

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Sep, 7:20:11 PM

#82075 ERICAJOHNS

Email: ericajohns@southernwoodframing.com  3017512317

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 37 Secs

City: OAK BROOK

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 16 Secs

ERICAJOHNS	Hello, I am your Acebuddy	30 Sep, 7:20:12 PM
Acebuddy	Hello Erica Johns, I'm your Ace Buddy. I'll be happy to assist you!	7:20:13 PM
	Whom Would You Like to Connect With?	7:20:13 PM
ERICAJOHNS	Technical Support (QB & App Hosting)	7:20:17 PM
Acebuddy	Welcome to Ace Support.	7:20:17 PM
	Please chose an option :	7:20:17 PM
ERICAJOHNS	I'd like to report an Issue	7:20:23 PM
Acebuddy	Please select an option!	7:20:23 PM
ERICAJOHNS	QuickBooks Issue	7:20:27 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:20:27 PM
ERICAJOHNS	QuickBooks Login Issue	7:20:33 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	7:20:33 PM
	Was that helpful?	7:20:33 PM
ERICAJOHNS	No	7:20:37 PM
Acebuddy		

	No issues, please wait while I connect you to one our support engineers who'd assist you further.	7:20:38 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:20:38 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	7:20:56 PM
ERICAJOHNS	UNABLE TO LOG INTO MY QUICKBOOKS FILE, AGAIN...	7:20:59 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	7:21:12 PM
ERICAJOHNS	HAVE A MEETING STARTING IN 9 MINUTES AND I NEED TO ACCESS THE ACCOUNTING SOFTWARE	7:21:16 PM
Vikas Singh Chauhan	I deeply apologize for the inconvenience caused to you.	7:21:31 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:21:40 PM
ERICAJOHNS	YEAH - ITS ALL THE TIME. THIS IS INSANE.	7:21:44 PM
	I DONT KNOW WHAT MY SERVER NAME IS	7:21:52 PM
	USER NAME IS ERICA	7:21:57 PM
Vikas Singh Chauhan	Thanks for the confirmation !	7:22:07 PM
ERICAJOHNS	MESSAGE SAYS "HOLD TIGHT, WE'RE UPDATING YOUR QUICKBOOKS. THIS COULD TAKE A FEW MINUTES."	7:22:26 PM
	IT WILL NOT LET ME IN.. IT HAS BEEN SINCE 8AM.	7:22:37 PM
Vikas Singh Chauhan	Please allow me just 2 minutes, I am connected to the server now.	7:23:18 PM
ERICAJOHNS	OKAY	7:24:24 PM
Vikas Singh Chauhan	Please try now.	7:26:17 PM
ERICAJOHNS	IM IN, THANK YOU AND HAVE A NICE REST OF YOUR DAY!	7:27:58 PM
Vikas Singh Chauhan	Have a good one.	7:28:06 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	7:28:16 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	7:28:23 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>Vikas Singh Chauhan has ended this chat session</i>	7:28:28 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Sep, 8:50:47 PM

#81590 Ethan Smith

Email: esmith@bluetekusa.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: MECHANICSBURG

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 49 Secs

Ethan Smith	Hello, I am your Acebuddy	16 Sep, 8:50:48 PM
Acebuddy	Hello Ethan Smith, I'm your Ace Buddy. I'll be happy to assist you!	8:50:49 PM
	Whom Would You Like to Connect With?	8:50:49 PM
Ethan Smith	Technical Support (QB & App Hosting)	8:50:54 PM
Acebuddy	Welcome to Ace Support.	8:50:54 PM
	Please chose an option :	8:50:54 PM
Ethan Smith	I'd like to raise a Request	8:51:01 PM
Acebuddy	Please select your request type.	8:51:02 PM
Ethan Smith	Other Request	8:51:16 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:51:16 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:51:16 PM
Ethan Smith	No, That'll be all!	8:51:38 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	8:51:38 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Sep, 9:38:43 PM

#81236 AMIT

Email: amit@ajaccountingllc.com +12016801353

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: FT MITCHELL

State: Kentucky

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 54 Secs

AMIT	Hello, I am your Acebuddy	6 Sep, 9:38:45 PM
Acebuddy	Hello Amit, I'm your Ace Buddy. I'll be happy to assist you!	9:38:46 PM
	Whom Would You Like to Connect With?	9:38:46 PM
AMIT	Technical Support (QB & App Hosting)	9:38:54 PM
Acebuddy	Welcome to Ace Support.	9:38:54 PM
	Please chose an option :	9:38:54 PM
AMIT	I'd like to raise a Request	9:39:09 PM
Acebuddy	Please select your request type.	9:39:09 PM
AMIT	Setback	9:39:14 PM
Acebuddy	Welcome to Ace Support.	9:39:14 PM
	Please chose an option :	9:39:14 PM
AMIT		

	I'd like to report an Issue	9:39:20 PM
Acebuddy	Please select an option!	9:39:20 PM
AMIT	Other Issue	9:39:34 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:39:34 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10:18:39 PM

Ended due to chat idle timeout

10:18:39 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Sep, 3:27:08 AM

#82018 Dennis Burke

Email: dennis@fhbcpa.com ☎ 443-451-4237

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 28 Secs

City: ASHBURN

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 27 Mins 30 Secs

Dennis Burke	Hello, I am your Acebuddy	28 Sep, 3:27:09 AM
Acebuddy	Hello Dennis, I'm your Ace Buddy. I'll be happy to assist you!	3:27:09 AM
	Whom Would You Like to Connect With?	3:27:09 AM
Dennis Burke	Technical Support (QB & App Hosting)	3:27:24 AM
Acebuddy	Welcome to Ace Support.	3:27:24 AM

	Please chose an option :	3:27:24 AM
Dennis Burke	Setback	3:27:33 AM
Acebuddy	Hello Dennis, I'm your Ace Buddy. I'll be happy to assist you!	3:27:33 AM
	Whom Would You Like to Connect With?	3:27:33 AM
Dennis Burke	Managed Security	3:27:48 AM
Acebuddy	Please wait while we connect you to an available Representative.	3:27:48 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:27:48 AM
	<i>Moin Latief accepted the chat transfer request.</i>	3:27:53 AM
Moin Latief	Thank you for contacting Ace Cloud Hosting. My name is Moin. How may I assist you today?	3:28:31 AM
Dennis Burke	I am trying to logon but I can not verify the data I entered in the chat box	3:29:40 AM
Moin Latief	May i have your company name please?	3:30:02 AM
Dennis Burke	Fred H Burke, CPA	3:30:21 AM
Moin Latief	Thank you for the information. You have reached VDI Support. Kindly allow me to transfer this chat to the appropriate department for further assistance.	3:31:23 AM
Dennis Burke	ok	3:31:40 AM
	<i>Moin Latief is transferring the chat to Support(QB & App Hosting).</i>	3:32:03 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	3:32:12 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	3:32:17 AM
	Hello Dennis	3:32:23 AM
	I will surely help you with this issue.	3:32:42 AM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	3:32:46 AM
Dennis Burke	I can be reached by phone at 443-451-4237	3:33:11 AM
Shashwat Verma	If you want to we can resume on chat for troubleshooting	3:33:35 AM
Dennis Burke	I think just my account. I recall a ACE icon but I don't see it on my desktop	3:35:08 AM
Shashwat Verma	Okay	3:35:23 AM
	May I take the remote access of your local computer?	3:35:28 AM
Dennis Burke	yes	3:36:18 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	3:36:24 AM
	https://assist.acecloudhosting.com/join/8402153919	3:36:26 AM
	Kindly Click on the link and open the downloaded file.	3:36:28 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly	3:38:23 AM

give your confirmation on this chat.

Issueresolved

3:54:34 AM

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

3:54:38 AM

Shashwat Verma has ended this chat session

3:54:40 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Sep, 9:52:38 PM

#82044 Dennis Raben

Email: dennisrabencpa@gmail.com ☎ 19542493288

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 26 Secs

Dennis Raben Hello, I am your Acebuddy 29 Sep, 9:52:39 PM

Acebuddy Hello Dennis Raben, I'm your Ace Buddy. I'll be happy to assist you! 9:52:40 PM

Whom Would You Like to Connect With? 9:52:40 PM

Dennis Raben Technical Support (QB & App Hosting) 9:52:53 PM

Acebuddy Welcome to Ace Support. 9:52:53 PM

Please chose an option : 9:52:53 PM

As we haven't got any response from your end, We are closing this chat. If you still need assistance,
Kindly re-initiate the chat. 10:35:06 PM

Ended due to chat idle timeout 10:35:06 PM



Chat Transcript

Hello, I am your Acebuddy

4 Sep, 7:50:26 AM

Visitor Details

#81153 Deanna Logoteta

Email: deanna@awakenreno.org ☎ 17752196737

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 30 Secs

City: RENO

State: Nevada

Country: UNITED STATES

Chat Transcript

Chat Duration : 49 Mins 58 Secs

Deanna Logoteta	Hello, I am your Acebuddy	4 Sep, 7:50:26 AM
Acebuddy	Hello Deanna, I'm your Ace Buddy. I'll be happy to assist you!	7:50:27 AM
	Whom Would You Like to Connect With?	7:50:27 AM
Deanna Logoteta	Technical Support (QB & App Hosting)	7:50:31 AM
Acebuddy	Welcome to Ace Support.	7:50:31 AM
	Please chose an option :	7:50:31 AM
Deanna Logoteta	I'd like to report an Issue	7:50:35 AM
Acebuddy	Please select an option!	7:50:35 AM
Deanna Logoteta	Other Issue	7:50:41 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:50:41 AM
Deanna Logoteta	Our bookkeeper and myself continue to be kicked out of our remote server and when I go to click on my remote access, it pulls up my bookkeeper's ace remote user instead of mine.	7:52:04 AM

Acebuddy	Please wait while we connect you to a Support Representative	7:52:05 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:52:05 AM
	<i>Rohan accepted the chat transfer request.</i>	7:52:14 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	7:52:23 AM
	Hello Denna, How are you doing today?	7:52:37 AM
	I do apologise for the inconveince caused to you.	7:52:58 AM
Deanna Logoteta	thanks	7:53:07 AM
Rohan	I will surely help you with this issue.	7:53:15 AM
	Kindly allow me 3-4 minutes to check the same.	7:53:25 AM
Deanna Logoteta	My user is: DeannaL.q6 - myrealdata.net and the bookkeeper's is: myrealdata\AwakenUser2.q6	7:54:08 AM
Rohan	Thank you for your patience. It might be Possible that you are using an incorrect RDP file	7:57:20 AM
	May I take the remote access of your local computer?	7:57:24 AM
Deanna Logoteta	This is the file I am using: DeannaL.NENT1	7:58:42 AM
Rohan	Yes but it's Possible that it is fetching saved credentials of any other users.	7:59:23 AM
Deanna Logoteta	It's against company policy to give you access to my computer. Is there a step by step you can provide me instead	7:59:52 AM
Rohan	Okay Do you remember the Password of your own user ?	8:00:15 AM
Deanna Logoteta	yes	8:00:20 AM
Rohan	Please delete all the existing RDP files from your computer and I will send a new one to this email address "dlogoteta@awakenjustice.org" Okay ?	8:01:22 AM
Deanna Logoteta	Okay, will you do that for my bookeeper as well, as she is experiencing similar issues	8:01:43 AM
Rohan	Sure, I will send the RDP files for both users. However, I would like you to first confirm that the existing RDP files have been deleted from both of your computers.	8:04:10 AM
Deanna Logoteta	Yes, they have been	8:04:53 AM
Rohan	Thanks for the confirmation !	8:06:41 AM
	RDP files have been shared	8:08:02 AM
	Please download them once you receive it and let me know status of it.	8:08:40 AM
Deanna Logoteta	I downloaded and logged in. I'm waiting to hear back from my bookkeeper to ensure she is able to do the same with her login	8:10:03 AM
Rohan	Sure take your time	8:10:23 AM
Deanna Logoteta	Nope, I just got kicked out when she logged on	8:10:54 AM
Rohan	I'm sure that she is still using the old RDP file, and that too with your login credentials	8:12:28 AM
Deanna Logoteta	Can you please provide step by step to disable automatic login so that we each can use our own login?	8:13:08 AM

Rohan	Please ask her to delete all the RDP files and download the one i've shared with you.	8:13:23 AM
Deanna Logoteta	please wait and I will ask her	8:14:48 AM
Rohan	Deanna, please note that each member already has a separate user account. Therefore, enabling any additional settings for this purpose would not be necessary.	8:16:09 AM
	Sure take your time	8:16:17 AM
Deanna Logoteta	I'm still here, just waiting as she reinstalls	8:21:49 AM
Rohan	Sure take your time	8:22:03 AM
	<i>8:24:08 AM Deanna Logoteta is sharing a file with you image.png - (Size:123.38 KB)</i>	8:24:08 AM
	<i>I noticed when I logged on, instead of showing my user name it has QBNXTENT1 instead of DeannaL.6</i>	
	<i>8:26:59 AM Rohan is sharing a file with you image.png - (Size:13.28 KB)</i>	8:26:59 AM
	<i>Firstly, please be informed that these are the usernames of all the users under your account, and the</i>	
	Additionally, if you could allow me to take remote access of your bookkeeper's system, I will be able to fix it more quickly.	8:28:40 AM
Deanna Logoteta	Yes, that's what I show. Is it possible that somehow the server is combining our logins? Can we disable automatic login so we each can login using our own? I verified she deleted all files and reinstalled, and it kicked me out again	8:28:53 AM
	Again, it's against our company policy. Can you disable to automatic login so we can try that way?	8:29:28 AM
	I need to run to another meeting. Can this issue be researched and evaluated while I step away and is there a ticket number to reference so that the next technical expert can address the issue when I return?	8:33:56 AM
Rohan	Deanna, I understand your concern. However, there is no option to disable auto-login. Since you both have separate accounts, this issue only arises when one user logs in with another's credentials. If a setting existed to fix this, I would have already applied it to save your valuable time. I hope this clarifies	8:35:13 AM
	If you wish, you can close everything on your local PC before providing access. We also recommend that customers close any important documents or confidential items before granting remote access	8:37:21 AM
	You can do one thing: double-check which user's name is entered in the RDP file on her computer.	8:38:41 AM
	You can follow these instructions to check that	
	Right-click the ".rdp" file and select Edit . In the Remote Desktop Connection window, go to the General tab. Check the User name field under "Logon settings."	8:39:31 AM
	Are we still connected here?	8:39:59 AM
	Are we still connected here?	8:40:14 AM
	Are we still connected here?	8:40:19 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at	8:40:23 AM

