can set the server to restart at a different time from tomorrow onwards	2:57:43 PM
Kanika Aggarwal	No	2:58:03 PM
Sharath Kumar	do check with your colleagues regarding the server reboot so that they are also aware of this	2:58:09 PM
Kanika Aggarwal	Its ok for me	2:58:12 PM
	I want to know that how much time it takes to restart. I can wait for that time	2:58:52 PM
Sharath Kumar	I checked and can confirm that most of the time server restart only takes 5 minutes.	2:59:32 PM
Kanika Aggarwal	ok	2:59:48 PM
	its helpful for me.	3:00:00 PM
Sharath Kumar	however, there are some days when there are updates to be installed and on those days it may take 15 minutes.	3:00:08 PM

Kanika Aggarwal	i can wait for 5 to 10 minutes	3:00:19 PM
Sharath Kumar	Yes. in 10 minutes the server is accessible.	3:00:46 PM
Kanika Aggarwal	I can take a break of half an hour	3:00:56 PM
Sharath Kumar	Good idea, anything else that I may assist you with, sir?	3:01:09 PM
Kanika Aggarwal	Thanks Sharath.	3:01:21 PM
	Your whole team is "The Best.."	3:01:43 PM
Sharath Kumar	My pleasure. I would appreciate a postive feedback once this chat ends	3:01:46 PM
Kanika Aggarwal	good bye	3:01:58 PM
Sharath Kumar	Glad to hear that	3:01:59 PM
	Wlsh you good day too	3:02:10 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	3:02:17 PM
	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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!	
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
Kanika Aggarwal	Its mid night in Canada	3:02:24 PM
Sharath Kumar	oh, my apologies! In that case, you have a good rest of your night	3:02:48 PM
Kanika Aggarwal	In India its 03.03 noon	3:02:54 PM
	and	3:02:56 PM
Sharath Kumar	That is correct	3:03:01 PM
Kanika Aggarwal	in Canada its 03.03 mid night	3:03:09 PM
Sharath Kumar	oh! so an exact 12 hour difference. that is nice and easy to remember.	3:03:34 PM
	Thank you for letting me know.	3:03:51 PM
Kanika Aggarwal	Canada is 12 hours behind India	3:03:56 PM
	ok bye	3:04:03 PM
Sharath Kumar	got it!	3:04:08 PM
	alright sir, bye for now.	3:04:15 PM
	<i>Sharath Kumar has ended this chat session</i>	3:04:18 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Apr, 10:25:25 PM

**#76394 Charles Xavier**  
**Email:** support@coretechs.it 📞 2259007448  
**Department:** Support(QB & App Hosting)  
**Operator:** Rohan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 54 Secs  
**City:** BELLA VISTA  
**State:** Panama  
**Country:** PANAMA

Chat Transcript


Chat Duration : 17 Mins 38 Secs

Charles Xavier	Hello, I am your Acebuddy	30 Apr, 10:25:26 PM
Acebuddy	Hello Charles Xavier, I'm your Ace Buddy. I'll be happy to assist you!	10:25:26 PM
	Whom Would You Like to Connect With?	10:25:26 PM
Charles Xavier	Technical Support (QB & App Hosting)	10:25:42 PM
Acebuddy	Welcome to Ace Support.	10:25:42 PM
	Please chose an option :	10:25:42 PM
Charles Xavier	I'd like to report an Issue	10:25:49 PM
Acebuddy	Please select an option!	10:25:49 PM
Charles Xavier	Other Issue	10:25:52 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:25:52 PM
Charles Xavier	Ticket ID: 686622	10:26:10 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:26:11 PM
Acebuddy (bot) forwarded the chat request		10:26:11 PM

	<i>Rohan Prajapati accepted the chat transfer request.</i>	10:28:08 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	10:28:11 PM
Charles Xavier	Hi Rohan	10:28:20 PM
Rohan Prajapati	Hello Charles, how are you doing today ?	10:28:29 PM
Charles Xavier	I just would like to get an update on that ticket please. I have the office admin Casey Keel asking if you have any news	10:28:58 PM
Rohan Prajapati	Thank you for Providing the ticket number	10:29:01 PM
	Kindly allow me 4-5 minutes to check the same.	10:29:11 PM
Charles Xavier	QuickBooks server CD Services Group	10:29:15 PM
	no problem	10:29:27 PM
Rohan Prajapati	Please ask all the users to log out from the server as we will update it from the backend	10:32:46 PM
Charles Xavier	one moment please. calling the users	10:34:41 PM
	how long is the update going to take?	10:34:50 PM
	hello?	10:36:00 PM
Rohan Prajapati	If this can be resolved by simply updating it, the process will take a maximum of 15 minutes. However, if we need to repair it before updating, it may take up to 30 minutes.	10:36:12 PM
Charles Xavier	Please go ahead with the update	10:36:46 PM
Rohan Prajapati	Thanks for the confirmation !	10:37:01 PM
Charles Xavier	When it's done, please notify Casey Keel via email to ckeel@cdservicesgroup.net so they know they can log back in please please please	10:37:49 PM
Rohan Prajapati	Sure As I checked. it's not letting us update it	10:38:50 PM
	We would need to repair it once	10:39:00 PM
	We will update the casey on the mentioned email	10:39:20 PM
	Is there anything else I may help you with ?	10:39:23 PM
Charles Xavier	not for now. Just please do inform Casey once is done	10:40:00 PM
Rohan Prajapati	Thanks for the confirmation !	10:40:41 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:40:42 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p>	10:40:44 PM

*Rohan Prajapati has ended this chat session*

10:43:05 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Apr, 6:54:04 AM

**#75612 Robert Zeigen**

**Email:** rzeigen@szcpa.tax 📞 15613920620

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 19 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 37 Secs

Robert Zeigen	Hello, I am your Acebuddy	15 Apr, 6:54:06 AM
Acebuddy	Hello Robert Zeigen, I'm your Ace Buddy. I'll be happy to assist you!	6:54:07 AM
	Whom Would You Like to Connect With?	6:54:07 AM
Robert Zeigen	Technical Support (QB & App Hosting)	6:54:10 AM
Acebuddy	Welcome to Ace Support.	6:54:10 AM
	Please chose an option :	6:54:10 AM
Robert Zeigen	I'd like to report an Issue	6:54:17 AM
Acebuddy	Please select an option!	6:54:17 AM
Robert Zeigen	Other Issue	6:54:25 AM
Acebuddy		



	Please specify the issue you are facing before I connect you to an available support representative!	6:54:25 AM
Robert Zeigen	Required software changes will be applied to your computer	6:54:47 AM
Acebuddy	Please wait while we connect you to a Support Representative	6:54:47 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:54:47 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	6:54:57 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	6:55:07 AM
Robert Zeigen	Hi Shubham	6:55:14 AM
Shubham Kataria	Hello Robert	6:55:25 AM
Robert Zeigen	I have the Required software changes will be applied to your computer message all day. Now I want to apply them but I cannot change the radial button from snooze and remind me to Right now	6:56:14 AM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:56:30 AM
	<i>6:56:34 AMRobert Zeigen is sharing a file with you</i> <a href="#">1_image.png</a> - ( Size:229.24 KB )	6:56:34 AM
Robert Zeigen	szcpa	6:57:10 AM
	rzeigen	6:57:12 AM
Shubham Kataria	Please allow me two minutes to check the same.	6:57:30 AM
Robert Zeigen	user is actually robert zeigen	6:58:20 AM
Shubham Kataria	Okay, I'm checking it from backend	6:58:50 AM
	May I take the remote access of your server?	6:59:49 AM
Robert Zeigen	yes	6:59:55 AM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	7:00:03 AM
	Thank you for your patience.	7:03:52 AM
	I've reviewed the pending update on your end. Please allow us some time to address this, as the update needs to be discussed with our senior team. It will be resolved by tonight. (Edited)	7:05:44 AM
Robert Zeigen	okay	7:06:00 AM
Shubham Kataria	Is there anything else I may help you with ?	7:06:13 AM
Robert Zeigen	No. Good night	7:06:20 AM
Shubham Kataria	Good night	7:06:32 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:06:36 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p>	



Thanks!


7:06:41 AM

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

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

Shubham Kataria has ended this chat session

7:06:43 AM



# Chat Transcript

## Hello, I am your Acebuddy

Visitor Details

9 Apr, 7:02:56 PM

#75353 Jarett Sundack

Email: jarett@sundackcpa.com ☎ 6314999437

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 56 Secs

Jarett Sundack	Hello, I am your Acebuddy	9 Apr, 7:02:58 PM
Acebuddy	Hello Jarett Sundack, I'm your Ace Buddy. I'll be happy to assist you!	7:02:59 PM
	Whom Would You Like to Connect With?	7:02:59 PM
Jarett Sundack	Technical Support (QB & App Hosting)	7:03:06 PM
Acebuddy	Welcome to Ace Support.	7:03:06 PM
	Please chose an option :	7:03:06 PM
Jarett Sundack	I'd like to report an Issue	7:03:17 PM