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

Rohan has ended this chat session

8:40:25 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Sep, 7:54:58 AM

#81497 test

Email: test@gmail.com +16887849764

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

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

Chat Duration : 58 Secs

test	Hello, I am your Acebuddy	13 Sep, 7:55:00 AM
Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!	7:55:01 AM
	Whom Would You Like to Connect With?	7:55:01 AM
test	Technical Support (QB & App Hosting)	7:55:15 AM
Acebuddy	Welcome to Ace Support.	7:55:15 AM
	Please chose an option :	7:55:15 AM
test	I'd like to report an Issue	7:55:23 AM
Acebuddy	Please select an option!	7:55:23 AM
test	QuickBooks Issue	7:55:31 AM
Acebuddy	What type of QuickBooks Issue are you facing?	7:55:31 AM
test		

	Other QB related issue	7:55:37 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:55:37 AM
test	.	7:55:45 AM
Acebuddy	Please wait while we connect you to a Support Representative	7:55:46 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:55:46 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	7:55:53 AM
	<i>Shubham Kataria has ended this chat session</i>	7:55:59 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Sep, 6:34:34 PM

#81972 susan lucas

Email: indy111@cox.net

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: 43 Secs

City: PARK CITY

State: Ohio

Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 44 Secs

susan lucas	Hello, I am your Acebuddy	26 Sep, 6:34:35 PM
Acebuddy	Hello Susan Lucas, I'm your Ace Buddy. I'll be happy to assist you!	6:34:36 PM
	Whom Would You Like to Connect With?	6:34:36 PM
susan lucas	Technical Support (QB & App Hosting)	6:34:44 PM
Acebuddy	Welcome to Ace Support.	6:34:44 PM

	Please chose an option :	6:34:44 PM
susan lucas	I'd like to report an Issue	6:34:54 PM
Acebuddy	Please select an option!	6:34:54 PM
susan lucas	Other Issue	6:34:58 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:34:58 PM
susan lucas	I am trying to set up on another computer, I need the google authenticator app CODE? he can log onto server or add another email.	6:36:21 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:36:21 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:36:21 PM
	<i>Manish Singh accepted the chat transfer request.</i>	6:36:44 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	6:36:48 PM
	I will surely help you with this issue.	6:37:30 PM
	May I know your account name associated with us or the CID number.	6:38:54 PM
	Are we still connected here?	6:41:03 PM
susan lucas	sorry, Hi, I am with Inner Circle Advisors	6:42:41 PM
Manish Singh	So, May I know what exactly the issue you are facing?	6:43:21 PM
susan lucas	Ok, I am trying to set up quickbooks on another computer since I am leaving town. He needs to have the google authenticator or another email added to the two step verification, not sure how that works. The authenticator is asking for a code or que r code. I do not have that. If we can just add his email, he would like that.	6:46:09 PM
Manish Singh	May I know the name of the user for which you would like to add the TFA?	6:47:08 PM
	Authenticator	6:47:25 PM
susan lucas	Susan_BML	6:47:42 PM
Manish Singh	Yes, As I can check you have access to TFA	6:48:25 PM
	Are you not able to access TFA?	6:48:37 PM
susan lucas	I can, however, on his computer it shows google authenticator or verify email. His email is not on the account. Could we add it. 4benchmark@cox.net.	6:50:25 PM
Manish Singh	May I take the remote access of your local computer?	6:51:09 PM
susan lucas	I tried downloading the google authenticator it is asking for some code	6:51:13 PM
Manish Singh	?	6:51:40 PM
susan lucas	Can you do this with my computor or do I need to be on his.	6:51:42 PM
Manish Singh	The one from which you would like to access the server with TFA, Susan	6:52:15 PM
susan lucas	ok let me get his and do I need to sign on to the server?	6:52:47 PM
Manish Singh		

	No	6:53:26 PM
	https://assist.acecloudhosting.com/join/5222649768	6:53:36 PM
	Kindly paste this link in the browser of local computer and join the session.	6:53:43 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	6:53:47 PM
susan lucas	Ok well I am on my computor I will have to end this conversation and start on his.	6:54:30 PM
Manish Singh	No, you can just copy the link on his computer, and we can proceed with the conversation here only.	6:56:07 PM
susan lucas	ok I am doing it,	7:00:40 PM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:01:31 PM
	We have disenrolled you from TFA now you can enroll again using your google authenticator.	7:16:00 PM
	Is there anything else I may help you with ?	7:16:02 PM
	Are we still connected here?	7:17:29 PM
	Are we still connected here?	7:18:13 PM
	Are we still connected here?	7:19:09 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.	7:19:15 PM
	<i>Manish Singh has ended this chat session</i>	7:19:20 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Sep, 3:24:31 PM

#81528 bhavesh.prajapati

Email: bhavesh.prajapati@ramhotels.com

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 31 Secs

City: AHMEDABAD

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 39 Mins 8 Secs

bhavesh.prajapati	Hello, I am your Acebuddy	15 Sep, 3:24:32 PM
Acebuddy	Hello Bhavesh.prajapati, I'm your Ace Buddy. I'll be happy to assist you!	3:24:34 PM
	Whom Would You Like to Connect With?	3:24:34 PM
bhavesh.prajapati	Technical Support (QB & App Hosting)	3:24:39 PM
Acebuddy	Welcome to Ace Support.	3:24:39 PM
	Please chose an option :	3:24:39 PM
bhavesh.prajapati	I'd like to raise a Request	3:24:47 PM
Acebuddy	Please select your request type.	3:24:47 PM
bhavesh.prajapati	Other Request	3:24:57 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.	3:24:57 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:24:57 PM
bhavesh.prajapati	Yes, I'm facing issues with my server	3:25:03 PM
Acebuddy	Please select an option!	3:25:03 PM
bhavesh.prajapati	QuickBooks Issue	3:25:07 PM
Acebuddy	What type of QuickBooks Issue are you facing?	3:25:07 PM
bhavesh.prajapati	Other QB related issue	3:25:16 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:25:16 PM
bhavesh.prajapati	i am not able to access RDP	3:25:43 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:25:43 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:25:43 PM
	<i>Yash Ahi accepted the chat transfer request.</i>	3:25:50 PM
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.	3:26:07 PM
	Hi Bhavesh. How are you doing today?	3:26:17 PM
bhavesh.prajapati	Good	3:26:23 PM
	Could you please fix the issue	3:26:39 PM
Yash Ahi	I will surely help you with this issue.	3:26:47 PM

	Could you please help me with your server name or business name once?	3:26:55 PM
bhavesh.prajapati	KPO	3:27:21 PM
	last week i had raise the issue but still facing same issue	3:28:28 PM
Yash Ahi	Thankyou for the information.	3:28:30 PM
	I deeply apologize for the inconvenience caused to you.	3:28:46 PM
	Kindly allow me two minutes to check the same.	3:28:50 PM
bhavesh.prajapati	sure	3:29:01 PM
Yash Ahi	Thank you for your patience.	3:29:25 PM
	May I take the remote access of your local computer?	3:29:29 PM
bhavesh.prajapati	yes pls	3:29:38 PM
Yash Ahi	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/3842488639	3:30:02 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	3:30:27 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.	3:31:47 PM
	As the chat has been disconnected, and we are connected on remote session, I am disconnecting chat from my end as well.	4:03:10 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:03:19 PM
	<i>Yash Ahi has ended this chat session</i>	4:03:43 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Sep, 1:36:52 AM

#81737 leahbeth

Email: leahbeth@earlebmoshier.com ☎ 617-755-8433

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: 16 Secs

City: FRAMINGHAM

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 25 Secs

leahbeth	Hello, I am your Acebuddy	20 Sep, 1:36:53 AM
Acebuddy	Hello Leahbeth, I'm your Ace Buddy. I'll be happy to assist you!	1:36:53 AM
	Whom Would You Like to Connect With?	1:36:53 AM
leahbeth	Technical Support (QB & App Hosting)	1:36:56 AM
Acebuddy	Welcome to Ace Support.	1:36:56 AM
	Please chose an option :	1:36:56 AM
leahbeth	I'd like to report an Issue	1:37:01 AM
Acebuddy	Please select an option!	1:37:01 AM
leahbeth	QuickBooks Issue	1:37:05 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:37:05 AM
leahbeth	QuickBooks is Frozen	1:37:09 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	1:37:09 AM
	Was that helpful?	1:37:09 AM
leahbeth	No	1:37:39 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	1:37:40 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:37:40 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	1:38:27 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1:38:30 AM
	Hello Leah	1:38:37 AM
leahbeth	Hi Shashwat, thank you for helping. I've been trying to get into QB but it keeps spinning & then saying it needs administrators to let me in?	1:39:09 AM
	Now it's frozen	1:39:15 AM
Shashwat Verma	I will surely help you with this issue.	1:39:24 AM
	Is this issue affecting a single user or all users accessing the file? (Edited)	1:39:40 AM
leahbeth	I'm not sure. a new warning just popped up saying QB encountered a problem when opening the company file but it was super slow beforehand	1:40:14 AM

Shashwat Verma	Got it	1:40:23 AM
	At what specific point does the file freeze?	1:40:30 AM
leahbeth	I can't even log in. It was when I doubleclicked the QB logo that it was slow	1:40:54 AM
Shashwat Verma	Got it	1:40:55 AM
	Kindly allow me two minutes to check the same.	1:40:57 AM
leahbeth	Thank you, I will close it here if I can.	1:41:08 AM
Shashwat Verma	Looks like you are not connected to the server currently	1:42:23 AM
leahbeth	you mean the remote desktop? I have it open. Should I close it?	1:42:38 AM
Shashwat Verma	Yes	1:42:54 AM
leahbeth	closed!	1:43:04 AM
Shashwat Verma	Are you using LeahBA.NENT?	1:43:09 AM
leahbeth	No, I have had issues with that one since the beginning. So I use WhitneyG.NENT	1:43:32 AM
Shashwat Verma	Okay	1:43:53 AM
	As we have checked we are facing some Qb services issue from backend, hence we have rebooted the server to implement the changes	1:45:32 AM
	Kindly login the server after 6 mins	1:45:45 AM
leahbeth	will do, thank you!	1:46:03 AM
Shashwat Verma	Or shall we inform you on email once done?	1:46:06 AM
	Is that work for you?]	1:46:09 AM
leahbeth	no it's fine. I can wait 10 min :)	1:46:42 AM
	Thank you for your help!	1:46:52 AM
Shashwat Verma	Okay	1:46:56 AM
	Are we still connected here?	1:50:02 AM
	Are we still connected here?	1:51:21 AM
	Are we still connected here?	1:52:46 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	1:53:17 AM
<i>Shashwat Verma has ended this chat session</i>		1:53:18 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Sep, 4:31:56 PM

#81828 Aditi Singh

Email: aditi@blyvon.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: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Secs

Aditi Singh	Hello, I am your Acebuddy	23 Sep, 4:31:58 PM
Acebuddy	Hello Aditi Singh, I'm your Ace Buddy. I'll be happy to assist you!	4:31:59 PM
	Whom Would You Like to Connect With?	4:31:59 PM
Aditi Singh	Technical Support (QB & App Hosting)	4:32:10 PM
Acebuddy	Welcome to Ace Support.	4:32:10 PM
	Please chose an option :	4:32:10 PM
Aditi Singh	I'd like to raise a Request	4:32:16 PM
Acebuddy	Please select your request type.	4:32:16 PM
Aditi Singh	Other Request	4:32:26 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.	4:32:26 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	4:32:26 PM
Aditi Singh	No, That'll be all!	4:32:40 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	4:32:40 PM
	<i>Acebuddy has ended this chat session</i>	4:32:40 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Sep, 2:26:53 AM

#81102 Dan Segawa

Email: dsegawa@armdynamics.com 3102935861

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 17 Secs

City: TORRANCE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 52 Mins 15 Secs

Dan Segawa	Hello, I am your Acebuddy	3 Sep, 2:26:54 AM
Acebuddy	Hello Daniel Segawa, I'm your Ace Buddy. I'll be happy to assist you!	2:26:55 AM
	Whom Would You Like to Connect With?	2:26:55 AM
Dan Segawa	Technical Support (QB & App Hosting)	2:27:53 AM
Acebuddy	Welcome to Ace Support.	2:27:53 AM
	Please chose an option :	2:27:53 AM
Dan Segawa	I'd like to report an Issue	2:28:02 AM
Acebuddy	Please select an option!	2:28:02 AM
Dan Segawa	QuickBooks Issue	2:28:36 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:28:36 AM
Dan Segawa	Other QB related issue	2:28:54 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:28:54 AM
Dan Segawa	Printing issue.	2:29:40 AM

Acebuddy	Please wait while we connect you to a Support Representative	2:29:40 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:29:40 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	2:29:50 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	2:29:55 AM
	Hello Daniel	2:30:05 AM
Dan Segawa	Hello Sujeet... hope you are having a fabulous day	2:30:21 AM
Sujeet Kumar Suman	Thank you, I hope you're having a wonderful day as well!	2:31:05 AM
	I will surely help you with this issue.	2:31:27 AM
Dan Segawa	thank you..	2:31:52 AM
	please remote to ArtiM	2:31:59 AM
Sujeet Kumar Suman	Are you the only one facing this problem, or are others affected as well?	2:32:00 AM
Dan Segawa	one person only uses it...	2:32:14 AM
Sujeet Kumar Suman	Okay.	2:32:22 AM
	When was the last time it was working?	2:32:47 AM
Dan Segawa	She received a new computer on Friday.	2:33:02 AM
Sujeet Kumar Suman	Got it.	2:33:32 AM
	May I take remote access of Arti's local computer?	2:34:05 AM
Dan Segawa	yes please	2:34:09 AM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	2:34:12 AM
Dan Segawa	please proceed..	2:34:25 AM
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/2422286919	2:34:54 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	2:38:37 AM
	Thank you for your patience.	2:42:16 AM
	Since Arti opened the remote link on the server, could you please guide her to open the link on her personal computer's browser instead?	2:43:09 AM
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/7702352128	2:43:37 AM
Dan Segawa	Apologies..	2:43:41 AM
Sujeet Kumar Suman	It's okay.	2:43:52 AM
	Thank you for your patience.	3:09:23 AM

Since Arti has not set up the printer on her local system, she is unable to print from the server.
Please guide her to first set up the printer on her local system; once done, she will be able to print automatically from the server.

3:09:24 AM

Are we still connected here?

3:11:08 AM

Are we still connected here?

3:14:21 AM

Are we still connected here?

3:18:25 AM

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

3:18:30 AM

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

3:18:35 AM

Sujeet Kumar Suman has ended this chat session

3:19:09 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Sep, 9:22:48 PM

#81905 Tom Fremd

Email: tom@mepvc.com ☎ 4155196696

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins 29 Secs

City: SALINAS

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 5 Secs

Tom Fremd	Hello, I am your Acebuddy	24 Sep, 9:22:49 PM
Acebuddy	Hello Tom Fremd, I'm your Ace Buddy. I'll be happy to assist you!	9:22:50 PM
	Whom Would You Like to Connect With?	9:22:50 PM

Tom Fremd	Technical Support (QB & App Hosting)	9:23:01 PM
Acebuddy	Welcome to Ace Support.	9:23:01 PM
	Please chose an option :	9:23:01 PM
Tom Fremd	I'd like to raise a Request	9:23:20 PM
Acebuddy	Please select your request type.	9:23:20 PM
Tom Fremd	Office 365 Addition	9:23:44 PM
Acebuddy	Please specify if you already have an Office365 subscription	9:23:44 PM
Tom Fremd	I already have O365 license	9:23:55 PM
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windows Server Operating Systems :	9:23:55 PM
	<ul style="list-style-type: none"> • O365 E3 • O365 E5 • O365 Apps for Enterprise 	9:23:55 PM
	If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.	9:23:55 PM
	If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one mentioned above or you may purchase a compatible license from Ace.	9:23:55 PM
	Do you need any further assistance on the topic?	9:23:55 PM
Tom Fremd	Yes	9:24:16 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:24:16 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:24:16 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	9:25:26 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	9:25:30 PM
	Hello Tom , how are you doing	9:25:45 PM
Tom Fremd	We recently upgraded from MS Office Standard 2016 to Office365, but I am having trouble logging into Excel	9:26:11 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:26:37 PM
Tom Fremd	My User name is TomF@MVMILLC.onlinemicrosoft.com. I don't know my server name	9:28:04 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	9:28:23 PM
	May I take the remote access of your server?	9:30:25 PM
Tom Fremd	yes	9:31:08 PM
Sanyam Madan	Please accept the request on the server	9:31:29 PM
Tom Fremd	did you send the request to my email tom@mepvc.com?	9:32:41 PM
Sanyam Madan	Yes , please accept the prompt inside the server	9:32:49 PM

	Tom , you have to get in the server and accept the prompt there	9:33:55 PM
Tom Fremd	I have not received an email	9:34:23 PM
Sanyam Madan	Not on email Tom , the prompt will appear inside the server	9:34:47 PM
Tom Fremd	done	9:36:17 PM
	Everything is good. Thanks!	9:54:26 PM
Sanyam Madan	Is there anything else I may help you with ?	9:54:29 PM
Tom Fremd	No, all done	9:54:45 PM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	9:54:46 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:54:52 PM
	<i>Sanyam Madan has ended this chat session</i>	9:54:55 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Sep, 5:28:29 AM

#81877 Ethel Lu

Email: ethel@dejenetax.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 22 Secs

City: NEWPORT BEACH

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 3 Secs

Ethel Lu	Hello, I am your Acebuddy	24 Sep, 5:28:30 AM
Acebuddy	Hello Ethel Lu, I'm your Ace Buddy. I'll be happy to assist you!	5:28:31 AM

	Whom Would You Like to Connect With?	5:28:31 AM
Ethel Lu	Technical Support (QB & App Hosting)	5:28:38 AM
Acebuddy	Welcome to Ace Support.	5:28:38 AM
	Please chose an option :	5:28:38 AM
Ethel Lu	I'd like to report an Issue	5:28:44 AM
Acebuddy	Please select an option!	5:28:44 AM
Ethel Lu	Other Issue	5:28:47 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:28:47 AM
Ethel Lu	dual monitor is not working	5:29:00 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:29:00 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:29:01 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	5:29:27 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	5:29:34 AM
Ethel Lu	Hello dual monitor is not working when I connect to remote pc	5:29:46 AM
Anjainay Singh	Hello Ethel , I understand your concern and I will surely assist you in resolving it.	5:30:26 AM
	May I take the remote access of your local computer?	5:30:32 AM
Ethel Lu	yes	5:30:36 AM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	5:30:43 AM
Ethel Lu	i'm clicking share my screen but nothing is happening	5:31:30 AM
Anjainay Singh	https://assist.acecloudhosting.com/join/1782825954	5:31:56 AM
	I have shared you the URL, please copy it at your browser and download the remote file.	5:32:19 AM
	Please click on downloaded file and click on accept and continue so that I can access your local machine.	5:32:46 AM
Ethel Lu	are you connected?	5:32:58 AM
Anjainay Singh	Yes I am connected.	5:33:29 AM
	Could you please confirm whether it is resolved?	5:36:39 AM
	As the issue is resolved so I am disconnecting the chat.	5:37:26 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:37:31 AM
	<i>Anjainay Singh has ended this chat session</i>	5:37:34 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Sep, 8:31:34 PM

#81585 PAUL SLEUTJES

Email: psleutjes@acs-west.com  13107954801

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: SAN DIEGO

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 32 Mins 16 Secs

PAUL SLEUTJES	Hello, I am your Acebuddy	16 Sep, 8:31:35 PM
Acebuddy	Hello Paul Sleutjes, I'm your Ace Buddy. I'll be happy to assist you!	8:31:36 PM
	Whom Would You Like to Connect With?	8:31:36 PM
PAUL SLEUTJES	Technical Support (QB & App Hosting)	8:31:45 PM
Acebuddy	Welcome to Ace Support.	8:31:45 PM
	Please chose an option :	8:31:45 PM
PAUL SLEUTJES	I'd like to raise a Request	8:31:58 PM
Acebuddy	Please select your request type.	8:31:58 PM
PAUL SLEUTJES	Change in Applications	8:32:11 PM
Acebuddy	Please select your desired option!	8:32:11 PM
PAUL SLEUTJES	Application Addition	8:32:28 PM
Acebuddy	Please select your Application	8:32:28 PM
PAUL SLEUTJES	Other Application	8:32:35 PM
Acebuddy	Kindly email us the below mentioned information on support@acecloudhosting.com from your registered email address and we will update you via email. • Application name and version	8:32:35 PM

- Setup/Installer download link (if any)
- Activation Code / License information
- Any other info/guide needed to install the application.

8:32:35 PM

We will update you via email once the installation is complete.

8:32:35 PM

Application Addition usually takes 1-2 Hour(s)

8:32:35 PM

Do you need any further assistance on the topic?

9:03:51 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.

Ended due to chat idle timeout

9:03:51 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Sep, 12:49:58 AM

#81656 sabino

Email: sabino@kevinbarry.com 8184471400

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 24 Secs

City: PANORAMA CITY

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 28 Secs

sabino Hello, I am your Acebuddy 18 Sep, 12:49:58 AM

Acebuddy Hello Sabino, I'm your Ace Buddy. I'll be happy to assist you! 12:49:59 AM

Whom Would You Like to Connect With? 12:49:59 AM

sabino Technical Support (QB & App Hosting) 12:50:04 AM

Acebuddy	Welcome to Ace Support.	12:50:04 AM
	Please chose an option :	12:50:04 AM
sabino	I'd like to report an Issue	12:50:13 AM
Acebuddy	Please select an option!	12:50:13 AM
sabino	QuickBooks Issue	12:50:19 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:50:19 AM
sabino	Other QB related issue	12:50:27 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:50:27 AM
sabino	Avalara Tax program will not retain the log in credential. It resets when we close QB.	12:50:59 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:51:00 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:51:00 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	12:51:29 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	12:51:34 AM
	Hello Sabino	12:51:41 AM
sabino	Hello.	12:51:46 AM
Sujeet Kumar Suman	How are you doing?	12:51:53 AM
sabino	I doing well. Thank you for asking.	12:52:06 AM
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:53:41 AM
	Are we still connected here?	12:56:00 AM
sabino	yes	12:57:38 AM
Sujeet Kumar Suman	Thanks for the confirmation !	12:57:51 AM
sabino	Kevin Barry Art Advisory	12:57:51 AM
Sujeet Kumar Suman	Are you encountering any errors when trying to access it?	12:58:11 AM
sabino	Our program Avalara does not retains its log in credentials.	12:58:49 AM
Sujeet Kumar Suman	Are you the only one experiencing this issue, or are others affected as well?	12:59:53 AM
sabino	others are affected as well.	1:00:22 AM
Sujeet Kumar Suman	When was the last time it was working properly?	1:00:30 AM
sabino	This morning. We fixed an issue where it was not calculating tax and no when we log out it requires us to sign in every time we log out.	1:02:30 AM
Sujeet Kumar Suman	Thank you for the information.	1:02:35 AM
	May I take the remote access of your server?	1:02:38 AM
sabino		

	yes	1:03:24 AM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	1:04:04 AM
	Kindly approve.	1:04:32 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:04:36 AM
	Thank you for your patience.	1:11:34 AM
	As per discussion over the remote session, The issue is resolved.	1:11:42 AM
sabino	Thank you.	1:11:49 AM
Sujeet Kumar Suman	Most welcome.	1:11:58 AM
	Is there anything else I may help you with ?	1:12:02 AM
sabino	No that was all.	1:12:11 AM
Sujeet Kumar Suman	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	1:12:19 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:12:21 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	1:12:25 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Sujeet Kumar Suman has ended this chat session</i>	1:12:27 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Sep, 9:39:22 AM

#81155 marcello

Email: marcello@prothane.com  18014201081

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: 37 Secs

City: RIVERSIDE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 16 Secs

marcello	Hello, I am your Acebuddy	4 Sep, 9:39:23 AM
Acebuddy	Hello Marcello, I'm your Ace Buddy. I'll be happy to assist you!	9:39:24 AM
	Whom Would You Like to Connect With?	9:39:24 AM
marcello	Managed Security	9:39:35 AM
Acebuddy	Please wait while we connect you to an available Representative.	9:39:35 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:39:35 AM
	<i>Priyanshu accepted the chat transfer request.</i>	9:41:19 AM
Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How may I assist you?	9:41:38 AM
marcello	Hi I need to remove a former associate from accessing ACE Cloud	9:42:07 AM
Priyanshu	Marcello, surely I will be assisting you with that but first could you please help me with your businessname	9:43:18 AM
	So that I can check the server details at my end	9:43:33 AM
	Marcello, are you there?	9:46:02 AM
	Marcello, are you there?	9:47:42 AM
marcello	yes.	9:49:11 AM
	I am sorry I lost my connection for a secong	9:49:25 AM
Priyanshu	No worries, Marcello	9:49:39 AM
marcello	Dee Engineering	9:49:47 AM
Priyanshu	Thank you for sharing me your businessname	9:50:00 AM
	Upon checking at my end, it seems that your server is being managed by different team.	9:50:18 AM
marcello	CID74951	9:50:23 AM
Priyanshu	Therefore, please let me transfer you this chat request to the concerned team so that they may better	9:51:02 AM

	assist you better	
marcello	Okay	9:51:14 AM
	<i>Priyanshu is transferring the chat to Support(QB & App Hosting).</i>	9:51:32 AM
	<i>Rohan accepted the chat transfer request.</i>	9:51:55 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	9:52:06 AM
	Hello Marcello, How are you doing today ?	9:52:19 AM
marcello	Hi Rohan, I am doing well	9:52:32 AM
Rohan	That's Great	9:52:47 AM
marcello	I have a former associate the we need to remove from accessing ACE	9:53:00 AM
Rohan	Do you want to remove a user from the server ?	9:53:00 AM
marcello	Yes.	9:53:10 AM
Rohan	Thanks for the confirmation !	9:53:23 AM
marcello	His user name is Daniel.Pradera	9:54:22 AM
Rohan	Please note that Now you can Add / Remove users as well as reset their passwords (if need be) from your end via Ace MyPortal . We have attached a comprehensive user management guide to help you seamlessly complete this process. The attached document provides clear instructions on adding new users and removing existing ones along with instructions on How to reset the password. Please log in to https://myportal.aceclouddhosting.com/login . Your username will be your CID number(CID74951) . In case you forget your password, kindly reset it by clicking on 'Forgot Password'.	9:56:34 AM
	Please note that only registered account owner is allowed to perform the user's management activity through the user guide.	
	<i>9:56:45 AM Rohan is sharing a file with you How to Manage ACE Server Users 4.pdf - (Size:1.33 MB)</i>	9:56:45 AM
	Is there anything else I may help you with ?	9:56:49 AM
marcello	I am able to log in. Thank you	9:58:59 AM
	<i>The visitor's name was changed from marcello to Marcello Leandro.</i>	9:59:03 AM
Rohan	Thanks for the confirmation !	9:59:53 AM
	Is there anything else I may help you with ?	9:59:56 AM
marcello	That was it. Thank you	10:01:16 AM
Rohan	Thanks for the confirmation !	10:01:31 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:01:35 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

10:01:37 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/>)

Rohan has ended this chat session

10:01:40 AM



Chat Transcript

Hello, I am your Acebuddy

23 Sep, 10:20:36 PM

Visitor Details

#81854 Lindsey Hialry

Email: l hilary@foresightcpa.com 14843683183

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 42 Secs

City: MARLTON

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 43 Secs

Lindsey Hialry	Hello, I am your Acebuddy	23 Sep, 10:20:37 PM
Acebuddy	Hello Lindsey Hialry, I'm your Ace Buddy. I'll be happy to assist you!	10:20:37 PM
	Whom Would You Like to Connect With?	10:20:37 PM
Lindsey Hialry	Technical Support (QB & App Hosting)	10:20:50 PM
Acebuddy	Welcome to Ace Support.	10:20:50 PM

	Please chose an option :	10:20:50 PM
Lindsey Hialry	I'd like to report an Issue	10:20:58 PM
Acebuddy	Please select an option!	10:20:58 PM
Lindsey Hialry	QuickBooks Issue	10:21:12 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:21:12 PM
Lindsey Hialry	Setback	10:21:19 PM
Acebuddy	Please select an option!	10:21:19 PM
Lindsey Hialry	Other Issue	10:21:23 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:21:23 PM
Lindsey Hialry	I reset my ace cloud password and it is not working	10:21:40 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:21:41 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:21:41 PM
	<i>Arun Sharma declined the transfer request.</i>	10:21:44 PM
	<i>Manish Singh accepted the chat transfer request.</i>	10:22:28 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	10:22:32 PM
	I will surely help you with this issue.	10:23:08 PM
	May I know what error you are getting ?	10:23:59 PM
Lindsey Hialry	The username is LindaD and it says the logon attempt failed	10:24:24 PM
	I just changed the password though	10:24:39 PM
Manish Singh	Alright, your account was locked we have unlocked it try to access now.	10:25:58 PM
	Account was locked due to multiple password attempts.	10:26:30 PM
Lindsey Hialry	it worked, thank you!	10:26:46 PM
Manish Singh	Is there anything else I may help you with ?	10:27:54 PM
Lindsey Hialry	that's it, thank you!	10:28:07 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	10:28:09 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:28:15 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	10:28:19 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	