Acebuddy	Please select an option!	7:03:17 PM
Jarett Sundack	Other Issue	7:03:22 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:03:22 PM
Jarett Sundack	Server is lagging. It lags every day. Every day you guys issue a temporary fix	7:03:40 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:03:40 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:03:40 PM
Jarett Sundack	And it is not working anymore	7:03:44 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	7:03:48 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	7:03:53 PM
	Hello jarett	7:04:01 PM
	I will surely help you with this issue.	7:04:14 PM
	Kindly allow me two minutes to check the same.	7:04:17 PM
Jarett Sundack	ok thank you	7:04:53 PM
Shashwat Verma	Does the slowness or lag is faced by any particular user or to other users too on the server?	7:07:21 PM
Jarett Sundack	all u sers	7:08:29 PM
	We are supposed to have unlimited resources on our server and we are constantly being faced with capacity issues	7:08:57 PM
	We have a tax deadline approaching and cannot afford to be slow. The Ram needs to be increased substantially	7:09:28 PM
Shashwat Verma	I deeply apologize for the inconvenience caused to you.	7:10:16 PM
	Let me check the server resources statistics.	7:10:44 PM
	Jarette, are all the users accessing the server from the same location?	7:15:01 PM
Jarett Sundack	75% US 25% India	7:15:39 PM
Shashwat Verma	Okay, as of now we are increasing C drive space by 100GB as its running on 11%. (Edited)	7:16:37 PM
	Jarett, let me have your local access too, so that I can check some checkpoints on the local pc also.	7:17:41 PM
	May I take the remote access of your local computer?	7:19:09 PM
Jarett Sundack	yes	7:19:14 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	7:19:56 PM
Jarett Sundack	there are closed	7:20:06 PM
Shashwat Verma	<a href="https://assist.acecloudhosting.com/join/4062540429">https://assist.acecloudhosting.com/join/4062540429</a>	7:20:11 PM
	Kindly Click on the link and open the downloaded file.	7:20:17 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	7:21:14 PM

	give your confirmation on this chat.	
	<p><b>As per the remote session, the connection was unfortunately interrupted as you were busy.</b></p> <p>If you continue to experience slowness issues, please feel free to reconnect with us.</p> <p>In the meantime, we have added <b>100GB</b> to the <b>C drive</b> to help improve system performance.</p>	7:29:40 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:29:48 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	7:29:52 PM

*Shashwat Verma has ended this chat session*

7:29:54 PM



# Chat Transcript

## Hello, I am your Acebuddy

Visitor Details

**#75140 Jeffrey Sherman**

**Email:** [jsherman@redpointfinance.com](mailto:jsherman@redpointfinance.com) 📞 3036815930

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 43 Secs

**City:** DENVER

**State:** Colorado

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 9 Secs

Jeffrey Sherman	Hello, I am your Acebuddy	4 Apr, 9:52:41 AM
Acebuddy	Hello Jeffrey Sherman, I'm your Ace Buddy. I'll be happy to assist you!	9:52:42 AM
	Whom Would You Like to Connect With?	9:52:42 AM
Jeffrey Sherman	Technical Support (QB & App Hosting)	9:52:50 AM
Acebuddy	Welcome to Ace Support.	9:52:50 AM
	Please chose an option :	9:52:50 AM
Jeffrey Sherman	I'd like to report an Issue	9:52:56 AM
Acebuddy	Please select an option!	9:52:56 AM
Jeffrey Sherman	Other Issue	9:53:23 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:53:24 AM
Jeffrey Sherman	Accessing redpoint.myrealdata server	9:53:40 AM
Acebuddy	Please wait while we connect you to a Support Representative	9:53:41 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:53:41 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	9:53:49 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	9:53:57 AM
Jeffrey Sherman	Hi Shubham! I hope you're having a great day so far!	9:54:09 AM
Shubham Kataria	Hello Jeffrey	9:54:42 AM
Jeffrey Sherman	I was just kicked out of redpoint.myrealdata server because of a note that said your team was performing maintenance. Do you know how much longer before i can access the server? My team is working on tax returns right now for clients and we only have 1-2 hours more left of work and want to finish some items	9:54:48 AM
	if your team is almost finished, then they are welcome to finish up.	9:54:59 AM
	if, however, it's going to take a while then we request that you try to do this between the hours of 3am and 7am MST	9:55:21 AM
Shubham Kataria	I deeply apologize for the inconvenience caused to you.	9:55:39 AM
	Kindly allow me two minutes to check the same.	9:56:00 AM
Jeffrey Sherman	Thank you	9:56:12 AM
Shubham Kataria	We would like to inform you that the Windows Installer initiated a system restart to complete or continue the configuration of 'QuickBooks'. <b>QuickBooks</b> was in the process of being installed or updated, and as part of this process, an automatic restart was initiated to complete the configuration Currently server is up and running kindly check now and let us know the current status.	9:58:55 AM
	<i>9:59:05 AMShubham Kataria is sharing a file with you</i> <a href="#"><i>image.png</i></a> - ( <i>Size:79.65 KB</i> )	9:59:05 AM

Jeffrey Sherman	OK	9:59:37 AM
	are you saying that we can log back in?	9:59:42 AM
Shubham Kataria	yes, you can	9:59:50 AM
Jeffrey Sherman	Can you confirm whether the RAM (memory) and GB (HD storage) was added today in that server or do you still have to do it?	10:01:10 AM
Shubham Kataria	Okay let me check	10:01:19 AM
Jeffrey Sherman	how much total hard drive space and available space are you showing in redpoing.myreal data server now?	10:01:32 AM
	and how much GB of RAM are you now showing as allocated (and used)?	10:01:42 AM
	I am still receiving an error in the server:	10:02:49 AM
	<i>10:02:53 AMJeffrey Sherman is sharing a file with you</i> <a href="#">image.png</a> - ( Size:113.7 KB )	10:02:53 AM
Shubham Kataria	Upon checking, I found 7 GB RAM has been added to the C drive	10:03:22 AM
Jeffrey Sherman	how much total RAM is allocated and ho much is utilized?	10:03:36 AM
	when you reference our server?	10:03:40 AM
Shubham Kataria	Currently 24 GB RAM is allocated to the server	10:04:14 AM
	And two users are logged on that's why it is consuming 5 GB RAM right now	10:04:40 AM
Jeffrey Sherman	They should have added HD / storage to our drive today - is there a reason why i am receiving this message?	10:05:35 AM
	<i>10:05:37 AMJeffrey Sherman is sharing a file with you</i> <a href="#">image.png</a> - ( Size:46.27 KB )	10:05:37 AM
Shubham Kataria	No problem, I will add the storage for you	10:06:25 AM
	As I can see in the previous ticket we got the approval for adding 200 GB in \$ 100 per month	10:06:56 AM
	Kindly confirm, This will help us to proceed accordingly	10:08:07 AM
Jeffrey Sherman	I dont need that many	10:08:40 AM
	please do not add this yet	10:08:43 AM
	Is the C drive for programs and the D drive for client data? Is that correct?	10:09:30 AM
	can you confirm?	10:09:31 AM
Shubham Kataria	Yes	10:09:34 AM
Jeffrey Sherman	i have plenty of D drive space	10:09:36 AM
	we dont have the need for any more programs and so please hold off on adding GB to the HD for now (if you don't mind)	10:09:54 AM
	we are also using the server for the next 3 hours and cant be interrupted	10:10:12 AM
Shubham Kataria	Okay no problem	10:10:24 AM

Jeffrey Sherman	if you can please cancel that ticket request that would be great because we are all set on storage for now.	10:10:39 AM
	D Drive: 100GB Allocated (79 GB Free) C Drive: 160GB Allocated (19 GB Free)	10:10:40 AM
	that is our current allocations and so we do not need added storage for now. you can cancel teh request for added storage for an added fee for now	10:10:55 AM
	i will circle back around with you on 04/15 if we need it.	10:11:03 AM
	the added RAM for the added fee is Ok though	10:11:09 AM
Shubham Kataria	Sure, I will add the comment on ticket for not up upgrading the space	10:11:11 AM
Jeffrey Sherman	i am going to switch back over to the server bnow to finish my client work for the evening for 3 more hours. Please tell your team that I said thank you for their hard work and their efforts	10:11:35 AM
	if you could tell them to not perform any maintenance on the server for the next 3 hours I would greatly appreciate it!	10:11:51 AM
Shubham Kataria	This is noted. You may continue your work . now you won't face any interruptions	10:12:32 AM
	Sure, I will forward your valuable feedback	10:12:53 AM
Jeffrey Sherman	Thank you so much	10:13:10 AM
Shubham Kataria	You're welcome	10:13:16 AM
Jeffrey Sherman	i hope you have a great rest of your day	10:13:16 AM
	thanks, again, Shubham	10:13:19 AM
	have a wonderful day!	10:13:23 AM
Shubham Kataria	Same to you	10:13:28 AM
	Is there anything else I may help you with ?	10:13:31 AM
Jeffrey Sherman	you guys are great and i appreciate you!	10:13:31 AM
	nope, all set!	10:13:36 AM
	thanks, again!	10:13:37 AM
Shubham Kataria	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:13:43 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	10:13:48 AM
	<i>Shubham Kataria has ended this chat session</i>	10:13:50 AM





# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Apr, 6:16:00 PM

**#76367 duane**  
**Email:** duane@cartercpatax.com 📞 19703907348  
**Department:** Support(QB & App Hosting)  
**Operator:** Anjainay Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 57 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 27 Mins 30 Secs

duane	Hello, I am your Acebuddy	30 Apr, 6:16:01 PM
Acebuddy	Hello Duane, I'm your Ace Buddy. I'll be happy to assist you!	6:16:02 PM
	Whom Would You Like to Connect With?	6:16:02 PM
duane	Technical Support (QB & App Hosting)	6:16:14 PM
Acebuddy	Welcome to Ace Support.	6:16:14 PM
	Please chose an option :	6:16:14 PM
duane	I'd like to report an Issue	6:16:19 PM
Acebuddy	Please select an option!	6:16:19 PM
duane	Other Issue	6:16:22 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:16:22 PM
duane	Hi-I'm still having issues with Ticket Number is: 686497	6:16:48 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:16:48 PM