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

Manish Singh has ended this chat session

10:28:20 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Sep, 10:46:10 PM

#81088 caamitdoshi14

Email: caamitdoshi14@gmail.com

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 44 Secs

City: AHMEDABAD

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 20 Mins 31 Secs

caamitdoshi14	Hello, I am your Acebuddy	2 Sep, 10:46:11 PM
Acebuddy	Hello Caamitdoshi14, I'm your Ace Buddy. I'll be happy to assist you!	10:46:11 PM
	Whom Would You Like to Connect With?	10:46:11 PM
caamitdoshi14	Technical Support (QB & App Hosting)	10:46:24 PM
Acebuddy	Welcome to Ace Support.	10:46:24 PM
	Please chose an option :	10:46:24 PM
caamitdoshi14	I'd like to report an Issue	10:46:41 PM
Acebuddy	Please select an option!	10:46:41 PM
caamitdoshi14	Other Issue	10:46:53 PM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:46:53 PM
caamitdoshi14	Ticket # 760243	10:47:08 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:47:08 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:47:08 PM
	<i>Gaurav kumar declined the transfer request.</i>	10:47:14 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	10:48:09 PM
	<i>Yash Kalra is transferring the chat to Abhay Kumar Saraswat.</i>	10:48:15 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	10:48:18 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	10:48:28 PM
caamitdoshi14	Can you please call me?	10:48:56 PM
Abhay Kumar Saraswat	Thank you for sharing the ticket number.	10:48:57 PM
	Please allow me a minute.	10:49:24 PM
	Let me check your ticket and will update you shortly.	10:49:39 PM
	Thank you for your patience.	10:53:16 PM
	As I checked, there is an update on your given ticket number.	10:53:41 PM
	So, should I proceed as they suggested, or do you still require a callback?	10:56:45 PM
caamitdoshi14	Is it a permanent fix that you are going to do?	10:57:04 PM
Abhay Kumar Saraswat	So far, we've observed that if the issue is related to the problem we diagnosed, it can be resolved.	10:59:29 PM
	Are we connected?	11:02:12 PM
caamitdoshi14	Yes	11:03:03 PM
	But everyday I am facing this issue and you guys are giving temporary fix	11:03:32 PM
Abhay Kumar Saraswat	I apologize for the trouble you've experienced.	11:04:02 PM
caamitdoshi14	Call me please	11:04:12 PM
	+91 9426969071	11:04:18 PM
Abhay Kumar Saraswat	Okay.	11:04:34 PM
	Let me arrange a call for you at earliest.	11:04:48 PM
	Thank you for sharing your number.	11:05:20 PM
	Is there anything else I may help you with ?	11:05:45 PM
caamitdoshi14	When can I expect a call?	11:06:08 PM
Abhay Kumar Saraswat	Within next 15 minutes.	11:06:28 PM

caamitdoshi14

Ok

11:06:36 PM

caamitdoshi14 has ended this chat session

11:06:42 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Sep, 8:17:18 PM

#81842 Susans Raciato

Email: susan.raciato@ccgaction.org ☎ 18324011454

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: KINGWOOD

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 55 Secs

Susans Raciato

Hello, I am your Acebuddy

23 Sep, 8:17:19 PM

Acebuddy

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

8:17:20 PM

Whom Would You Like to Connect With?

8:17:20 PM

Susans Raciato

Technical Support (QB & App Hosting)

8:17:35 PM

Acebuddy

Welcome to Ace Support.

8:17:35 PM

Please chose an option :

8:17:35 PM

Susans Raciato

I'd like to raise a Request

8:17:52 PM

Acebuddy

Please select your request type.

8:17:52 PM

Susans Raciato

Other Request

8:18:08 PM

Acebuddy

Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.

8:18:08 PM

If you are facing any issue/problem with your server, Please select the appropriate option below :

8:18:08 PM

Susans Raciato

No, That'll be all!

8:18:15 PM

Acebuddy

Thank you for contacting Ace Support, Have a nice day!

8:18:15 PM

Acebuddy has ended this chat session

8:18:16 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Sep, 9:04:22 PM

#81125 Corey Skolnick

Email: cskolnick@skolnickcpa.com ☎ 19197882115

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 15 Secs

City: RALEIGH

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 45 Secs

Corey Skolnick

Hello, I am your Acebuddy

3 Sep, 9:04:23 PM

Acebuddy

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

9:04:24 PM

Whom Would You Like to Connect With?

9:04:24 PM

Corey Skolnick

Technical Support (QB & App Hosting)

9:04:28 PM

Acebuddy

Welcome to Ace Support.

9:04:28 PM

Please chose an option :

9:04:28 PM

Corey Skolnick

I'd like to report an Issue

9:04:37 PM

Acebuddy

Please select an option!

9:04:37 PM

Corey Skolnick	Other Issue	9:04:39 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:04:40 PM
Corey Skolnick	I want to know if you are still hosting QB for us. We thought we had stopped using it.	9:05:23 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:05:23 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:05:23 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:05:53 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:05:57 PM
	Kindly allow me two minutes to check the same.	9:06:11 PM
	Corey, May I know if you are talking about the application or your account Skolnick & Co.	9:07:55 PM
Corey Skolnick	According to our recent invoice, we are paying for QuickBook hosting, plus a couple of other apps. But we no longer use QuickBooks desktop...	9:09:23 PM
Manish Singh	Kindly allow me two minutes to check the same.	9:09:52 PM
	Kindly let us know the applications you are not using and paying for so that we can check it with Billing team.	9:15:51 PM
Corey Skolnick	We are NOT using QuickBooks Desktop. We ARE using the others.	9:16:17 PM
Manish Singh	Alright, I will move this case to Billing and notify you over the email.	9:16:42 PM
	Is there anything else I may help you with ?	9:16:45 PM
Corey Skolnick	No, that's all, thank you!	9:16:55 PM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	9:16:59 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day	9:17:03 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	9:17:06 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	9:17:09 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Sep, 2:51:29 AM

#81355 info

Email: info@brkimcpa.com  9729724930

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 15 Secs

City: CARROLLTON

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 34 Secs

info	Hello, I am your Acebuddy	10 Sep, 2:51:30 AM
Acebuddy	Hello Grace Lee, I'm your Ace Buddy. I'll be happy to assist you!	2:51:31 AM
	Whom Would You Like to Connect With?	2:51:31 AM
info	Technical Support (QB & App Hosting)	2:51:34 AM
Acebuddy	Welcome to Ace Support.	2:51:34 AM
	Please chose an option :	2:51:34 AM
info	I'd like to raise a Request	2:51:39 AM
Acebuddy	Please select your request type.	2:51:39 AM
info	Other Request	2:51:43 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	2:51:43 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:51:43 AM
info	Yes, I'm facing issues with my server	2:51:49 AM
Acebuddy	Please select an option!	2:51:49 AM
info	QuickBooks Issue	2:51:52 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:51:52 AM

	info	Other QB related issue	2:51:56 AM
Acebuddy		Please specify the issue you are facing before I connect you to an available support representative!	2:51:56 AM
	info	I was talking with CS	2:52:06 AM
Acebuddy		Please wait while we connect you to a Support Representative	2:52:06 AM
		<i>Acebuddy (bot) forwarded the chat request</i>	2:52:06 AM
		<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	2:52:11 AM
Abhay Kumar Saraswat		Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	2:52:22 AM
	info	I was talking with CS, so when can I access my server?	2:52:23 AM
		BRKim CPA	2:52:26 AM
Abhay Kumar Saraswat		Hello Grace	2:52:31 AM
	info	Grace_BK	2:52:32 AM
Abhay Kumar Saraswat		Yes, you can.	2:52:34 AM
	info	so, now can we connect to server?	2:52:47 AM
Abhay Kumar Saraswat		I was with you on previous chat.	2:52:52 AM
	info	oh I see	2:52:59 AM
		so now can everyone access the server?	2:53:09 AM
Abhay Kumar Saraswat		We have fixed the issue after restarted the QuickBooks services and then we restarted the server.	2:53:46 AM
	info	so, can you let us know when you are ready via this chat?	2:54:08 AM
Abhay Kumar Saraswat		Let me send you the remote link, so I could assist you further.	2:54:38 AM
		https://assist.acecloudhosting.com/join/4842554535	2:54:53 AM
	info	I am not in server	2:55:03 AM
		I am in local computer now	2:55:09 AM
Abhay Kumar Saraswat		Yes, I know.	2:55:13 AM
		Join this link on your local.	2:55:20 AM
		Then we'll login into the server and will open QuickBooks.	2:55:40 AM
	info	what about otherS?	2:56:06 AM
Abhay Kumar Saraswat		They can also login on server now.	2:56:18 AM
		We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	2:56:25 AM

Thank you for your patience.	3:03:14 AM
As you confirmed that the issue has been resolved, we are proceeding to close this ticket.	3:08:16 AM
Is there anything else I may help you with ?	3:08:22 AM
Are we still connected here?	3:09:06 AM
Are we still connected here?	3:10:13 AM
Are we still connected here?	3:11:03 AM
As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	3:12:03 AM
<i>Abhay Kumar Saraswat has ended this chat session</i>	3:12:05 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details ----- 30 Sep, 6:52:56 PM

#82072 orders

Email: orders@encompass-usa.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 22 Secs

City: ANN ARBOR

State: Michigan

Country: UNITED STATES

Chat Transcript ----- Chat Duration : 12 Mins 37 Secs

orders	Hello, I am your Acebuddy	30 Sep, 6:52:57 PM
Acebuddy	Hello Jeff Menk, I'm your Ace Buddy. I'll be happy to assist you!	6:52:58 PM
	Whom Would You Like to Connect With?	6:52:58 PM

orders	Technical Support (QB & App Hosting)	6:53:10 PM
Acebuddy	Welcome to Ace Support.	6:53:10 PM
	Please chose an option :	6:53:10 PM
orders	I'd like to raise a Request	6:53:33 PM
Acebuddy	Please select your request type.	6:53:33 PM
orders	Other Request	6:53:43 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	6:53:43 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	6:53:43 PM
orders	Yes, I'm facing issues with my server	6:53:49 PM
Acebuddy	Please select an option!	6:53:49 PM
orders	Other Issue	6:53:53 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:53:53 PM
orders	Ticket # 775388 I can't access my remote desktop	6:54:09 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:54:09 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:54:09 PM
	<i>Manish Singh accepted the chat transfer request.</i>	6:55:11 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	6:55:16 PM
orders	Excellent, hi Manish!	6:56:05 PM
	I started this ticket in email yesterday and have taken the following steps: Attempted to access remote desktop from two computers and my phone	6:56:26 PM
	Restarted both computers and attampted again	6:56:37 PM
Manish Singh	Kindly allow me two minutes to check the same.	6:56:53 PM
orders	I am not even getting to the point of password prompt	6:57:29 PM
Manish Singh	I will surely help you with this issue.	6:57:42 PM
	May I take the remote access of your local computer?	6:57:49 PM
orders	Yes	6:58:07 PM
Manish Singh	https://assist.acecloudhosting.com/join/7382903877	6:58:59 PM
	Kindly paste this link in the browser of local computer and join the session.	6:59:03 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	6:59:14 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.	7:00:34 PM
orders		7:04:40 PM

	Excellent the issue is resolved, thank you so much!	
Manish Singh	As the RDP gateway was missing was the reason you are not able to connect to the server.	7:04:45 PM
	As the issue is resolved	7:04:55 PM
	Is there anything else I may help you with ?	7:04:57 PM
orders	No thank you I am all set	7:05:15 PM
	Thank you again!	7:05:17 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	7:05:23 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:05:30 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!	7:05:33 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	7:05:34 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Sep, 8:43:30 PM

#81949 denise

Email: denise@hyemeadow.com ☎ 15127052426

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 18 Secs

City: JOHNSON CITY

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 47 Mins 25 Secs

denise	Hello, I am your Acebuddy	25 Sep, 8:43:31 PM
Acebuddy	Hello Denise, I'm your Ace Buddy. I'll be happy to assist you!	8:43:32 PM
	Whom Would You Like to Connect With?	8:43:32 PM
denise	Technical Support (QB & App Hosting)	8:43:44 PM
Acebuddy	Welcome to Ace Support.	8:43:44 PM
	Please chose an option :	8:43:44 PM
denise	I'd like to report an Issue	8:43:56 PM
Acebuddy	Please select an option!	8:43:56 PM
denise	Other Issue	8:44:07 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:44:07 PM
denise	I am having the same issue with transferring a file from QB to my local PC, see archived ticket 772878.	8:44:50 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:44:50 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:44:51 PM
denise	I had to make an update to the same file so I need the same file with todays date transferred to me. I tried the instructions again but got the same error.	8:45:34 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:45:47 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	8:45:52 PM
	Hello Denise.	8:46:01 PM
denise	hello Sujeet	8:46:09 PM
Sujeet Kumar Suman	How are you doing?	8:46:18 PM
denise	well, thank you. yourself?	8:46:30 PM
Sujeet Kumar Suman	I'm also doing well, thank you!	8:46:39 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:46:51 PM
denise	where will i find the server name	8:47:14 PM
Sujeet Kumar Suman	No issue, let me check that for you.	8:47:50 PM
	Are you encountering any errors when trying to send the file from wetransfer?	8:48:55 PM
denise	yes but before i cut paste stuff again are you able to see that info from the ticket i had opened yesterday, 772878?	8:49:38 PM

Sujeet Kumar Suman	No worries, I will help you with that. Yes, I just checked, and you had the same concern yesterday as well. (Edited)	8:50:12 PM
	May I take the remote access of your local computer?	8:50:23 PM
denise	sure	8:50:30 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	8:50:37 PM
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/1892332732	8:50:50 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.	8:52:35 PM
denise	hows it going?	8:57:29 PM
Sujeet Kumar Suman	We are waiting for your reply on the remote session to assist you accordingly.	8:58:25 PM
	Thank you for your patience.	9:13:29 PM
	Kindly click on yes.	9:13:39 PM
	We are continuing to work on your issue remotely. Please stay connected on chat.	9:26:42 PM
denise	All good on my side - thank you again for all the help	9:30:22 PM
Sujeet Kumar Suman	Thank you for your patience.	9:30:28 PM
	Thanks for the confirmation !	9:30:33 PM
	Is there anything else I may help you with ?	9:30:36 PM
denise	good bye	9:30:37 PM
Sujeet Kumar Suman	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	9:30:45 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:30:52 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	9:30:55 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
<i>Sujeet Kumar Suman has ended this chat session</i>		9:30:57 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Sep, 6:41:47 PM

#81768 leahbeth

Email: leahbeth@earlebmoshier.com ☎ 617-755-8433

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 20 Secs

City: FRAMINGHAM

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 43 Secs

leahbeth	Hello, I am your Acebuddy	22 Sep, 6:41:47 PM
Acebuddy	Hello Leahbeth, I'm your Ace Buddy. I'll be happy to assist you!	6:41:48 PM
	Whom Would You Like to Connect With?	6:41:48 PM
leahbeth	Technical Support (QB & App Hosting)	6:41:52 PM
Acebuddy	Welcome to Ace Support.	6:41:52 PM
	Please chose an option :	6:41:52 PM
leahbeth	I'd like to report an Issue	6:41:58 PM
Acebuddy	Please select an option!	6:41:58 PM
leahbeth	QuickBooks Issue	6:42:01 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:42:01 PM
leahbeth	QuickBooks is Frozen	6:42:05 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	6:42:05 PM
	Was that helpful?	6:42:05 PM
leahbeth	No	6:42:18 PM

Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	6:42:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:42:18 PM
	<i>Manish Singh accepted the chat transfer request.</i>	6:42:31 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	6:42:36 PM
leahbeth	Hi, I don't have the QB STOP tool. But my QB is frozen. I tried to add a bill to go to an account & it said I needed Windows admin approval & then froze	6:43:02 PM
Manish Singh	I will surely help you with this issue.	6:43:09 PM
leahbeth	Thanks!	6:43:16 PM
Manish Singh	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	6:43:16 PM
leahbeth	Just my account & I had some QB issues last week.	6:43:33 PM
	I'm using the WhitneyG.NENT access	6:44:02 PM
Manish Singh	Kindly try to access now.	6:45:32 PM
	Is it working now, Leahbeth?	6:47:03 PM
leahbeth	it's working! Thank you!!	6:47:07 PM
Manish Singh	Is there anything else I may help you with ?	6:47:11 PM
leahbeth	I'm all set, have a great rest of your day!	6:47:17 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	6:47:21 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:47:25 PM
leahbeth	I will!	6:47:27 PM
Manish Singh	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	6:47:30 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	6:47:31 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Sep, 1:43:39 PM

#81032 gemma

Email: gemma@am.consulting +639178137837

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: 30 Secs

City: SAN PEDRO

State: Bulacan

Country: PHILIPPINES

Chat Transcript

Chat Duration : 53 Mins 12 Secs

gemma	Hello, I am your Acebuddy	1 Sep, 1:43:40 PM
Acebuddy	Hello Gemma, I'm your Ace Buddy. I'll be happy to assist you!	1:43:41 PM
	Whom Would You Like to Connect With?	1:43:41 PM
gemma	Technical Support (QB & App Hosting)	1:43:50 PM
Acebuddy	Welcome to Ace Support.	1:43:50 PM
	Please chose an option :	1:43:50 PM
gemma	I'd like to report an Issue	1:44:04 PM
Acebuddy	Please select an option!	1:44:04 PM
gemma	QuickBooks Issue	1:44:11 PM
Acebuddy	What type of QuickBooks Issue are you facing?	1:44:11 PM
gemma	Other QB related issue	1:44:24 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:44:24 PM
gemma	ticket ID 756932	1:44:32 PM
Acebuddy	Please wait while we connect you to a Support Representative	1:44:33 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:44:33 PM

	<i>Shubham Kataria accepted the chat transfer request.</i>	1:45:16 PM
	<i>Shubham Kataria is transferring the chat to Rohan.</i>	1:45:45 PM
	<i>Rohan accepted the chat transfer request.</i>	1:45:47 PM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	1:45:56 PM
gemma	hi Rohan	1:46:07 PM
Rohan	Hello Gemma, how are you doing today ?	1:46:13 PM
gemma	I am good	1:46:21 PM
Rohan	Thank you for Providing the ticket Number	1:46:26 PM
	That's Great	1:46:35 PM
	Kindly allow me 3-4 minutes to check the same.	1:46:44 PM
gemma	ok, thanks	1:46:50 PM
Rohan	Thank you for your patience.	1:48:55 PM
	So, You have Server Performance related issue right ?	1:49:18 PM
gemma	yes, QB is just so slow	1:49:51 PM
Rohan	Could you please confirm whether the slowness is affecting the entire server or only a QuickBooks application, file, or task?	1:50:09 PM
gemma	I experienced it while posting Journal entries, and today I am using write checks I experience the same	1:51:22 PM
Rohan	So the slowness is limited to only QuickBooks Application right ?	1:51:54 PM
gemma	yes	1:52:13 PM
Rohan	Thanks for the confirmation !	1:52:23 PM
	Is this issue affecting a single user or all users accessing the file?	1:52:24 PM
gemma	Stacey said she does not experience slowness maybe because she does not use QB as much as I do	1:53:16 PM
Rohan	Okay and what about other users ? there are total 6 users under this account.	1:54:01 PM
gemma	No idea, because I only use the company profile for EMVCo	1:54:48 PM
Rohan	Okay Gemma	1:55:03 PM
gemma	I think the other users are using different companies	1:55:13 PM
Rohan	Okay So, you only use one company file right ?	1:56:06 PM
gemma	yes	1:56:24 PM
Rohan	At what specific point does QuickBooks become slow ? (e.g., while using a particular functionality or accessing a specific document)	1:56:27 PM
gemma	even while just selecting an account or saving	1:57:29 PM
Rohan	Okay, do you have access to any other QuickBooks file in which you can test the same functionality to narrow down the issue?	1:58:46 PM

gemma	Sorry, no, I don't have	1:59:34 PM
Rohan	Thanks for the confirmation !	1:59:45 PM
	May I know which QuickBooks Version do you use ? QuickBooks Pro 2015 or 2023 ?	2:00:19 PM
gemma	2023	2:00:42 PM
Rohan	Thanks for the confirmation !	2:00:58 PM
	May I take the remote access of your local computer?	2:00:59 PM
gemma	sure	2:01:08 PM
Rohan	Prior providing the access, I would suggest you to close any important documents at your end.	2:01:12 PM
gemma	ok	2:01:19 PM
Rohan	Kindly Copy and Paste the below link in any browser of your Local PC and Join the session https://assist.aceclouddhosting.com/join/4432887496	2:01:42 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.	2:03:17 PM
	Is there anything else I may help you with ?	2:35:37 PM
	Are we still connected here?	2:36:44 PM
	Are we still connected here?	2:36:46 PM
	Are we still connected here?	2:36:48 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	2:36:50 PM
	<i>Rohan has ended this chat session</i>	2:36:53 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Sep, 11:02:38 PM

#81277 Kim

Email: kimberly@southernspc.com ☎ 13524464434

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 45 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 26 Secs

Kim	Hello, I am your Acebuddy	8 Sep, 11:02:39 PM
Acebuddy	Hello Ap, I'm your Ace Buddy. I'll be happy to assist you!	11:02:40 PM
	Whom Would You Like to Connect With?	11:02:40 PM
Kim	Technical Support (QB & App Hosting)	11:03:04 PM
Acebuddy	Welcome to Ace Support.	11:03:04 PM
	Please chose an option :	11:03:04 PM
Kim	I'd like to report an Issue	11:03:09 PM
Acebuddy	Please select an option!	11:03:10 PM
Kim	QuickBooks Issue	11:03:15 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:03:15 PM
Kim	QuickBooks is Frozen	11:03:19 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	11:03:19 PM
	Was that helpful?	11:03:19 PM
Kim	No	11:03:26 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	11:03:26 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:03:26 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	11:05:01 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	11:05:07 PM
Kim	hi-- my quickbooks is frozen	11:05:47 PM
Anjainay Singh	Hello Ap, how are you?	11:06:14 PM
	I understand your situation and ensure you a healthy resolution over the issue?	11:06:50 PM
	Could you please confirm since when you are facing this issue?	11:07:10 PM
Kim	just now	11:07:16 PM

Anjainay Singh	No worries , could you please confirm your username ?	11:07:40 PM
Kim	kimberly	11:07:49 PM
Anjainay Singh	Thankyou for your confirmation.	11:08:08 PM
Kim	its saying i need to download the new file doc'	11:08:27 PM
Anjainay Singh	Could you please confirm are you facing freezing issue while performing any action in QuickBooks?	11:08:40 PM
	May I take the remote access of your server?	11:08:51 PM
Kim	yes	11:09:11 PM
Anjainay Singh	We are connected.	11:10:04 PM
	As I can see QuickBooks needs an update.	11:10:45 PM
	Could you please open the exe file where the file has been downloaded? (Edited)	11:12:05 PM
Kim	where	11:12:38 PM
Anjainay Singh	I have got a fix for this issue.	11:13:42 PM
	We need to update the QuickBooks on server.	11:13:51 PM
	<i>11:14:27 PMAanjainay Singh is sharing a file with you image.png - (Size:16.71 KB)</i>	11:14:27 PM
	<i>You can see that QuickBooks need an update.</i>	
	To update the QuickBooks we need to reboot the server after updating QuickBooks.	11:14:49 PM
Kim	ok so what do i need to do	11:14:59 PM
Anjainay Singh	You may logout from server and once the update is done I will inform you over an email Kimberly for your convenience.	11:15:56 PM
Kim	ok im ouy	11:16:16 PM
	out	11:16:17 PM
Anjainay Singh	The update will take 15-20 minutes.	11:16:47 PM
Kim	ok	11:17:05 PM
Anjainay Singh	Instead of waiting, I suggest that I inform you via email once the update is completed. Would you prefer that, or would you like to continue here on chat Kimberly?	11:20:25 PM
Kim	ok i will wait for an email	11:20:37 PM
Anjainay Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	11:20:41 PM
	Is there anything else I may help you with ?	11:20:58 PM
	<i>Anjainay Singh has ended this chat session</i>	11:21:05 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Sep, 3:13:26 AM

#81356 mindyt

Email: mindyt@thefinklawfirmcp.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 38 Secs

City: WOODMERE

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 43 Secs

mindyt	Hello, I am your Acebuddy	10 Sep, 3:13:27 AM
Acebuddy	Hello Mindyt, I'm your Ace Buddy. I'll be happy to assist you!	3:13:27 AM
	Whom Would You Like to Connect With?	3:13:27 AM
mindyt	Technical Support (QB & App Hosting)	3:13:35 AM
Acebuddy	Welcome to Ace Support.	3:13:35 AM
	Please chose an option :	3:13:35 AM
mindyt	I'd like to report an Issue	3:13:42 AM
Acebuddy	Please select an option!	3:13:42 AM
mindyt	Password Reset	3:13:46 AM
Acebuddy	Please select an option below	3:13:46 AM
mindyt	Not Enrolled to Selfcare Portal	3:13:53 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	3:13:53 AM
	Do you need any further assistance on the topic?	3:13:53 AM
mindyt	Yes	3:14:03 AM

Acebuddy	Please wait while we connect you to our Support Representative	3:14:03 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:14:03 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	3:14:09 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	3:14:21 AM
mindyt	thanks, i have this problem repeatedly, my password does not work and i am not sure which account is now active since i have more than one option being offered	3:15:24 AM
Anjainay Singh	I understand your concern Mindy and assure you the permanent resolution.	3:16:10 AM
mindyt	thanks	3:16:20 AM
Anjainay Singh	Could you please confirm since when you are facing this issue?	3:16:30 AM
mindyt	today	3:16:38 AM
	a few hours ago i tried to login	3:16:48 AM
	maybe less	3:16:51 AM
Anjainay Singh	No worries, please allow me 2-3 minutes so that I can look into it at my end.	3:17:35 AM
mindyt	thanks	3:17:51 AM
Anjainay Singh	Could you please confirm your account name or CID number?	3:18:56 AM
	I got it.	3:20:06 AM
	I am working on it , please stay connected.	3:21:16 AM
	May I take the remote access of your local computer?	3:22:22 AM
mindyt	yes	3:22:51 AM
Anjainay Singh	Kindly close all important tabs and documents for not to breach any security concern.	3:23:30 AM
	https://assist.aceclouddhosting.com/join/1692733794	3:23:46 AM
	Please copy this URL and paste it in your browser.	3:24:07 AM
	Download the remote access file and click on Accept and Continue.	3:24:39 AM
	Please stay connected.	3:35:50 AM
	Please stay connected.	3:47:15 AM
	As you issue has been resolved on remote session we are disconnecting this chat.	3:49:30 AM
	Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji to share your positive feedback	3:49:46 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:49:52 AM
	I will also share the ticket id with you over the mail once this chat is disconnected.	3:50:07 AM
	<i>Anjainay Singh has ended this chat session</i>	3:50:10 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Sep, 2:46:21 AM

#81223 Julia Delgado

Email: jdelgado@ulpdx.org

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: PORTLAND

State: Oregon

Country: UNITED STATES

Chat Transcript

Chat Duration : 43 Mins 41 Secs

Julia Delgado	Hello, I am your Acebuddy	6 Sep, 2:46:23 AM
Acebuddy	Hello Julia Delgado, I'm your Ace Buddy. I'll be happy to assist you!	2:46:23 AM
	Whom Would You Like to Connect With?	2:46:23 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	3:30:04 AM
	<i>Ended due to chat idle timeout</i>	3:30:04 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81057 Soham

Email: soham@ledgerfinancials.com

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 15 Secs

City: MUMBAI

State: Maharashtra

Country: INDIA

Chat Transcript

Chat Duration : 13 Mins 10 Secs

Soham	Hello, I am your Acebuddy	2 Sep, 2:41:41 PM
Acebuddy	Hello Soham, I'm your Ace Buddy. I'll be happy to assist you!	2:41:42 PM
	Whom Would You Like to Connect With?	2:41:42 PM
Soham	Technical Support (QB & App Hosting)	2:41:46 PM
Acebuddy	Welcome to Ace Support.	2:41:46 PM
	Please chose an option :	2:41:46 PM
Soham	I'd like to report an Issue	2:41:53 PM
Acebuddy	Please select an option!	2:41:53 PM
Soham	Other Issue	2:41:58 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:41:58 PM
Soham	Cloud is not working. Unable to connect the same. Issue - This Action requires MFA verification, ensure the identity verification server is reachable.	2:43:43 PM
Acebuddy	Please wait while we connect you to a Support Representative	2:43:43 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:43:43 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	2:43:48 PM
Soham	Hi	2:44:11 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	2:44:16 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:44:28 PM
Soham	Give me a min	2:44:58 PM
Shubham Maurya		

	Sure, please take your time.	2:45:17 PM
Soham	DDTS.myreldata.net	2:45:55 PM
	?	2:47:17 PM
Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.	2:47:41 PM
Soham	ok	2:47:51 PM
	<i>2:48:46 PMSoham is sharing a file with you</i>	
	<u>Screenshot 2025-09-02 144004.png</u> - (Size:26.16 KB)	2:48:46 PM
	<i>Just for Information</i>	
Shubham Maurya	Alright, we have checked there was some ongoing issue at backend which is resolved now. Please try to close the RDP file and relaunch it then please do let me know if it's working or not.	2:50:14 PM
Soham	ok	2:50:32 PM
	Yes it is working now	2:51:50 PM
	Thanks for support	2:51:57 PM
Shubham Maurya	Glad to hear that, Soham.	2:52:56 PM
	Thanks for your patience with us.	2:53:14 PM
	Is there anything else I may help you with ?	2:53:19 PM
Soham	No thanks i wil end this chat	2:53:49 PM
Shubham Maurya	Sure, Have a good one.	2:54:02 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!	2:54:05 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:54:09 PM
	<i>Soham has ended this chat session</i>	2:54:52 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Sep, 12:41:56 AM