**Email:** tax@ssktaxaddison.com

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

**Operator:** Karan Kanwal

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 30 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 37 Secs

SKTAX	Hello, I am your Acebuddy	25 Apr, 11:33:21 AM
Acebuddy	Hello Sktax, I'm your Ace Buddy. I'll be happy to assist you!	11:33:22 AM
	Whom Would You Like to Connect With?	11:33:22 AM
SKTAX	Technical Support (QB & App Hosting)	11:33:33 AM
Acebuddy	Welcome to Ace Support.	11:33:33 AM
	Please chose an option :	11:33:33 AM
SKTAX	I'd like to raise a Request	11:33:39 AM
Acebuddy	Please select your request type.	11:33:39 AM
SKTAX	Other Request	11:33:42 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:33:42 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:33:42 AM
SKTAX	Yes, I'm facing issues with my server	11:33:50 AM
Acebuddy	Please select an option!	11:33:51 AM
SKTAX	Other Issue	11:33:54 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:33:54 AM
SKTAX	My ATX is not working	11:34:16 AM
Acebuddy	Please wait while we connect you to a Support Representative	11:34:16 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:34:16 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	11:35:28 AM
	<i>Shubham Kataria is transferring the chat to Karan Kanwal.</i>	11:35:36 AM
	<i>Karan Kanwal accepted the chat transfer request.</i>	11:35:47 AM

Karan Kanwal	Thank you for contacting Ace Cloud Hosting. My name is Karan Kanwal. I will be assisting you today.	11:35:53 AM
SKTAX	ok	11:36:00 AM
	my ATX is not working	11:36:09 AM
Karan Kanwal	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:36:23 AM
SKTAX	so please help me	11:36:26 AM
	SKTAX4	11:36:38 AM
Karan Kanwal	May I know, are you getting error message? Or ATX is not launching?	11:37:41 AM
SKTAX	I dont know.	11:38:11 AM
	you can share me you ZOA link?	11:38:44 AM
Karan Kanwal	Sure.	11:39:10 AM
SKTAX	ok	11:39:15 AM
Karan Kanwal	Kindly close all important tabs and documents for not to breach any security concern.	11:39:26 AM
SKTAX	ok	11:39:31 AM
Karan Kanwal	Use the following link to access zoho: <a href="https://assist.acecloudhosting.com/join/9402049038">https://assist.acecloudhosting.com/join/9402049038</a>	11:40:08 AM
	Is there anything else I may help you with ?	11:52:47 AM
SKTAX	its working know	11:53:22 AM
	thank you	11:53:25 AM
Karan Kanwal	Great	11:53:27 AM
	SKTAX, Is there anything else I may help you with?	11:53:32 AM
SKTAX	no	11:53:39 AM
Karan Kanwal	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:53:46 AM
	I will also share the ticket id with you over the mail once this chat is disconnected.	11:53:50 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	11:53:54 AM
	<i>Karan Kanwal has ended this chat session</i>	11:53:58 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Apr, 5:42:26 PM

**#75806 mariateresacastulo**  
**Email:** mariateresacastulo@gmail.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Anjainay Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 1 Min  
**City:** SANTA MARIA  
**State:** Bulacan  
**Country:** PHILIPPINES

Chat Transcript

Chat Duration : 17 Mins 13 Secs

mariateresacastulo	Hello, I am your Acebuddy	19 Apr, 5:42:27 PM
Acebuddy	Hello Mariateresacastulo, I'm your Ace Buddy. I'll be happy to assist you!	5:42:28 PM
	Whom Would You Like to Connect With?	5:42:28 PM
mariateresacastulo	Technical Support (QB & App Hosting)	5:42:35 PM
Acebuddy	Welcome to Ace Support.	5:42:35 PM
	Please chose an option :	5:42:35 PM
mariateresacastulo	I'd like to report an Issue	5:42:41 PM
Acebuddy	Please select an option!	5:42:41 PM
mariateresacastulo	Other Issue	5:42:48 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:42:48 PM
	<i>5:43:09 PMmariateresacastulo is sharing a file with you</i> <a href="#">image.png</a> - ( Size:10.57 KB )  <i>I'm trying to log on my RDP but this is what's prompting</i>	5:43:09 PM
	Please wait while we connect you to a Support Representative	5:43:09 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	5:43:09 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	5:43:15 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	5:43:27 PM
	Please allow me two minutes so that I can look into the issue .	5:43:59 PM
mariateresacastulo	ok	5:46:36 PM
Anjainay Singh	I am looking for proper resolution , please allow me some time .	5:48:59 PM
mariateresacastulo	alright, sure	5:49:07 PM
Anjainay Singh	Since when you are facing this issue .	5:49:35 PM
mariateresacastulo	just now, i was able to log this afternoon	5:49:54 PM
Anjainay Singh	Okay , thankyou for letting me know .	5:50:15 PM
mariateresacastulo	i tried to reboot the computer already but still wont work	5:50:27 PM
Anjainay Singh	We are looking for the root cause of issue , this may take some time .	5:53:04 PM
	Please again try to login in back into the server .	5:53:36 PM
mariateresacastulo	<i>5:53:43 PMmariateresacastulo is sharing a file with you</i> <a href="#"><i>image.png</i></a> - ( <i>Size:14.51 KB</i> )	5:53:43 PM
	<i>here's a more detailed snip - hope might help</i>	
	oh there	5:54:03 PM
	its logging in now	5:54:08 PM
	I was able to get in	5:54:16 PM
	Thanks Anjainay!	5:54:20 PM
Anjainay Singh	Its good to hear that , you are able to login back into the server .	5:54:41 PM
	Is there anything else I may help you with ?	5:55:00 PM
	Are we still connected here?	5:55:53 PM
mariateresacastulo	none, everything looks fine	5:56:12 PM
	thanks again	5:56:13 PM
Anjainay Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	5:56:18 PM
	After you disconnect this chat you will receive survey , just click on smiling emoji to provide your positive feedback .	5:57:08 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:58:01 PM
	<i>Anjainay Singh has ended this chat session</i>	5:59:41 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Apr, 7:06:33 PM

**#75037 srinivas**  
**Email:** srinivas@taxgeeks.com ☎ 2252847776  
**Department:** Support(QB & App Hosting)  
**Operator:** Rohan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 10 Secs  
**City:** IRVING  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 41 Secs

srinivas	Hello, I am your Acebuddy	2 Apr, 7:06:34 PM
Acebuddy	Hello Srinivas, I'm your Ace Buddy. I'll be happy to assist you!	7:06:35 PM
	Whom Would You Like to Connect With?	7:06:35 PM
srinivas	Technical Support (QB & App Hosting)	7:06:38 PM
Acebuddy	Welcome to Ace Support.	7:06:38 PM
	Please chose an option :	7:06:38 PM
srinivas	I'd like to report an Issue	7:06:47 PM
Acebuddy	Please select an option!	7:06:47 PM
srinivas	Other Issue	7:06:51 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:06:51 PM
srinivas	salck	7:06:54 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:06:55 PM
	Acebuddy (bot) forwarded the chat request	7:06:55 PM

	<i>Rohan Prajapati accepted the chat transfer request.</i>	7:07:36 PM
srinivas	hi	7:07:39 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	7:07:40 PM
srinivas	we have the new server	7:07:55 PM
Rohan Prajapati	Hello Srinivas, how are you doing today ?	7:07:55 PM
srinivas	can you install slack on it asap	7:08:04 PM
Rohan Prajapati	I will surely help you with this issue.	7:08:19 PM
	Could you please download the setup file of Slack on the new server so that we can install it from our end right away ?	7:08:58 PM
srinivas	taxge	7:09:01 PM
	one min	7:09:07 PM
Rohan Prajapati	Sure take your time	7:09:41 PM
srinivas	C:\Users\TGSRINIVAS\Downloads	7:09:53 PM
Rohan Prajapati	Thanks for the confirmation !	7:10:03 PM
	Kindly allow me 5-7 minutes to check the same.	7:10:12 PM
srinivas	also please make sure that TGSRINIVAS HAS FULL ACCESS to the server	7:10:26 PM
Rohan Prajapati	Thank you for your patience.	7:16:42 PM
	Please check now and let us know status	7:16:51 PM
srinivas	ok	7:17:05 PM
	fine	7:18:24 PM
Rohan Prajapati	Is there anything else I may help you with ?	7:18:41 PM
srinivas	good now	7:18:50 PM
Rohan Prajapati	Thanks for the confirmation !	7:19:08 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:19:09 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	7:19:14 PM
	<i>Rohan Prajapati has ended this chat session</i>	7:19:16 PM





# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Apr, 9:34:45 PM

**#75432 Flores**  
**Email:** kristy.flores@refinedkind.com 📞 7144713010  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 2 Mins 24 Secs  
**City:** ANAHEIM  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 30 Secs

Flores	Hello, I am your Acebuddy	10 Apr, 9:34:46 PM
Acebuddy	Hello Kristy Flores, I'm your Ace Buddy. I'll be happy to assist you!	9:34:47 PM
	Whom Would You Like to Connect With?	9:34:47 PM
Flores	Technical Support (QB & App Hosting)	9:35:10 PM
Acebuddy	Welcome to Ace Support.	9:35:10 PM
	Please chose an option :	9:35:10 PM
Flores	Setback	9:35:13 PM
Acebuddy	Hello Kristy Flores, I'm your Ace Buddy. I'll be happy to assist you!	9:35:13 PM
	Whom Would You Like to Connect With?	9:35:13 PM
Flores	Technical Support (QB & App Hosting)	9:35:22 PM
Acebuddy	Welcome to Ace Support.	9:35:22 PM
	Please chose an option :	9:35:22 PM