#81290 office

Email: office@rkirkdev.com 4086861199

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: GILROY

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 3 Secs

office	Hello, I am your Acebuddy	9 Sep, 12:41:56 AM
Acebuddy	Hello Office, I'm your Ace Buddy. I'll be happy to assist you!	12:41:57 AM
	Whom Would You Like to Connect With?	12:41:57 AM
office	Technical Support (QB & App Hosting)	12:42:05 AM
Acebuddy	Welcome to Ace Support.	12:42:05 AM
	Please chose an option :	12:42:05 AM
office	I'd like to raise a Request	12:42:12 AM
Acebuddy	Please select your request type.	12:42:13 AM
office	Other Request	12:42:26 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	12:42:26 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:42:26 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	1:15:00 AM
	<i>Ended due to chat idle timeout</i>	1:15:00 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Sep, 8:07:49 PM

#81472 steven.nguyen

Email: steven.nguyen@covenanteyes.com ☎ 5717650652

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 28 Secs

City: ARLINGTON

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 6 Secs

steven.nguyen	Hello, I am your Acebuddy	12 Sep, 8:07:50 PM
Acebuddy	Hello Steven.nguyen, I'm your Ace Buddy. I'll be happy to assist you!	8:07:51 PM
	Whom Would You Like to Connect With?	8:07:51 PM
steven.nguyen	Technical Support (QB & App Hosting)	8:07:59 PM
Acebuddy	Welcome to Ace Support.	8:07:59 PM
	Please chose an option :	8:07:59 PM
steven.nguyen	I'd like to report an Issue	8:08:05 PM
Acebuddy	Please select an option!	8:08:05 PM
steven.nguyen	QuickBooks Issue	8:08:08 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:08:08 PM
steven.nguyen	Other QB related issue	8:08:14 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:08:14 PM
steven.nguyen	What's the best method on uploading files quickly into quickbooks as attachments? Performance seem sluggish for my users when attempting to do this. Is there a recommended workflow for this?	8:08:49 PM

Acebuddy	Please wait while we connect you to a Support Representative	8:08:49 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:08:49 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	8:09:53 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	8:10:15 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:10:42 PM
steven.nguyen	servername: covnenateyes.myrealdata.net	8:11:49 PM
	username: steven.nguyen	8:11:54 PM
Vikas Singh Chauhan	Thanks for the confirmation !	8:12:29 PM
	Kindly allow me 3-4 minutes to check the same.	8:12:59 PM
	Could you please let me know where does all users keep the files which they want to attach to Quickbook ?	8:15:14 PM
	I mean, on server or locally on laptop ?	8:15:38 PM
steven.nguyen	Locally or on a company network drive I believe	8:15:41 PM
Vikas Singh Chauhan	Thank you for the details, please allow me 2 minutes.	8:16:04 PM
	In order to upload the attachment quickly, it is better to Save the file in the server folder that QuickBooks can access.	8:19:59 PM
	Usually attaching directly from your local PC over RDP that slows things down.	8:20:38 PM
	But in RDP icon, you can make a change in settings.	8:22:36 PM
	<i>8:22:40 PM Vikas Singh Chauhan is sharing a file with you image.png - (Size:36.09 KB)</i>	8:22:40 PM
	You can do a right click on the icon and click on Edit.	8:23:03 PM
	Then under Local Resources tab, click on More.	8:23:29 PM
	<i>8:23:53 PM Vikas Singh Chauhan is sharing a file with you image.png - (Size:28.04 KB)</i>	8:23:53 PM
	Then put a check mark on Drives, which will check all three options below it.	8:24:35 PM
	Would you like me to connect to your local computer and help to do a setting ?	8:25:08 PM
steven.nguyen	Understood, thank you.	8:25:56 PM
	<i>steven.nguyen has ended this chat session</i>	8:25:57 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Sep, 5:56:53 PM

#81376 Antonio Oliver

Email: finance@zebrarecovery.com

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 3 Secs

City: BUNNLEVEL

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 49 Mins 40 Secs

Antonio Oliver	Hello, I am your Acebuddy	10 Sep, 5:56:53 PM
Acebuddy	Hello Antonio Oliver, I'm your Ace Buddy. I'll be happy to assist you!	5:56:54 PM
	Whom Would You Like to Connect With?	5:56:54 PM
Antonio Oliver	Technical Support (QB & App Hosting)	5:57:01 PM
Acebuddy	Welcome to Ace Support.	5:57:01 PM
	Please chose an option :	5:57:01 PM
Antonio Oliver	I'd like to report an Issue	5:57:07 PM
Acebuddy	Please select an option!	5:57:08 PM
Antonio Oliver	Other Issue	5:57:14 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:57:14 PM
Antonio Oliver	Connection error when logging in thru Ace Clouding	5:57:45 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:57:46 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:57:46 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	5:57:53 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	5:58:08 PM

	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:58:17 PM
Antonio Oliver	Hello it is zebrawebsite.myrealdata.net	5:58:38 PM
	Antonio.O	5:58:42 PM
Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.	5:58:50 PM
Antonio Oliver	I am working remote today and I logged in using Ace Connect on monday and it worked. Tried to log in this morning and said connection failed	5:59:20 PM
Shubham Maurya	Thank you for the details, please also do let me know if this is happening with other users too or just for you?	6:02:29 PM
Antonio Oliver	just me	6:03:13 PM
Shubham Maurya	Okay, please hold on let me check your user profile if it's locked or working fine.	6:04:21 PM
Antonio Oliver	I also had issues in the past but they gave me a temporary fix with an old RDP access Not through Ace Clouding Connection, but it seems to only work when I am in the office and not outside.....since Ace Connect wasn't working(they never figured it out) but here it is a different internet access and local, which connected just fine monday with Ace Connect instead or the temp RDP they gave me	6:06:38 PM
Shubham Maurya	Let me transfer you to a specialist who can better address your concern.	6:09:06 PM
Antonio Oliver	ok	6:09:14 PM
	<i>Shubham Maurya is transferring the chat to Sujeet Kumar Suman.</i>	6:09:27 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	6:09:33 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	6:09:39 PM
	Hello Antonio	6:09:48 PM
Antonio Oliver	Thank you hopefully we can get this settle soon	6:09:54 PM
	work is backing up now	6:09:59 PM
	Also I am working remotely at my house I am not sure if that caused an issue in connection	6:10:26 PM
Sujeet Kumar Suman	No worries, I will surely help you.	6:10:49 PM
	Are you encountering any errors when trying to access it?	6:11:54 PM
Antonio Oliver	I would click connect and it starts trying connection but then it says connection failed	6:12:33 PM
	I checked Configuration and everything looks the same from monday	6:12:48 PM
	internet is not slow either	6:13:03 PM
Sujeet Kumar Suman	No worries, I will definitely assist you with this.	6:13:23 PM
	May I take the remote access of your local computer?	6:13:28 PM
Antonio Oliver	yes	6:13:35 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	6:13:44 PM
	Kindly paste this link in the browser of local computer and join the session.	6:14:01 PM

<https://assist.acecloudhosting.com/join/5672176224>

Antonio Oliver	Now their will be 2 Antonio.O.rdp and a ANtonio.O.rdp.Copy..... The one that does not say Copy is my main one that I use to access while I am at the office please do not delete it	6:15:22 PM
Sujeet Kumar Suman	Sure, we will take permission before proceeding with any action	6:16:28 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.	6:16:32 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	6:46:34 PM
	<i>Ended due to chat idle timeout</i>	6:46:34 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Sep, 12:18:05 AM

#81654 Ashlee Cornelius

Email: acornelius@2cmarine.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: ALBANY

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 56 Secs

Ashlee Cornelius	Hello, I am your Acebuddy	18 Sep, 12:18:06 AM
Acebuddy	Hello Ashlee Cornelius, I'm your Ace Buddy. I'll be happy to assist you!	12:18:07 AM
	Whom Would You Like to Connect With?	12:18:07 AM
Ashlee Cornelius	Technical Support (QB & App Hosting)	12:18:16 AM

Acebuddy	Welcome to Ace Support.	12:18:16 AM
	Please chose an option :	12:18:16 AM
Ashlee Cornelius	I'd like to raise a Request	12:18:23 AM
Acebuddy	Please select your request type.	12:18:23 AM
Ashlee Cornelius	Other Request	12:19:02 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	12:19:02 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:19:02 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.	12:58:02 AM
	<i>Ended due to chat idle timeout</i>	12:58:02 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Sep, 5:39:26 PM

#81831 ap

Email: ap@crusa.com 15136742300

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: 1 Min 27 Secs

City: CINCINNATI

State: Ohio

Country: UNITED STATES

Chat Transcript

Chat Duration : 49 Mins 47 Secs

ap	Hello, I am your Acebuddy	23 Sep, 5:39:27 PM
Acebuddy	Hello Ap, I'm your Ace Buddy. I'll be happy to assist you!	5:39:29 PM

	Whom Would You Like to Connect With?	5:39:29 PM
ap	Technical Support (QB & App Hosting)	5:39:43 PM
Acebuddy	Welcome to Ace Support.	5:39:43 PM
	Please chose an option :	5:39:43 PM
ap	I'd like to report an Issue	5:39:53 PM
Acebuddy	Please select an option!	5:39:53 PM
ap	Other Issue	5:39:57 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:39:57 PM
ap	Re:[## 771888 ##] Sage	5:40:03 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:40:04 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:40:04 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	5:40:17 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	5:40:33 PM
ap	Thank you!	5:40:40 PM
	I sent an email but I need this escalated so I can get in Sage as quick as possible.	5:40:57 PM
	Are you able to take control of my computer and get this taken care of?	5:41:22 PM
Vikas Singh Chauhan	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:41:28 PM
ap	I don't have these answers	5:41:38 PM
	Re:[## 771888 ##] Sage	5:41:43 PM
	Please look that up.	5:41:47 PM
	And this is the error:	5:41:58 PM
	<i>5:42:13 PMap is sharing a file with you <u>1_image.png</u> - (Size:12.01 KB)</i>	5:42:13 PM
Vikas Singh Chauhan	Okay	5:42:43 PM
	Let me transfer you to a specialist who can better address your concern.	5:42:50 PM
	<i>Vikas Singh Chauhan is transferring the chat to Manish Singh.</i>	5:43:03 PM
	<i>Manish Singh accepted the chat transfer request.</i>	5:43:09 PM
ap	Thank you	5:43:32 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	5:43:40 PM
ap	Thank you!	5:44:04 PM
Manish Singh	Kindly allow me two minutes to check the same.	5:44:25 PM

	<p>5:44:29 PMap is sharing a file with you image.png - (Size:12.01 KB)</p>	5:44:29 PM
	<p>This is the error I have. Can you please take control of my computer and fix this so I can log into Sage.</p>	
	<p>Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?</p>	5:44:33 PM
ap	<p>I am uncertain if anyone else is experiencing this as no one else is at the office yet</p>	5:44:52 PM
	<p>Actually, we have another individual that is having the same error code I am having</p>	5:45:30 PM
Manish Singh	<p>Alright, let me check for the same.</p>	5:46:26 PM
ap	<p>Thank you</p>	5:46:35 PM
Manish Singh	<p>We are in the process of updating Sage kindly do not open Sage application on your end.</p>	5:49:00 PM
ap	<p>Okay, I have exited out</p>	5:49:32 PM
Manish Singh	<p>Try to access the application now.</p>	5:52:13 PM
ap	<p>ok</p>	5:52:32 PM
	<p>I am in now, I am checking my co-worker to see if she can get in too.</p>	5:53:52 PM
Manish Singh	<p>Sure, please take your time.</p>	5:54:36 PM
ap	<p>Thank you!</p>	5:56:01 PM
	<p>yes she got in as well.</p>	5:56:02 PM
Manish Singh	<p>Great!</p>	5:56:07 PM
	<p>Is there anything else I may help you with ?</p>	5:56:12 PM
ap	<p>Hang on</p>	5:56:17 PM
	<p>She is getting an error on her end.</p>	5:56:43 PM
	<p>Hang on</p>	5:56:45 PM
	<p>5:57:10 PMap is sharing a file with you 1_image.png - (Size:28.45 KB)</p>	5:57:10 PM
	<p>I got the error as well when I tried to open a job.</p>	5:57:16 PM
Manish Singh	<p>Kindly close Sage on both of your end.</p>	5:57:19 PM
ap	<p>Okay we are boh out</p>	5:58:07 PM
	<p>oth</p>	5:58:07 PM
	<p>both</p>	5:58:09 PM
Manish Singh	<p>Alright, please give me some time.</p>	5:58:24 PM
ap	<p>okay</p>	5:59:34 PM
Manish Singh	<p>Try to access the application now.</p>	6:02:36 PM
	<p>Are we still connected here?</p>	6:03:28 PM

	ap	yes	6:04:14 PM
		still trying	6:04:15 PM
		Sage is no longer an option in the remote desktop	6:05:01 PM
		Actually I found it it was moved on my screen	6:05:26 PM
		<i>6:05:52 PMap is sharing a file with you</i> <u>1_image.png</u> - (Size:21.56 KB)	6:05:52 PM
		I hit okay, and tried to log in again	6:06:06 PM
Manish Singh		Yes, please let me know if everything is working fine.	6:06:23 PM
	ap	And I keep getting the same screen, so no I cannot log in	6:06:25 PM
		We cannot log in.	6:06:45 PM
Manish Singh		May I take the remote access of your server?	6:06:57 PM
	ap	Yes	6:07:11 PM
Manish Singh		Prior providing the access, I would suggest you to close any important documents at your end.	6:07:17 PM
	ap	Let me close out all my windows	6:07:17 PM
Manish Singh		We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:07:43 PM
	ap	okay, you should be good	6:07:45 PM
		I do not know it, it is an auto log in	6:13:04 PM
		Hello?	6:14:47 PM
Manish Singh		Yes	6:22:03 PM
		We are making some backend changes please wait	6:22:26 PM
	ap	thank you!	6:22:35 PM
		I will be right back, please continue	6:22:45 PM
Manish Singh		Alright	6:22:54 PM
	ap	Okay I'm back	6:26:27 PM
Manish Singh		We are working with Escalation Team, once this is resolved we will notify you over the email.	6:27:10 PM
		This will take some time.	6:27:18 PM
		Is there anything else I may help you with ?	6:27:26 PM
	ap	Do you have a timeframe?	6:27:50 PM
Manish Singh		Yes, around 1-2 hour	6:28:02 PM
		ap@crusa.com Is this the correct email?	6:28:19 PM
	ap		6:28:29 PM