Flores	Restart	9:35:30 PM
Acebuddy	Hello Kristy Flores, I'm your Ace Buddy. I'll be happy to assist you!	9:35:30 PM
	Whom Would You Like to Connect With?	9:35:30 PM
Flores	Technical Support (QB & App Hosting)	9:35:38 PM
Acebuddy	Welcome to Ace Support.	9:35:38 PM
	Please chose an option :	9:35:38 PM
Flores	I'd like to raise a Request	9:35:47 PM
Acebuddy	Please select your request type.	9:35:47 PM
Flores	Reboot your Server	9:35:56 PM
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.	9:35:56 PM
	Do you need any further assistance on the topic?	9:35:56 PM
Flores	Yes	9:36:13 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:36:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:36:13 PM
	<i>Deepak Taneja declined the transfer request.</i>	9:36:16 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:37:02 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	9:37:12 PM
	I understand you want to reboot the server.	9:37:25 PM
Flores	Hi thank you. Can you please restart my server it is very slow	9:37:28 PM
	myrealdata\RK_Bookkeeping	9:37:43 PM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name?	9:37:55 PM
	Kindly allow me two minutes i am rebooting the server.	9:38:51 PM
Flores	thank you	9:38:54 PM
Ashutosh Mishra	I see that the RAM consumption on the server is very high and a user is still working on the server.	9:45:32 PM
	Should i sign off the user and reboot.	9:45:56 PM
	Are we still connected here?	9:48:39 PM
	Are we still connected here?	9:50:02 PM
	Are we still connected here?	9:52:14 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	9:53:12 PM
	<i>Ashutosh Mishra has ended this chat session</i>	9:53:17 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Apr, 12:14:45 AM

**#75381 Stephanie Moore**  
**Email:** stephanie@thedeliveryauthority.com 📞 6305423466  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 47 Secs  
**City:** NAPERVILLE  
**State:** Illinois  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 7 Secs

Stephanie Moore	Hello, I am your Acebuddy	10 Apr, 12:14:47 AM
Acebuddy	Hello Stephanie Carter, I'm your Ace Buddy. I'll be happy to assist you!	12:14:48 AM
	Whom Would You Like to Connect With?	12:14:48 AM
Stephanie Moore	Technical Support (QB & App Hosting)	12:14:59 AM
Acebuddy	Welcome to Ace Support.	12:15:00 AM
	Please chose an option :	12:15:00 AM
Stephanie Moore	I'd like to report an Issue	12:15:05 AM
Acebuddy	Please select an option!	12:15:05 AM
Stephanie Moore	QuickBooks Issue	12:15:09 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:15:09 AM
Stephanie Moore	Other QB related issue	12:15:15 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:15:15 AM
Stephanie Moore	I need assistance in saving an accountants copy of QB	12:15:43 AM

Acebuddy	Please wait while we connect you to a Support Representative	12:15:44 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:15:44 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	12:15:54 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	12:16:06 AM
Stephanie Moore	I'm not happy.	12:16:12 AM
	you sent me a request and I don't understand ti!	12:16:23 AM
	Summary: As per our conversation over chat, you were unable to create Accountants copy as you are part of shared server. Please share the following details and we will create the copy for you: Company File Name Admin Password Dividing Date	12:16:36 AM
Ashutosh Mishra	I will surely help you with this issue.	12:16:41 AM
Stephanie Moore	what do you mean Company File Name?	12:16:48 AM
	and you want my password to get into Quickbooks?	12:17:07 AM
Ashutosh Mishra	Company file name means the QuickBooks company file that you want to create accountant copy for.	12:17:09 AM
Stephanie Moore	the name of the company?	12:17:20 AM
	can you please log into my screen via remote access?	12:17:27 AM
	and actually help me?	12:17:30 AM
Ashutosh Mishra	I would surely assist with this but just want to clarify that on your machine it would not be possible because you will not have the rights to create the copy. We will have to do it from backend.	12:19:07 AM
Stephanie Moore	that's fine, but maybe you can tell me waht my file name is.	12:19:26 AM
Ashutosh Mishra	This means the QuickBooks file for which the accountant copy has to be created.	12:19:37 AM
Stephanie Moore	yeah, no idea what that even means.	12:19:56 AM
	can I talk to someone else please?	12:20:08 AM
Ashutosh Mishra	Ok i can show you on your computer.	12:20:52 AM
	Are you logged in the Ace server? (Edited)	12:21:14 AM
Stephanie Moore	yes	12:21:18 AM
Ashutosh Mishra	Just allow me a minute i will do remote session with you on the server.	12:21:40 AM
Stephanie Moore	ok	12:21:49 AM
Ashutosh Mishra	I have sent you message on server please accept that.	12:23:52 AM
	Yes that is all i need for accountant copy.	12:28:00 AM
	As per discussion over the remote session, i will create the accountant copy for DSTM2.qbw and Final Mile Delivery and Assembly.qbw	12:47:28 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:47:46 AM

	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:47:52 AM
	Ashutosh Mishra has ended this chat session	12:47:55 AM
<div></div>		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Apr, 4:57:56 AM

**#75506 Nilay Patel**  
**Email:** nilay@priorware.com 📞 12294570732  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 3 Secs  
**City:** PATERSON  
**State:** New Jersey  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 14 Secs

Nilay Patel	Hello, I am your Acebuddy	12 Apr, 4:57:57 AM
Acebuddy	Hello Nilay, I'm your Ace Buddy. I'll be happy to assist you!	4:57:58 AM
	Whom Would You Like to Connect With?	4:57:58 AM
Nilay Patel	Technical Support (QB & App Hosting)	4:58:03 AM
Acebuddy	Welcome to Ace Support.	4:58:03 AM
	Please chose an option :	4:58:03 AM
Nilay Patel	I'd like to report an Issue	4:58:08 AM
Acebuddy	Please select an option!	4:58:08 AM
Nilay Patel	QuickBooks Issue	4:58:12 AM
Acebuddy	What type of QuickBooks Issue are you facing?	4:58:12 AM

Nilay Patel	QuickBooks Update	4:58:15 AM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	4:58:15 AM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	4:58:15 AM
	Do you need any further assistance on the topic?	4:58:15 AM
Nilay Patel	Restart	4:58:22 AM
Acebuddy	Hello Nilay, I'm your Ace Buddy. I'll be happy to assist you!	4:58:22 AM
	Whom Would You Like to Connect With?	4:58:22 AM
Nilay Patel	Yes	4:58:28 AM
Acebuddy	You have chosen an Invalid Option. Please try Again!	4:58:28 AM
	Whom Would You Like to Connect With?	4:58:28 AM
Nilay Patel	Technical Support (QB & App Hosting)	4:58:32 AM
Acebuddy	Welcome to Ace Support.	4:58:32 AM
	Please chose an option :	4:58:32 AM
Nilay Patel	I'd like to report an Issue	4:58:38 AM
Acebuddy	Please select an option!	4:58:38 AM
Nilay Patel	Other Issue	4:58:42 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:58:42 AM
Nilay Patel	QB is done ?	4:58:53 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:58:54 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:58:54 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	4:59:10 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	4:59:13 AM
	Hello Nilay	4:59:16 AM
	Are we still connected here?	5:01:06 AM
	Are we still connected here?	5:02:03 AM
	Are we still connected here?	5:03:05 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	5:03:07 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:03:09 AM
	<i>Anurag Sharma has ended this chat session</i>	5:03:12 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Apr, 6:21:46 AM

**#76185 Maria Sanchez**  
**Email:** mskubricht@outlook.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Tushar Pharswan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 6 Mins 41 Secs  
**City:** ATLANTA  
**State:** Georgia  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 2 Mins

Maria Sanchez	Hello, I am your Acebuddy	27 Apr, 6:21:47 AM
Acebuddy	Hello Maria Sanchez, I'm your Ace Buddy. I'll be happy to assist you!	6:21:48 AM
	Whom Would You Like to Connect With?	6:21:48 AM
Maria Sanchez	Technical Support (QB & App Hosting)	6:21:56 AM
Acebuddy	Welcome to Ace Support.	6:21:56 AM
	Please chose an option :	6:21:56 AM
Maria Sanchez	I'd like to report an Issue	6:22:49 AM
Acebuddy	Please select an option!	6:22:49 AM
Maria Sanchez	Other Issue	6:22:52 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:22:52 AM
Maria Sanchez	cant connect to my ace cloud hosting	6:23:16 AM
Acebuddy		



	Please wait while we connect you to a Support Representative	6:23:16 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:23:17 AM
	<i>Tushar accepted the chat transfer request.</i>	6:25:16 AM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	6:25:19 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:25:26 AM
Maria Sanchez	MariaSanchez for both	6:26:11 AM
Tushar	Kindly allow me two minutes to check the same.	6:26:45 AM
Maria Sanchez	thank you	6:26:57 AM
Tushar	Thank you for waiting.	6:31:48 AM
	May I take the remote access of your local computer?	6:31:56 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	6:31:59 AM
Maria Sanchez	okay give me one sec please	6:32:58 AM
	how do i give you acces?	6:33:31 AM
	access	6:33:38 AM
Tushar	<a href="https://assist.acecloudhosting.com/join/8262146395">https://assist.acecloudhosting.com/join/8262146395</a>	6:34:52 AM
Maria Sanchez	Kindly Click on the link and open the downloaded file.	6:34:54 AM
	im in	6:37:31 AM
	it says in Session	6:37:50 AM
Tushar	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.	6:39:07 AM
Maria Sanchez	ok	6:39:19 AM
Tushar	I have lost the remote session due to connectivity issue.	7:10:29 AM
	Kindly reinitiate the chat session if this chat session gets stuck as well.	7:11:03 AM
Maria Sanchez	how do i do thar?	7:11:37 AM
	<i>maria sanchez has ended this chat session</i>	7:24:09 AM



# Chat Transcript



Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:50:17 AM
Nilay Patel	Priorware Solutions LLC	1:51:09 AM
	profile name Probodh	1:51:19 AM
	can you check first	1:51:26 AM
	?	1:51:27 AM
	something got changed overnight	1:51:33 AM
Ashutosh Mishra	Sure, Kindly allow me two minutes to check the same.	1:51:55 AM
Nilay Patel	ok thanks	1:53:22 AM
	anything	1:57:35 AM
	?	1:57:35 AM
Ashutosh Mishra	Yes, i checked and the data is till on server.	1:58:22 AM
	Let me give you a screenshot for that.	1:58:32 AM
	<i>1:59:06 AM</i> Ashutosh Mishra is sharing a file with you <a href="#">image.png</a> - ( Size:83.02 KB )	1:59:06 AM
	If any particular file is missing, please let me know the name and I will inform backend team to look into this.	2:00:13 AM
	Are we still connected here?	2:03:05 AM
	Are we still connected here?	2:05:07 AM
	Are we still connected here?	2:07:45 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	2:08:14 AM
	<i>Ashutosh Mishra has ended this chat session</i>	2:08:16 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75898 Joaquim

Email: joaquim@ictcoffee.com

Department: Support(QB & App Hosting)

22 Apr, 10:35:59 PM

**Operator:** Shashwat Verma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 39 Secs  
**City:** CHULA VISTA  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 31 Secs

Joaquim	Hello, I am your Acebuddy	22 Apr, 10:36:00 PM
Acebuddy	Hello Joaquim, I'm your Ace Buddy. I'll be happy to assist you!	10:36:01 PM
	Whom Would You Like to Connect With?	10:36:01 PM
Joaquim	Technical Support (QB & App Hosting)	10:36:06 PM
Acebuddy	Welcome to Ace Support.	10:36:06 PM
	Please chose an option :	10:36:06 PM
Joaquim	I'd like to report an Issue	10:36:13 PM
Acebuddy	Please select an option!	10:36:13 PM
Joaquim	QuickBooks Issue	10:36:16 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:36:16 PM
Joaquim	QuickBooks Update	10:36:24 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	10:36:24 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	10:36:24 PM
	Do you need any further assistance on the topic?	10:36:24 PM
Joaquim	Yes	10:36:35 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:36:35 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:36:35 PM
Joaquim	681690	10:36:42 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	10:37:14 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:37:17 PM

	Hello	10:37:21 PM
	Kindly allow me two minutes to check the same.	10:37:26 PM
Joaquim	thank you!	10:37:34 PM
Shashwat Verma	So you want to upgrade the Qb or want to update the same?	10:38:49 PM
Joaquim	I need to update the same to the latest version	10:39:16 PM
Shashwat Verma	Sure	10:39:22 PM
	Will do the same and will let you know on email, once we are done	10:39:39 PM
Joaquim	sounds good. Thank you!	10:39:52 PM
Shashwat Verma	Also, want to confirm whether you would like to upgrade to QB ent 24 as intuit will soon close the support for 22 version	10:40:45 PM
Joaquim	yes! I think that's what we need	10:41:14 PM
	otherwise, by 5/31, it will be discontinued	10:41:33 PM
Shashwat Verma	We can help you for that too	10:41:35 PM
Joaquim	I started the download, but it did not allow me to complete it. So, whatever you need to do to help, please go for it.	10:42:12 PM
	Thank you!	10:42:14 PM
Shashwat Verma	To upgrade to QB ent 24 you have to purchase the same from us, rest will be assured by us.	10:42:35 PM
Joaquim	I already have the subscription	10:43:03 PM
Shashwat Verma	Okay, then kindly share us the license details of QB ent 24	10:43:25 PM
	That is license number and product number of the same	10:43:40 PM
Joaquim	I am a little confused. Can you just allow the download to be installed on the server?	10:44:23 PM
Shashwat Verma	We can certainly do that, but in most cases, QuickBooks is downloaded on the server by us. Even if you’ve downloaded a copy of QuickBooks Enterprise 2024 yourself, you’ll still need to purchase a valid license from Intuit to run it.	10:45:51 PM
Joaquim	I can figure the rest out. I am currently with Qbooks support on the line and we are trying to install in, but it won't allow the download to complete	10:46:43 PM
Shashwat Verma	Okay, in that case, we will need to send you a disclaimer for granting admin rights. Once you acknowledge and accept the disclaimer, we will proceed with providing the necessary admin access.	10:48:19 PM
Joaquim	that works	10:48:46 PM
	thank you!	10:48:48 PM
Shashwat Verma	Sure, will share you the same once this chat ends	10:49:14 PM
	Is there anything else I may help you with ?	10:49:22 PM
Joaquim	that was it for now, I believe.	10:49:44 PM
Shashwat Verma	We also want to inform you that we can also help you out to purchase the license at discounted rate.	10:50:23 PM

	In case you want any information, we can share you the same	10:50:50 PM
Joaquim	that'd be great!	10:51:01 PM
Shashwat Verma	Sure will share the same information on the email too.	10:51:24 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:51:26 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	10:51:28 PM
	<i>Shashwat Verma has ended this chat session</i>	10:51:32 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76087 Brad Brown

Email: [brad@innovativemedtech.com](mailto:brad@innovativemedtech.com) 📞 19135150917

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: OVERLAND PARK

State: Kansas

Country: UNITED STATES

25 Apr, 7:03:02 PM


Chat Transcript

Chat Duration : 16 Mins 46 Secs



Brad Brown	Hello, I am your Acebuddy	25 Apr, 7:03:03 PM
Acebuddy	Hello Brad, I'm your Ace Buddy. I'll be happy to assist you!	7:03:04 PM
	Whom Would You Like to Connect With?	7:03:04 PM
Brad Brown	Technical Support (QB & App Hosting)	7:03:10 PM
Acebuddy	Welcome to Ace Support.	7:03:10 PM
	Please chose an option :	7:03:10 PM
Brad Brown	I'd like to report an Issue	7:03:26 PM
Acebuddy	Please select an option!	7:03:26 PM
Brad Brown	QuickBooks Issue	7:03:30 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:03:30 PM
Brad Brown	QuickBooks Update	7:03:37 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	7:03:38 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	7:03:38 PM
	Do you need any further assistance on the topic?	7:03:38 PM
Brad Brown	Yes	7:03:54 PM
Acebuddy	Please wait while we connect you to our Support Representative	7:03:54 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:03:54 PM
	<i>Deepak Taneja declined the transfer request.</i>	7:05:32 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	7:05:44 PM
	<i>Sharath Kumar is transferring the chat to Ankit.</i>	7:05:53 PM
	<i>Ankit accepted the chat transfer request.</i>	7:05:57 PM
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.	7:06:03 PM
Brad Brown	good morning. ACE upgraded my QB to 24.0 last night, but i still only see 23.0?	7:07:14 PM
Ankit	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:07:59 PM
Brad Brown	ref ticket 682982	7:08:39 PM
	Brad_Br. IMT	7:09:04 PM
Ankit	Thank you for the details.	7:09:23 PM
	Brad, Kindly allow me 3-4 minutes to check the same.	7:09:54 PM
	Thank you for your time and patience. We have updated the application, which includes all necessary features and functionality updates.	



	To proceed with the upgrade to QuickBooks 2024, we kindly request you to share the <b>License Number</b> and <b>Product Number</b> for the new version. Once we have this information, we will proceed with the upgrade accordingly.	7:14:44 PM
Brad Brown	would you like for me to supply it here or in email?	7:16:12 PM
Ankit	Brad, I will request you to share the same over the email. Also, please let us know a preferred time frame when you would like to schedule this upgrade. (Edited)	7:16:39 PM
Brad Brown	ok. thank you	7:16:53 PM
Ankit	Is there anything else I may help you with ?	7:17:00 PM
Brad Brown	Are we still connected here?	7:18:34 PM
	no thank you. bye	7:18:47 PM
Ankit	You are welcome !	7:19:14 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:19:19 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	7:19:29 PM
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Ankit has ended this chat session</i>	7:19:49 PM
	<i>brad has ended this chat session</i>	7:19:49 PM
		

# Chat Transcript

## self care portal issues

Visitor Details

#75352 zulma.argueta1

Email: zulma.argueta1@gmail.com 📞 17048080362

Department: Support(QB & App Hosting)