	Thank you! I will let my co-workers know. Yes that is the correct email address.	
Manish Singh	Is there anything else I may help you with ?	6:28:48 PM
ap	No, thank you!	6:28:58 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:29:06 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. Thanks!	6:29:10 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Manish Singh has ended this chat session</i>	6:29:15 PM
		

Chat Transcript

Hello, I am your Acebuddy

Visitor Details 19 Sep, 8:54:54 PM

#81726 Ithan L

Email: ithan@ficomputing.com  6313193448

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

City: BOYDTON

State: Virginia

Country: UNITED STATES

Chat Transcript Chat Duration : 45 Mins 16 Secs

	Hello, I am your Acebuddy	PM
Acebuddy	Hello Ithan L, I'm your Ace Buddy. I'll be happy to assist you!	8:54:55 PM
	Whom Would You Like to Connect With?	8:54:55 PM
Ithan L	Technical Support (QB & App Hosting)	8:55:03 PM
Acebuddy	Welcome to Ace Support.	8:55:03 PM
	Please chose an option :	8:55:03 PM
Ithan L	I'd like to raise a Request	8:55:08 PM
Acebuddy	Please select your request type.	8:55:08 PM
Ithan L	Application Update	8:55:20 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	8:55:20 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	8:55:20 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.	9:40:11 PM
	<i>Ended due to chat idle timeout</i>	9:40:11 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Sep, 10:58:05 PM

#81912 kemal

Email: kemal@kdtaxhub.com ☎ 17177374004

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 24 Secs

City: MECHANICSBURG

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 12 Secs

kemal	Hello, I am your Acebuddy	24 Sep, 10:58:06 PM
Acebuddy	Hello Kemal Ozkanca, I'm your Ace Buddy. I'll be happy to assist you!	10:58:07 PM
	Whom Would You Like to Connect With?	10:58:07 PM
kemal	Technical Support (QB & App Hosting)	10:58:13 PM
Acebuddy	Welcome to Ace Support.	10:58:13 PM
	Please chose an option :	10:58:13 PM
kemal	I'd like to report an Issue	10:58:19 PM
Acebuddy	Please select an option!	10:58:19 PM
	Please specify the issue you are facing before I connect you to an available support representative!	10:58:25 PM
kemal	Other Issue	10:58:25 PM
	I cannot connect to AceHub	10:58:49 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:58:50 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:58:50 PM
	<i>Manish Singh accepted the chat transfer request.</i>	10:59:06 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	10:59:11 PM
kemal	Hi Manish	10:59:19 PM
Manish Singh	I will surely help you with this issue.	10:59:19 PM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	10:59:25 PM
kemal	Only my account	10:59:40 PM
	It keeps spinning and ask for the pw again	10:59:49 PM
Manish Singh	Kemal, your account was locked due to multiple password attempts unlocked it now.	11:01:16 PM
	Kindly try to access now.	11:01:21 PM
kemal	ty. let me try	11:01:29 PM
	it works now	11:01:53 PM
	ty	11:01:54 PM
Manish Singh	Great!	11:01:56 PM
	Is there anything else I may help you with ?	11:01:58 PM
kemal	how do I bypass the initial pw entry?	11:02:10 PM

Manish Singh	May I take the remote access of your local computer?	11:02:17 PM
kemal	sure	11:02:22 PM
Manish Singh	https://assist.acecloudhosting.com/join/9512388768	11:02:31 PM
	Kindly paste this link in the browser of local computer and join the session.	11:02:33 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	11:02:36 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.	11:04:05 PM
	Is there anything else I may help you with ?	11:12:51 PM
	Are we still connected here?	11:13:51 PM
	Are we still connected here?	11:15:16 PM
	Are we still connected here?	11:16:03 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.	11:16:08 PM

Manish Singh has ended this chat session

11:16:19 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Sep, 2:45:31 AM

#81706 SHANNON SOUTHWORTH

Email: ssouthworth@ccpnw.org 3603749340

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: 10 Secs

City: FORKS

State: Washington

Country: UNITED STATES

Chat Transcript

Chat Duration : 3 Mins 49 Secs

SHANNON SOUTHWORTH	Hello, I am your Acebuddy	19 Sep, 2:45:32 AM
Acebuddy	Hello Shannon Southworth, I'm your Ace Buddy. I'll be happy to assist you!	2:45:33 AM
	Whom Would You Like to Connect With?	2:45:33 AM
SHANNON SOUTHWORTH	Technical Support (QB & App Hosting)	2:45:36 AM
Acebuddy	Welcome to Ace Support.	2:45:36 AM
	Please chose an option :	2:45:36 AM
SHANNON SOUTHWORTH	I'd like to report an Issue	2:45:41 AM
Acebuddy	Please select an option!	2:45:41 AM
SHANNON SOUTHWORTH	QuickBooks Issue	2:45:45 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:45:45 AM
SHANNON SOUTHWORTH	QuickBooks Update	2:45:54 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.	2:45:54 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.	2:45:54 AM
	Do you need any further assistance on the topic?	2:45:54 AM
SHANNON SOUTHWORTH	Yes	2:46:06 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:46:06 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:46:06 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	2:46:17 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	2:46:20 AM
	Hello Shannon	2:46:27 AM
SHANNON SOUTHWORTH	We had an update last night and now I cannot log in to my QB	2:46:31 AM
Shashwat Verma	I will surely help you with this issue.	2:46:37 AM
	Could you please share a screenshot of the prompt that appears when you click on it?	2:46:45 AM
	<i>2:47:07 AMSHANNON SOUTHWORTH is sharing a file with you</i>	2:47:07 AM
	<i><u>1_image.png</u> - (Size:39.25 KB)</i>	
	May I take the remote access of your server?	2:47:36 AM

SHANNON SOUTHWORTH	yes	2:47:48 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	2:48:03 AM
	Kindly accept the invite	2:48:19 AM
	Is that the file?	2:48:59 AM
SHANNON SOUTHWORTH	thankyou	2:49:01 AM
Shashwat Verma	Is there anything else I may help you with ?	2:49:07 AM
SHANNON SOUTHWORTH	no that is all thank you	2:49:13 AM
Shashwat Verma	"Please click on the Happy Smile."	2:49:17 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:49:19 AM
<i>Shashwat Verma has ended this chat session</i>		2:49:22 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Sep, 1:29:51 PM

#81257 aprasla

Email: aprasla@anishcpa.com

Department: Support(QB & App Hosting)

Operator: Vikrant Arya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 42 Secs

City: MIRA ROAD

State: Maharashtra

Country: INDIA

Chat Transcript

Chat Duration : 1 Hour 56 Mins

aprasla Hello, I am your Acebuddy

8 Sep, 1:29:53 PM

Acebuddy	Hello Aprasla, I'm your Ace Buddy. I'll be happy to assist you!	1:29:54 PM
	Whom Would You Like to Connect With?	1:29:54 PM
aprasla	VDI/DaaS Support	1:30:08 PM
Acebuddy	Please wait while we connect you to an available Representative.	1:30:08 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:30:09 PM
aprasla	hi	1:30:12 PM
	<i>Suneetha Barre accepted the chat transfer request.</i>	1:30:16 PM
Suneetha Barre	Thank you for choosing ACE cloud Hosting, my name is Suneetha. I will be assisting you today. How may i help you?	1:30:42 PM
aprasla	Display Image Quality Very Poor In RDP	1:30:59 PM
Suneetha Barre	Surely, we will assist you	1:31:20 PM
	Kindly confirm your business name	1:31:29 PM
aprasla	Anishkaredillc	1:31:41 PM
	Anishkarediallc	1:31:59 PM
Suneetha Barre	Thank you for sharing the details with us	1:32:27 PM
	Kindly allow me to transfer this chat to concerned team	1:32:45 PM
aprasla	ok	1:32:51 PM
	<i>Suneetha Barre is transferring the chat to Support(QB & App Hosting).</i>	1:32:54 PM
	<i>Karan Kanwal accepted the chat transfer request.</i>	1:33:19 PM
Karan Kanwal	Thank you for contacting Ace Cloud Hosting. My name is Karan Kanwal. I will be assisting you today.	1:33:28 PM
aprasla	ok	1:33:56 PM
Karan Kanwal	How may I assist you today?	1:34:42 PM
aprasla	Display Image Quality Very Poor In RDP	1:35:17 PM
Karan Kanwal	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:35:30 PM
aprasla	Anishkarediallc.myrealdata.net	1:35:53 PM
	AZIZALIP	1:35:57 PM
	Azizalip	1:36:12 PM
Karan Kanwal	Thanks for the confirmation !	1:37:15 PM
	Kindly confirm is this issue only happening with you or your co-workers are also facing the same thing?	1:37:48 PM
aprasla	on Saturday Some Setting changed by ace cloud person	1:38:42 PM
	shubham Maurya	1:39:35 PM
Karan Kanwal	As I checked our records as per your interaction the issue you were facing was due to your local	

	network the previous agent suggests you connect with ISP, kindly confirm are you still facing slowness as well?	1:40:58 PM
aprasla	As of Now working good	1:41:45 PM
	But Display Quality Very Poor	1:42:12 PM
Karan Kanwal	May I take the remote access of your local computer?	1:42:26 PM
aprasla	yes	1:42:30 PM
Karan Kanwal	Prior providing the access, I would suggest you to close any important documents at your end.	1:42:41 PM
aprasla	ok	1:43:00 PM
	Please do fast	1:43:11 PM
Karan Kanwal	Kindly share your email address.	1:43:52 PM
aprasla	aprasla@anishcpa.com	1:44:55 PM
Karan Kanwal	Kindly use the following link to proceed with remote access: https://assist.acecloudhosting.com/join/1832688432	1:45:32 PM
	The same has been shared with you via email.	1:45:47 PM
	I need you to logoff from the server	1:48:44 PM
aprasla	ok	1:48:53 PM
Karan Kanwal	Kindly hit the logoff button on the server, also make sure to save your work on the server before proceeding.	1:49:34 PM
aprasla	ok	1:49:43 PM
Karan Kanwal	Is it better now or still the same.	1:51:30 PM
aprasla	yes	1:55:09 PM
	let me check about slowness issue	1:55:51 PM
Karan Kanwal	Alright, kindly check and let me know.	1:56:21 PM
aprasla	Now Rdp not Working	1:58:03 PM
Karan Kanwal	Alright allow me to check few things	1:59:04 PM
	<i>Karan Kanwal is transferring the chat to Shubham Kataria.</i>	1:59:17 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	1:59:22 PM
aprasla	taking to much time	1:59:40 PM
Shubham Kataria	Hi Aprasla	1:59:49 PM
aprasla	i am not happy with your service	2:00:15 PM
Shubham Kataria	I'll be assisting you further with this.	2:00:23 PM
aprasla	Saturday took 1 and Half hour	2:00:40 PM
Shubham Kataria	Ashlee , I really apologize for the delay But we assure that we will surely assist you with	2:00:56 PM

aprasla	OK	2:01:16 PM
Shubham Kataria	Thank you for your patience.	2:01:45 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.	2:01:47 PM
aprasla	OK	2:01:59 PM
Shubham Kataria	Unfortunately, the last session was disconnected	2:03:59 PM
aprasla	hello	2:04:00 PM
Shubham Kataria	https://assist.acecloudhosting.com/join/9442329362	2:04:01 PM
	Please join this one.	2:04:08 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.	2:05:42 PM
aprasla	hello	2:27:05 PM
Shubham Kataria	Hi, were you able to connect with the hotspot?	2:27:17 PM
aprasla	yes	2:27:25 PM
	2 min	2:27:28 PM
Shubham Kataria	Please, take your time.	2:27:40 PM
aprasla	DONE	2:28:19 PM
	HELLO	2:29:05 PM
Shubham Kataria	Hi, we are not able to connect to your screen.	2:29:31 PM
	Let me send you another link.	2:29:41 PM
aprasla	ok	2:29:54 PM
Shubham Kataria	https://assist.acecloudhosting.com/join/3332234797	2:29:55 PM
	Thank you for your patience.	2:50:10 PM
	As discussed on remote session, I'm transferring your chat to our escalation engineer	2:50:35 PM
aprasla	ok	2:50:42 PM
	<i>Shubham Kataria is transferring the chat to Vikrant Arya.</i>	2:50:45 PM
	<i>Vikrant Arya accepted the chat transfer request.</i>	2:50:52 PM
Vikrant Arya	Hi Aziz, Vikrant here.	2:51:18 PM
aprasla	ok	2:51:24 PM
Vikrant Arya	I am from the escalation team. Shubham has briefed me on your issue. I will be taking over this case.	2:52:04 PM
aprasla	ok	2:52:12 PM

	Please Do Asap	2:52:24 PM
Vikrant Arya	Shubham is still transferring your screen session to me. So please give me 2 minutes.	2:52:37 PM
aprasla	ok	2:52:49 PM
Vikrant Arya	https://join.zoho.in/1692793536	2:53:44 PM
	Please use the above link to share your screen with me.	2:53:59 PM
	Hi Aziz, your screen session seems to be frozen. Is everything working fine on your end?	3:18:45 PM
	Are we still connected here?	3:21:12 PM
	Are we still connected here?	3:26:33 PM
	<i>Vikrant Arya has ended this chat session</i>	3:26:38 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Sep, 2:36:44 PM

#81463 Cheryl

Email: clientsupport@silversfs.com ☎ 7905922798

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 28 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 33 Secs

Cheryl	Hello, I am your Acebuddy	12 Sep, 2:36:45 PM
Acebuddy	Hello Clientsupport, I'm your Ace Buddy. I'll be happy to assist you!	2:36:46 PM
	Whom Would You Like to Connect With?	2:36:46 PM

Cheryl	Technical Support (QB & App Hosting)	2:36:59 PM
Acebuddy	Welcome to Ace Support.	2:36:59 PM
	Please chose an option :	2:36:59 PM
Cheryl	I'd like to report an Issue	2:37:17 PM
Acebuddy	Please select an option!	2:37:17 PM
Cheryl	Other Issue	2:37:26 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:37:40 PM
Cheryl	My server is running very slow. i am not able to type messages even. This s my 3rd day of having same issues	2:38:14 PM
Acebuddy	Please wait while we connect you to a Support Representative	2:38:15 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:38:15 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	2:38:26 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	2:38:48 PM
	I deeply apologize for the inconvenience caused to you.	2:39:11 PM
Cheryl	Hi Vikas, malkeet and vikarnt did neccesay changes but this there is issues i cannot work	2:40:54 PM
	server getting disconnected in every 2min	2:41:06 PM
Vikas Singh Chauhan	I will surely help you with this issue. Let me connect to the server and check once.	2:42:21 PM
	Are you getting any error when server disconnect after every 2 minutes.	2:42:45 PM
Cheryl	no	2:44:12 PM
Vikas Singh Chauhan	Okay	2:45:37 PM
	I can see the ticket for same issue is already escalated to the senior team and they had a call with Micheal for the same.	2:46:53 PM
Cheryl	correct. i cannot type a lot due to server issue	2:47:28 PM
Vikas Singh Chauhan	Okay, allow me 2 minutes, I am connecting to the server.	2:48:35 PM
Cheryl	thankyou	2:49:03 PM
Vikas Singh Chauhan	Could you please help me with your username ?	2:50:40 PM
Cheryl	Siversfs_6	2:51:08 PM
Vikas Singh Chauhan	I am connected to the server and see other users. logged in.	2:53:59 PM
	Are these other user also facing slowness on the server ?	2:54:12 PM
	Could you please let me know the location from which you are working right now ?	2:57:28 PM
	Are we still connected here?	2:59:18 PM
	Are we still connected here?	3:00:13 PM

Are we still connected here?