9 Apr, 6:46:38 PM

**Operator:** Rohan  
**Website:** https://www.acecloudhosting.com/ace-support/  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 34 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 19 Secs

zulma.argueta1	self care portal issues	9 Apr, 6:46:41 PM
Amit	Thank you for contacting ACE. My name is Amit. I will be assisting you further.	6:46:45 PM
	<i>Amit is transferring the chat to Support(QB &amp; App Hosting).</i>	6:46:55 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	6:47:02 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	6:47:08 PM
	Hello Zulma, how are you doing today ?	6:47:22 PM
zulma.argueta1	good thank you	6:47:34 PM
Rohan Prajapati	That's Great	6:47:50 PM
	May I confirm if you are trying to reset the Password through the selfcare Portal ?	6:48:14 PM
zulma.argueta1	yes i've tried it so many times and i can't log in or reset password	6:48:40 PM
Rohan Prajapati	I will surely help you with this issue.	6:48:47 PM
	Kindly allow me 5-6 minutes to check the same.	6:48:56 PM
	Upon backend verification, it appears you're (*ZulmaArgueta*) not currently enrolled in the self-care Portal. This means you cannot reset your password independently. Kindly send an authorization email from your registered address for the password reset.	6:51:56 PM
zulma.argueta1	yes	6:52:02 PM
	how do I enroll	6:52:55 PM
	I was enrolled once before	6:53:00 PM
	<i>6:53:08 PM</i> Rohan Prajapati is sharing a file with you <a href="#">How to Manage ACE Server Users 4.pdf</a> - ( Size:1.33 MB )	6:53:08 PM
	<i>Or you can reset the Password through the My Portal. I have attached the document for the same</i>	
Rohan Prajapati	Do you have access to this email "zulma.argueta1@gmail.com" ?	6:53:46 PM
zulma.argueta1	i have access	6:53:51 PM
Rohan Prajapati		

	May I take the remote access of your local computer?	6:54:11 PM
	I will guide you how you can use the My Portal	6:54:26 PM
zulma.argueta1	yes	6:54:39 PM
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.	6:55:54 PM
	Kindly Copy and Paste the below link in any browser of your Local PC and Join the session  https://assist.acecloudhosting.com/join/5722218090	6:56:28 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.	7:01:20 PM
	<i>The visitor's phone number was changed from 7048080362 to 17048080362.</i>	7:06:26 PM
	Zulma, we have assisted you with accessing My Portal. Since we have already helped you with this and received confirmation via chat, we are proceeding with the closure of the chat. (Edited)	7:07:11 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:09:59 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!	7:10:00 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Rohan Prajapati has ended this chat session</i>	7:10:05 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75836 Charla Collins

Email: charla@stormwateroregon.com 📞 5414807473

Department: Support(QB & App Hosting)

21 Apr, 10:17:36 PM

**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Chrome OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 30 Secs  
**City:** REDMOND  
**State:** Oregon  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 31 Secs

Charla Collins	Hello, I am your Acebuddy	21 Apr, 10:17:37 PM
Acebuddy	Hello Charla Collins, I'm your Ace Buddy. I'll be happy to assist you!	10:17:37 PM
	Whom Would You Like to Connect With?	10:17:37 PM
Charla Collins	Technical Support (QB & App Hosting)	10:17:44 PM
Acebuddy	Welcome to Ace Support.	10:17:44 PM
	Please chose an option :	10:17:44 PM
Charla Collins	I'd like to raise a Request	10:17:50 PM
Acebuddy	Please select your request type.	10:17:51 PM
Charla Collins	Setup Ace Server	10:17:55 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	10:17:55 PM
Charla Collins	MacOS	10:18:02 PM
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.	10:18:02 PM
	Do you need any further assistance on the topic?	10:18:02 PM
Charla Collins	Yes	10:18:28 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:18:28 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:18:28 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	10:19:04 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	10:19:07 PM
	Hello Charla	10:19:11 PM
Charla Collins	I need help setting up a new chromebook	10:19:28 PM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:19:53 PM
Charla Collins	SWSINCnew.myrealdata.net	10:20:19 PM

	Charla.C@myrealdata.net	10:20:34 PM
Anurag Sharma	Thanks for the confirmation !	10:21:17 PM
	Kindly allow me two minutes to check the same.	10:21:20 PM
	May I take the remote access of your local computer?	10:22:57 PM
Charla Collins	yes	10:23:02 PM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	10:24:04 PM
	<a href="https://assist.acecloudhosting.com/join/8012165072">https://assist.acecloudhosting.com/join/8012165072</a>	10:24:20 PM
	Kindly paste this link in the browser of local computer and join the session.	10:24:23 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:26:15 PM
	Please use this link to connect on remote.	10:28:26 PM
	<a href="https://assist.acecloudhosting.com/join/8012165072">https://assist.acecloudhosting.com/join/8012165072</a>	10:28:28 PM
	Are you able to connect?	10:31:08 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:31:32 PM
Charla Collins	are we still connected?	10:35:22 PM
Anurag Sharma	I can't see your screen	10:35:41 PM
	It is showing a black screen to me.	10:35:51 PM
Charla Collins	how do I fix that so you can see it	10:36:02 PM
Anurag Sharma	Yes now it is visible	10:36:15 PM
	Again it is a black screen.	10:36:26 PM
	I am sharing you the steps.	10:36:31 PM
	Please do the same so that I can take the remote access of Chromebook OS	10:36:48 PM
	Open Google chrome and type in the address bar: <a href="https://remotedesktop.google.com/support/">https://remotedesktop.google.com/support/</a>	10:37:03 PM
	<i>10:40:56 PMAnurag Sharma is sharing a file with you</i> <a href="#">Accessing Ace server on Chromebook using Xtralogic RDP Client_1_1.pdf</a> - ( Size:377.79 KB ) <i>Please refer this SOP ( Standard of Procedure ) (Edited)</i>	10:40:56 PM
	To setup the chrome book.	10:41:18 PM
	It has step by step guidelines which you can follow.	10:42:36 PM
	Please follow the same and let us know if you face any issues.	10:43:10 PM
	Is there anything else I may help you with ?	10:43:40 PM
	Are we still connected here?	10:44:48 PM

	Are we still connected here?	10:46:12 PM
	Are we still connected here?	10:51:29 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.	10:52:03 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:52:05 PM
	<i>Anurag Sharma has ended this chat session</i>	10:52:08 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Apr, 11:46:36 PM

**#76264 Nick Vogel**  
**Email:** nick@elmbrookcpas.com 📞 14142547592  
**Department:** Support(QB & App Hosting)  
**Operator:** Shivam Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 1 Min 10 Secs  
**City:** BROOKFIELD  
**State:** Wisconsin  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 36 Secs

Nick Vogel	Hello, I am your Acebuddy	28 Apr, 11:46:37 PM
Acebuddy	Hello Nick, I'm your Ace Buddy. I'll be happy to assist you!	11:46:38 PM
	Whom Would You Like to Connect With?	11:46:38 PM
Nick Vogel	Technical Support (QB & App Hosting)	11:46:47 PM
Acebuddy	Welcome to Ace Support.	11:46:48 PM
	Please chose an option :	11:46:48 PM



Nick Vogel	I'd like to report an Issue	11:47:32 PM
Acebuddy	Please select an option!	11:47:32 PM
Nick Vogel	Other Issue	11:47:35 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:47:35 PM
Nick Vogel	One of the apps on my remote desktop is requiring an update. However, I do not have admin access to update the app.	11:48:47 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:48:47 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:48:47 PM
Nick Vogel	Thank you	11:49:45 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	11:50:46 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	11:51:44 PM
Nick Vogel	One of the apps on my remote desktop is requiring an update. However, I do not have admin access to update the app.	11:52:32 PM
Shivam Singh	Please let me know which app requires the update so that I could assist you with it.	11:53:36 PM
Nick Vogel	Lacerte 2024	11:54:22 PM
Shivam Singh	Okay.	11:54:44 PM
	Please allow me 5 minutes to do the changes.	11:55:11 PM
Nick Vogel	okay	11:55:28 PM
Shivam Singh	We have to restart the server to implement updates.	29 Apr, 12:01:20 AM
	Is it okay if we do it right away.	12:01:43 AM
Nick Vogel	Yes	12:02:41 AM
Shivam Singh	Thanks for your confirmation	12:02:44 AM
	Please wait 3 minutes and then log back in to check the updates.	12:04:35 AM
	Please login now.	12:06:51 AM
Nick Vogel	Thank you!	12:07:50 AM
Shivam Singh	Great	12:08:19 AM
	Is it working?	12:08:33 AM
	Are we still connected here?	12:09:43 AM
Nick Vogel	it works.	12:10:27 AM
Shivam Singh	Happy to help. Is there anything else I may assist you with?	12:11:00 AM
Nick Vogel	I am good	12:11:05 AM
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	12:11:08 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](mailto:quality@acecloudhosting.com).

Thanks!

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

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

12:11:11 AM

*Shivam Singh has ended this chat session*

12:11:13 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Apr, 10:47:49 PM

**#75746 Raymond Crump**  
**Email:** ray@raycrumpcpa.com ☎ 8045982500  
**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:** 19 Secs  
**City:** NEW YORK  
**State:** New York  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 29 Mins 23 Secs

Raymond Crump	Hello, I am your Acebuddy	17 Apr, 10:47:50 PM
Acebuddy	Hello Ray, I'm your Ace Buddy. I'll be happy to assist you!	10:47:51 PM
	Whom Would You Like to Connect With?	10:47:51 PM
Raymond Crump	Technical Support (QB & App Hosting)	10:47:54 PM

Acebuddy	Welcome to Ace Support.	10:47:54 PM
	Please chose an option :	10:47:54 PM
Raymond Crump	I'd like to report an Issue	10:48:01 PM
Acebuddy	Please select an option!	10:48:01 PM
Raymond Crump	Other Issue	10:48:05 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:48:05 PM
Raymond Crump	persmissions on user KIM	10:48:30 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:48:31 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:48:31 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	10:48:49 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:48:52 PM
	Hello Ray	10:48:58 PM
Raymond Crump	hi	10:49:06 PM
Shashwat Verma	Could you please elaborate this?	10:50:10 PM
Raymond Crump	user name STAFF1 is having issues opening microsoft word documents. the error message speaks to permissions	10:50:34 PM
Shashwat Verma	Okay	10:50:42 PM
	I will surely help you with this issue.	10:50:45 PM
	Kindly allow me two minutes to check the same.	10:50:48 PM
	Is this only user facing this issue?	10:55:58 PM
	Ray, are we connected? (Edited)	10:58:34 PM
	Are we still connected here?	11:00:47 PM
Raymond Crump	yes	11:01:36 PM
	yes, only user facing the issue	11:01:50 PM
Shashwat Verma	Okay, May I take the remote access of that user?	11:02:04 PM
Raymond Crump	yes, it is two screens	11:02:53 PM
Shashwat Verma	No problem, will take the access from server side.	11:03:12 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	11:03:16 PM
	Kindly ask them to accept the invitation.	11:03:36 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.	11:04:11 PM
Raymond Crump	thanks for your assistance; i will look at that creating user	11:15:51 PM

Shashwat Verma	As per the remote session, we have asked you to check the file permission.	11:16:02 PM
	Permission required to give access to the user staff to access the file.	11:16:47 PM
	Is there anything else I may help you with ?	11:16:52 PM
Raymond Crump	have a good day.	11:17:04 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	11:17:07 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:17:10 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	11:17:12 PM
	<i>Shashwat Verma has ended this chat session</i>	11:17:14 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76309 info

Email: info@dchhauling.com ☎ 708-774-6393

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 11 Secs

City: CHICAGO

State: Illinois

Country: UNITED STATES

29 Apr, 8:17:21 PM

info	Hello, I am your Acebuddy	29 Apr, 8:17:22 PM
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	8:17:22 PM
	Whom Would You Like to Connect With?	8:17:22 PM
info	Technical Support (QB & App Hosting)	8:17:29 PM
Acebuddy	Welcome to Ace Support.	8:17:29 PM
	Please chose an option :	8:17:29 PM
info	I'd like to report an Issue	8:17:37 PM
Acebuddy	Please select an option!	8:17:38 PM
info	QuickBooks Issue	8:17:42 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:17:42 PM
info	Other QB related issue	8:17:50 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:17:50 PM
info	I'm trying to print an invoice and I can't	8:18:09 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:18:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:18:10 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	8:18:23 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:18:27 PM
info	Thanks!	8:18:33 PM
Shashwat Verma	Hello	8:18:41 PM
	I will surely help you with this issue.	8:18:51 PM
	Are you able to print from your local pc?	8:19:04 PM
info	Let me check, I printed something a few minutes ago	8:19:42 PM
Shashwat Verma	Okay, Kindly check once	8:19:52 PM
info	Yes, I can	8:20:22 PM
Shashwat Verma	Okay, May I know the username you are using to access the server?	8:20:53 PM
info	myrealdata?MariaBO.q1	8:21:14 PM
Shashwat Verma	Thanks	8:21:18 PM
	May I take the remote access of your local? (Edited)	8:21:22 PM
info	yes	8:21:32 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	8:21:37 PM

info	ok	8:21:45 PM
Shashwat Verma	<a href="https://assist.acecloudhosting.com/join/8702780581">https://assist.acecloudhosting.com/join/8702780581</a>	8:21:50 PM
	Kindly Click on the link and open the downloaded file.	8:21:54 PM
info	done	8:22:46 PM
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:22:57 PM
info	ok	8:23:12 PM
Shashwat Verma	printing issue resolved	8:32:37 PM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	8:32:40 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:32:41 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	8:32:43 PM
	<i>Shashwat Verma has ended this chat session</i>	8:32:45 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Apr, 11:41:34 PM

#75055 Jacob LaCour

Email: jacob@expertbookkeeping.net ☎ 13372703513

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:** 33 Secs  
**City:** DALLAS  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 44 Secs

Jacob LaCour	Hello, I am your Acebuddy	2 Apr, 11:41:34 PM
Acebuddy	Hello Jacob, I'm your Ace Buddy. I'll be happy to assist you!	11:41:35 PM
	Whom Would You Like to Connect With?	11:41:35 PM
Jacob LaCour	Technical Support (QB & App Hosting)	11:41:40 PM
Acebuddy	Welcome to Ace Support.	11:41:40 PM
	Please chose an option :	11:41:40 PM
Jacob LaCour	I'd like to report an Issue	11:41:46 PM
Acebuddy	Please select an option!	11:41:46 PM
Jacob LaCour	Other Issue	11:41:53 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:41:53 PM
Jacob LaCour	I need login and paswword for staf memembr Brooke	11:42:09 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:42:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:42:10 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	11:42:34 PM
Jacob LaCour	I msy have it now one second	11:43:06 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	11:43:08 PM
Jacob LaCour	I got it thank you.	11:43:21 PM
	<i>Shivam Singh is transferring the chat to Shashwat Verma.</i>	11:43:49 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:43:51 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:43:54 PM
	Hello jacob	11:44:00 PM
	Thank you for your patience.	11:44:09 PM
	Do you require any further assistance?	11:44:30 PM
	Are we still connected here?	11:45:13 PM
	Are we still connected here?	11:47:11 PM

	Are we still connected here?	11:52:23 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	11:53:13 PM
	<i>Shashwat Verma has ended this chat session</i>	11:53:19 PM
		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details	21 Apr, 11:36:13 PM
<b>#75844 Joan Hail</b>	
<b>Email:</b> joanie@kr-cpa.com 📞 9132203414	
<b>Department:</b> Support(QB & App Hosting)	
<b>Operator:</b> Acebuddy	
<b>Website:</b> https://www.acecloudhosting.com/support-chat.php	
<b>Operating System:</b> Microsoft Windows	
<b>Browser:</b> Google Chrome	
<b>Device:</b> Desktop	
<b>City:</b> INDEPENDENCE	
<b>State:</b> Missouri	
<b>Country:</b> UNITED STATES	

Chat Transcript

Chat Duration : 2 Mins 21 Secs

Joan Hail	Hello, I am your Acebuddy	21 Apr, 11:36:14 PM
Acebuddy	Hello Joan Hail, I'm your Ace Buddy. I'll be happy to assist you!	11:36:15 PM
	Whom Would You Like to Connect With?	11:36:15 PM
Joan Hail	Technical Support (QB & App Hosting)	11:36:22 PM
Acebuddy	Welcome to Ace Support.	11:36:22 PM
	Please chose an option :	11:36:22 PM
Joan Hail	I'd like to report an Issue	11:36:28 PM
Acebuddy	Please select an option!	11:36:28 PM
Joan Hail	QuickBooks Issue	11:36:31 PM



Acebuddy	What type of QuickBooks Issue are you facing?	11:36:31 PM
Joan Hail	QuickBooks is Frozen	11:36:36 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	11:36:36 PM
	Was that helpful?	11:36:36 PM
Joan Hail	Yes	11:38:36 PM
Acebuddy	I'm glad to hear that! Should you need further assistance, please do not hesitate to reach out to me!	11:38:36 PM
	<i>Acebuddy has ended this chat session</i>	11:38:36 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Apr, 9:26:08 PM

#76022 Desiriah Mabray

**Email:** caoffice@elevators.com ☎ 9169333550

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 39 Secs

**City:** SACRAMENTO

**State:** California

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 43 Mins 43 Secs

Desiriah Mabray	Hello, I am your Acebuddy	24 Apr, 9:26:08 PM
Acebuddy	Hello Desiriah Mabray, I'm your Ace Buddy. I'll be happy to assist you!	9:26:09 PM
	Whom Would You Like to Connect With?	9:26:09 PM
Desiriah Mabray	Technical Support (QB & App Hosting)	9:26:34 PM
Acebuddy	Welcome to Ace Support.	9:26:34 PM

	Please chose an option :	9:26:34 PM
Desiriah Mabray	I'd like to report an Issue	9:26:39 PM
Acebuddy	Please select an option!	9:26:39 PM
Desiriah Mabray	QuickBooks Issue	9:26:46 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:26:46 PM
Desiriah Mabray	QuickBooks Login Issue	9:26:53 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	9:26:54 PM
	Was that helpful?	9:26:54 PM
Desiriah Mabray	No	9:27:13 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:27:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:27:13 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	9:28:14 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	9:28:25 PM
	I understand you are unable to access QuickBooks.	9:30:30 PM
	Are we still connected here?	9:32:18 PM
Desiriah Mabray	yes	9:32:32 PM
	<i>9:32:46 PMDesiriah Mabray is sharing a file with you</i> <a href="#">Screenshot 2025-04-24 085446.png</a> - ( Size:20.92 KB )	9:32:46 PM
Ashutosh Mishra	Is this the first time you are facing this issue?	9:33:03 PM
Desiriah Mabray	yes	9:33:28 PM
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?	9:33:39 PM
Desiriah Mabray	other users as well	9:33:53 PM
Ashutosh Mishra	Thanks for the confirmation !	9:34:01 PM
	Kindly allow me two minutes to check the same.	9:34:08 PM
Desiriah Mabray	thank you	9:37:15 PM
Ashutosh Mishra	Is your Business name Martin Elevators DBA Nationwid?	9:38:06 PM
Desiriah Mabray	Martin elevators DBA nationwide lifts	9:38:21 PM
Ashutosh Mishra	Thanks for the confirmation !	9:38:49 PM
	May I take the remote access of your server?	9:40:07 PM
Desiriah Mabray	yes!	9:40:16 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	9:40:44 PM

	Please also share your username too so i can take access.	9:41:07 PM
Desiriah Mabray	Office2	9:41:38 PM
Ashutosh Mishra	I don't see this username on the server.	9:43:27 PM
	May I take the remote access of your local computer?	9:43:37 PM
Desiriah Mabray	yes	9:43:48 PM
Ashutosh Mishra	This would be better to isolate the issue.	9:43:49 PM
	Kindly paste this link in the browser of local computer and join the session.	9:44:24 PM
	<a href="https://assist.acecloudhosting.com/join/9362571759">https://assist.acecloudhosting.com/join/9362571759</a>	9:44:26 PM
Desiriah Mabray	done	9:47:55 PM
Ashutosh Mishra	We are connected now.	9:50:10 PM
	As per discussion over the remote session, The issue will be resolved by updating QuickBooks as their are pending updates. Once it's completed we will inform you over the email.	10:09:13 PM
Desiriah Mabray	thank you	10:09:24 PM
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:09:45 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	10:09:50 PM
	<i>Ashutosh Mishra has ended this chat session</i>	10:09:52 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75239 David Weinstein

7 Apr, 2:10:33 AM

**Email:** david@davidweinsteincpa.com 📞 19149071180

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 39 Secs

**City:** FT LAUDERDALE

**State:** Florida

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 43 Secs

David Weinstein	Hello, I am your Acebuddy	7 Apr, 2:10:33 AM
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!	2:10:34 AM
	Whom Would You Like to Connect With?	2:10:34 AM
David Weinstein	Technical Support (QB & App Hosting)	2:10:40 AM
Acebuddy	Welcome to Ace Support.	2:10:40 AM
	Please chose an option :	2:10:40 AM
David Weinstein	I'd like to report an Issue	2:10:45 AM
Acebuddy	Please select an option!	2:10:45 AM
David Weinstein	Other Issue	2:10:49 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:10:49 AM
David Weinstein	In my PC., I can't see CS Tax Planner. It's minimized or something. I don't know how to fix	2:11:18 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:11:19 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:11:19 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	2:11:42 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	2:11:56 AM
	I understand you cannot find CS Tax Planner on the remote desktop.	2:12:28 AM
David Weinstein	uh no.. On my pc	2:12:48 AM
	do you want to remote in?	2:12:58 AM
Ashutosh Mishra	Do you mean on your local computer?	2:13:10 AM
David Weinstein	yes	2:13:55 AM
Ashutosh Mishra	I see, as much as i would like to assist however we have knowledge about the files on the server only.	2:15:22 AM
	For local computer you can check with your local IT team/support they would have better idea how to	

	assist on this.	2:15:49 AM
David Weinstein	ok, sorry to bother you	2:16:03 AM
Ashutosh Mishra	That's okay, you can reach out to us for any further assistance related to Ace servers.	2:16:40 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:16:50 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	2:17:13 AM
	<i>Ashutosh Mishra has ended this chat session</i>	2:17:17 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Apr, 6:49:40 PM

#75944 help

Email: [help@triadcybersolutions.com](mailto:help@triadcybersolutions.com) 📞 3362999989

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 35 Secs

City: ORANGEBURG

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 11 Secs

help	Hello, I am your Acebuddy	23 Apr, 6:49:41 PM
Acebuddy	Hello Help, I'm your Ace Buddy. I'll be happy to assist you!	6:49:42 PM
	Whom Would You Like to Connect With?	6:49:42 PM
help	Managed IT	6:50:15 PM
Acebuddy	Please wait while we connect you to an available Representative.	6:50:15 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:50:15 PM
	<i>Himanshu accepted the chat transfer request.</i>	6:50:35 PM
Himanshu	Thank you for choosing ACE cloud Hosting, my name is Himanshu Jha. I will be assisting you today. How may I help you.	6:50:55 PM
help	TCSSecuredSVR.myrealdata.net	6:51:39 PM
	Holly.L	6:51:43 PM
	<i>6:51:58 PM</i> help is sharing a file with you <a href="#"><i>image.png</i></a> - ( <i>Size:74.22 KB</i> )	6:51:58 PM
	facing permission issue	6:52:17 PM
Himanshu	Thank you for the details.	6:52:19 PM
help	resolve in 5 mins	6:52:30 PM
	we connect daily with these glitches	6:52:43 PM
Himanshu	connecting you with the concerned team.	6:53:06 PM
	<i>Himanshu is transferring the chat to Support(QB &amp; App Hosting).</i>	6:53:14 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	6:53:26 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	6:53:35 PM
	One moment while I check the server settings	6:54:16 PM
help	these are permission issue please be fast	6:55:33 PM
Sharath Kumar	done! could you check now	6:55:53 PM
	please let me know the result	6:57:29 PM
help	ok wait	6:57:31 PM
Sharath Kumar	sure!	6:58:53 PM
help	wait	7:00:44 PM
Sharath Kumar	no problem, take your time.	7:00:56 PM
	Are we still connected here?	7:06:46 PM
	Are we still connected here?	7:07:14 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	7:07:45 PM

	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:07:49 PM
	Sharath Kumar has ended this chat session	7:07:52 PM
<div></div>		



# Chat Transcript


Hello, I am your Acebuddy

Visitor Details	25 Apr, 7:54:16 PM
<p><b>#76101 ksapp</b></p> <p><b>Email:</b> ksapp@rosefeltlaw.com 📞 727-241-4488</p> <p><b>Department:</b> Support(QB &amp; App Hosting)</p> <p><b>Operator:</b> Anjainay Singh</p> <p><b>Website:</b> https://www.acecloudhosting.com/support-chat.php</p> <p><b>Operating System:</b> Microsoft Windows</p> <p><b>Browser:</b> Google Chrome</p> <p><b>Device:</b> Desktop</p> <p><b>Average Response Time:</b> 2 Mins 2 Secs</p> <p><b>City:</b> HOUSTON</p> <p><b>State:</b> Texas</p> <p><b>Country:</b> UNITED STATES</p>	

Chat Transcript	Chat Duration : 25 Mins 7 Secs
<div></div>	
ksapp	Hello, I am your Acebuddy25 Apr, 7:54:17 PM
Acebuddy	Hello Ksapp, I'm your Ace Buddy. I'll be happy to assist you!7:54:17 PM
	Whom Would You Like to Connect With?7:54:17 PM
ksapp	Technical Support (QB & App Hosting)7:54:21 PM
Acebuddy	Welcome to Ace Support.7:54:21 PM
	Please chose an option :7:54:21 PM
ksapp	I'd like to report an Issue7:54:26 PM
Acebuddy	Please select an option!7:54:26 PM
ksapp	Other Issue7:54:31 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!7:54:31 PM



ksapp	Drake tax 22 - Unable to run update	7:54:52 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:54:53 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:54:53 PM
	<i>Gaurava Tyagi declined the transfer request.</i>	7:54:56 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	7:56:52 PM
ksapp	Good morning Anjainay We are facing the same issue as the other day with Drake Tax 2022 and not being able to run the update. It appears the program is running in the background somewhere. It is effecting myself and another user at this time.	7:57:08 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	7:58:12 PM
	Please allow me sometime so that I can look into the issue .	7:58:45 PM
ksapp	sure	7:58:54 PM
Anjainay Singh	May I take the remote access of your server?	8:05:26 PM
ksapp	yes	8:05:32 PM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	8:05:43 PM
ksapp	ok	8:06:07 PM
	you may take access	8:06:13 PM
Anjainay Singh	No need to take remote access , please provide your Drake 2022 credentials so that we can update it on your behalf.	8:08:47 PM
	<i>8:09:03 PM</i> Anjainay Singh is sharing a file with you <a href="#">image.png</a> - ( Size:5.01 KB )	8:09:03 PM
ksapp	login: KMS	8:09:07 PM
	PW: Mexico@2019	8:09:17 PM
Anjainay Singh	Thankyou for your assistance.	8:10:07 PM
ksapp	Drake is open and asking to run the update, should I say yes	8:10:59 PM
Anjainay Singh	I am updating the Drake on your behalf.	8:11:52 PM
ksapp	ok	8:12:02 PM
Anjainay Singh	We have updated the Drake 2022.	8:15:17 PM
ksapp	thank you	8:15:50 PM
Anjainay Singh	Is there anything else I may help you with ?	8:16:30 PM
ksapp	no thank you	8:16:55 PM
	appreciate your help	8:17:07 PM
Anjainay Singh	After chat gets end you will receive a survey in which you may click on smiling emoji to provide your positive feedback .	8:18:46 PM
	You may end this chat.	8:18:58 PM

	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:19:20 PM
	Anjainay Singh has ended this chat session	8:19:24 PM
		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Apr, 12:21:34 AM

**#76044 John Darrell**  
**Email:** john@velocityindustrial.com ☎ 214-622-0155  
**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:** ROCKWALL  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 8 Secs

John Darrell	Hello, I am your Acebuddy	25 Apr, 12:21:35 AM
Acebuddy	Hello John, I'm your Ace Buddy. I'll be happy to assist you!	12:21:37 AM
	Whom Would You Like to Connect With?	12:21:37 AM
John Darrell	Technical Support (QB & App Hosting)	12:22:33 AM
Acebuddy	Welcome to Ace Support.	12:22:33 AM
	Please chose an option :	12:22:33 AM
John Darrell	I'd like to raise a Request	12:22:39 AM
Acebuddy	Please select your request type.	12:22:39 AM
John Darrell	Change in Users	12:22:44 AM
Acebuddy	Please select your desired option!	12:22:44 AM

John Darrell	User Addition	12:22:53 AM
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	12:22:53 AM
	Do you need any further assistance on the topic?	12:22:53 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	12:53:45 AM
	Ended due to chat idle timeout	12:53:45 AM