3:01:17 PM

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

3:03:26 PM

Vikas Singh Chauhan has ended this chat session

3:11:19 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Sep, 12:56:05 AM

#81918 Sayr Jamil

Email: midnightzonevi@gmail.com ☎ 340-998-1171

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 50 Secs

City: AGUADILLA

State: Puerto Rico

Country: PUERTO RICO

Chat Transcript

Chat Duration : 33 Mins 36 Secs

Sayr Jamil Hello, I am your Acebuddy 25 Sep, 12:56:06 AM

Acebuddy Hello Midnightzonevi, I'm your Ace Buddy. I'll be happy to assist you! 12:56:07 AM

Whom Would You Like to Connect With? 12:56:07 AM

Sayr Jamil Technical Support (QB & App Hosting) 12:56:10 AM

Acebuddy Welcome to Ace Support. 12:56:10 AM

Please chose an option : 12:56:10 AM

Sayr Jamil I'd like to report an Issue 12:57:20 AM

Acebuddy Please select an option! 12:57:20 AM

Sayr Jamil	QuickBooks Issue	12:57:23 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:57:23 AM
Sayr Jamil	Other QB related issue	12:57:31 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:57:31 AM
Sayr Jamil	Good Day. I am trying to switch to single user mode and it shows as if the other user is on there but he is not logged in. When I try to force it to shut down I get a message saying it can't be shutdown.	12:58:24 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:58:24 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:58:24 AM
	<i>12:59:04 AMSayr Jamil is sharing a file with you 1_Ace_092425.png - (Size:20.52 KB)</i>	12:59:04 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	12:59:20 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:59:24 AM
	Hello	12:59:27 AM
Sayr Jamil	I remoted into his desktop to be absolutely sure he is not logged in, he is not even on the server at all.	12:59:33 AM
	Good Day.	12:59:38 AM
Shashwat Verma	I will surely help you with this issue.	12:59:47 AM
	To do the same, I need to forcefully remove any user using the file other than you	1:00:07 AM
Sayr Jamil	Ok do I need to log off yes or no?	1:00:27 AM
Shashwat Verma	No, let me do the same	1:00:40 AM
	kindly confirm your username	1:00:46 AM
Sayr Jamil	CarolB.nent1	1:01:21 AM
	In QBooks I am the Admin	1:01:39 AM
Shashwat Verma	Thanks for the confirmation !	1:01:44 AM
Sayr Jamil	Sayr is the user that is appearing as logged in but he is not even on the server.	1:01:59 AM
Shashwat Verma	Okay	1:03:42 AM
	We are facing some issue from backend; hence we need to reboot the server, it will automatically resolve your issue.	1:07:50 AM
Sayr Jamil	Let me log off	1:08:02 AM
Shashwat Verma	Okay	1:08:31 AM
Sayr Jamil	Okay I am out of both QBooks and server.	1:08:50 AM
Shashwat Verma	Allow us 6-7 mins, reboot is in process, as we are facing some issues from backend	1:09:24 AM
	Once it is done, will resolve it	1:09:37 AM
Sayr Jamil	Ok	1:09:43 AM

Shashwat Verma	Kindly try now	1:16:03 AM
Sayr Jamil	Ok one minute let me try	1:16:20 AM
Shashwat Verma	Try to login the server and now try to change to single user mode by admin credentails	1:16:31 AM
	Is the issue resolved?	1:18:56 AM
Sayr Jamil	Yes this issue is resolved.	1:19:51 AM
Shashwat Verma	Perfect	1:19:59 AM
	Is there anything else I may help you with ?	1:20:01 AM
Sayr Jamil	I have another issue which is why I needed to go to single user mode.	1:20:11 AM
Shashwat Verma	Let me know	1:20:16 AM
Sayr Jamil	The preferences for payroll were set for the payroll taxes to be the same settings for all employees.	1:20:42 AM
	Payroll was done yesterday and one employee came up with a different payroll item that everyone else.	1:21:14 AM
	But both the preference setting and her employee files are showing the correct codes it should be.	1:21:37 AM
	When I attempted to do another payroll different name as a test....it shows the wrong payroll item codes despite both preferences and employee file having the right codes.	1:22:29 AM
	Give me one moment to test after this reboot to see if it cleared this up please.	1:23:12 AM
Shashwat Verma	Okay	1:23:57 AM
Sayr Jamil	It is still doing it.	1:24:26 AM
	Can you come to my screen so I can show you?	1:25:04 AM
Shashwat Verma	Carol, for the internal file issue or any of the changes regarding to the same, we request to connect with intuit as they have the more exposure and the ablity to have the admin access of the Quickbooks	1:25:21 AM
	We can arrange a 3 way callback for you	1:25:34 AM
Sayr Jamil	Ok	1:25:42 AM
Shashwat Verma	Kindly share your best time and direct contact number for the callback	1:26:08 AM
Sayr Jamil	340-626-5302	1:26:36 AM
Shashwat Verma	Or kindly connect to intuit directly and get us connected in conference with the ticket id	1:26:38 AM
Sayr Jamil	I have difficulty a lot of times of trying to reach Intuit directly.	1:27:19 AM
	How do you get through to them?	1:27:30 AM
Shashwat Verma	Okay, will arrange a call for you.	1:27:53 AM
Sayr Jamil	I have to leave in one hour. Can we set for tomorrow morning at 10 am Atlantic Time?	1:28:36 AM
Shashwat Verma	Sure	1:28:45 AM
	Noted, will get you connected with the same	1:28:58 AM
	Is there anything else I may help you with ?	1:29:03 AM

Sayr Jamil	Ok thank you. That were the two issues I had.	1:29:17 AM
	Nothing else.	1:29:25 AM
Shashwat Verma	We have documented your issue	1:29:27 AM
Sayr Jamil	Ok great.	1:29:33 AM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	1:29:38 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:29:40 AM
	<i>Shashwat Verma has ended this chat session</i>	1:29:42 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Sep, 5:46:07 PM

#81062 taxes.ltdservices

Email: taxes.ltdservices@gmail.com 9195229911

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 47 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 55 Secs

taxes.ltdservices	Hello, I am your Acebuddy	2 Sep, 5:46:08 PM
Acebuddy	Hello Taxes.ltdservices, I'm your Ace Buddy. I'll be happy to assist you!	5:46:09 PM
	Whom Would You Like to Connect With?	5:46:09 PM
taxes.ltdservices	Technical Support (QB & App Hosting)	5:46:18 PM
Acebuddy		

	Welcome to Ace Support.	5:46:18 PM
	Please chose an option :	5:46:18 PM
taxes.ltdservices	I'd like to raise a Request	5:46:28 PM
Acebuddy	Please select your request type.	5:46:28 PM
taxes.ltdservices	Application Update	5:46:33 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	5:46:33 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	5:46:33 PM
taxes.ltdservices	Yes	5:46:40 PM
Acebuddy	Please wait while we connect you to our Support Representative	5:46:40 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:46:40 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	5:47:04 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	5:47:19 PM
taxes.ltdservices	Hello. Please update Drake Accounting 2025	5:48:37 PM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name? Also which application you are trying to update.	5:48:54 PM
	Thank for confirming.	5:49:05 PM
taxes.ltdservices	LTDservices	5:52:13 PM
	User1LTD	5:52:30 PM
Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.	5:53:03 PM
taxes.ltdservices	Thank you	5:53:12 PM
Shubham Maurya	Thank you for the patience, We are checking for update once done we will let you know please hold on.	5:58:59 PM
taxes.ltdservices	ok	6:00:44 PM
Shubham Maurya	Update is under process please stay connected.	6:04:20 PM
taxes.ltdservices	ok	6:04:45 PM
Shubham Maurya	Okay, It's done please login and check are you able to use it without any issue.	6:06:43 PM
taxes.ltdservices	Yes, updated. Thank you	6:07:36 PM
Shubham Maurya	You are most welcome !	6:08:08 PM
	Hope that helped.	6:08:14 PM
	Is there anything else I may help you with ?	6:08:26 PM

taxes.ltdservices	No. Thank you	6:08:58 PM
Shubham Maurya	Have a good one !	6:10:06 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.		
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/)		
Thank you for choosing ACE cloud Hosting, you have a wonderful day.		
<i>Shubham Maurya has ended this chat session</i>		



Chat Transcript

Hello, I am your Acebuddy

Visitor Details	17 Sep, 10:45:03 AM
#81616 George	
Email: auditor3@ptjca.com	
Department: Support(QB & App Hosting)	
Operator: Shubham Kataria	
Website: https://www.acecloudhosting.com/support-chat.php	
Operating System: Microsoft Windows	
Browser: Google Chrome	
Device: Desktop	
Average Response Time: 13 Secs	
City: ERNAKULAM	
State: Kerala	
Country: INDIA	

Chat Transcript	Chat Duration : 38 Mins 23 Secs
George	Hello, I am your Acebuddy

17 Sep, 10:45:05 AM

Acebuddy	Hello George, I'm your Ace Buddy. I'll be happy to assist you!	10:45:06 AM
	Whom Would You Like to Connect With?	10:45:06 AM
George	Technical Support (QB & App Hosting)	10:45:09 AM
Acebuddy	Welcome to Ace Support.	10:45:09 AM
	Please chose an option :	10:45:09 AM
George	I'd like to report an Issue	10:45:15 AM
Acebuddy	Please select an option!	10:45:15 AM
George	Other Issue	10:45:19 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:45:19 AM
George	Setback	10:49:51 AM
Acebuddy	Please select an option!	10:49:51 AM
George	Setback	10:49:54 AM
Acebuddy	Welcome to Ace Support.	10:49:54 AM
	Please chose an option :	10:49:54 AM
George	I'd like to raise a Request	10:50:00 AM
Acebuddy	Please select your request type.	10:50:00 AM
George	Other Request	10:50:09 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.	10:50:09 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:50:09 AM
George	Yes, I'm facing issues with my server	10:50:20 AM
Acebuddy	Please select an option!	10:50:20 AM
George	Other Issue	10:50:24 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:50:24 AM
George	I have a ticket number and would like one of the technicians to call back and help with the issue please	10:52:54 AM
Acebuddy	Please wait while we connect you to a Support Representative	10:52:55 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:52:55 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	10:52:57 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	10:53:04 AM
	Hello George	10:53:12 AM
George	Hello sir	10:53:18 AM

Shubham Kataria	I will be surely assisting you with this. Kindly provide me the ticket number	10:53:31 AM
George	Ticket ID 766529	10:53:40 AM
Shubham Kataria	Thank you	10:53:48 AM
	Please allow 2 minutes to check the same.	10:53:56 AM
	Could you please confirm your server name and username for the login.	10:54:57 AM
George	I am not sure what the server name is but we have two logins Bobin and Rasmi	10:55:36 AM
Shubham Kataria	Alright	10:55:47 AM
George	Both are unable to connect to the remote desktop today	10:56:00 AM
Shubham Kataria	I will surely assist you with this.	10:56:02 AM
	Could you please confirm if there is any error comes while trying to access server	10:56:28 AM
George	yes ok I am trying again and will copy and paste the error in here?	10:57:05 AM
Shubham Kataria	Sure	10:57:10 AM
George	ok no worries please bear with me for 5 min while it is still loading	10:57:57 AM
Shubham Kataria	No problem, take your time	10:58:05 AM
George	Rasmi's login was able to work now, Bobin's is still loading. This keeps happening for some reason where it would not work sometimes and other times it will work	10:59:38 AM
Shubham Kataria	Alright, We can also connect via a remote session so that I can view the error directly.	11:00:06 AM
	May I take the remote access of your local computer?	11:00:10 AM
George	Sure no problem	11:00:27 AM
	via anydesk?	11:00:45 AM
Shubham Kataria	No, We use zoho assist	11:01:07 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	11:01:12 AM
	https://assist.acecloudhosting.com/join/1052135310	11:01:28 AM
	Kindly paste this link in the browser of local computer and join the session.	11:01:33 AM
George	ok one second please	11:01:43 AM
Shubham Kataria	Sure, please take your time	11:01:50 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.	11:04:01 AM
	Thank you for your patience.	11:21:31 AM
	Unfortunately, You have disconnected the remote session.	11:21:45 AM
	I kindly request you to connect on the remote again and reboot the local computer	11:22:11 AM
	Are we still connected here?	11:22:51 AM

As you are disconnected from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.

11:23:26 AM

Shubham Kataria has ended this chat session

11:23:29 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Sep, 8:01:38 PM

#81262 karen

Email: karen@bright-financial.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: RICHARDSON

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Min 25 Secs

karen	Hello, I am your Acebuddy	8 Sep, 8:01:39 PM
Acebuddy	Hello Karen, I'm your Ace Buddy. I'll be happy to assist you!	8:01:40 PM
	Whom Would You Like to Connect With?	8:01:40 PM
karen	Technical Support (QB & App Hosting)	8:01:49 PM
Acebuddy	Welcome to Ace Support.	8:01:49 PM
	Please chose an option :	8:01:49 PM
karen	I'd like to raise a Request	8:01:59 PM
Acebuddy	Please select your request type.	8:01:59 PM
karen	Application Update	8:02:13 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update	

once the task has been completed.

8:02:13 PM

Typically, the application update is performed overnight.

Do you need any further assistance on the topic?

8:02:13 PM

karen has ended this chat session

8:03:05 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Sep, 9:30:01 PM

#81433 Kevinder

Email: k.singh@innercircle.cpa

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 22 Secs

City: JANDPUR

State: Punjab

Country: INDIA

Chat Transcript

Chat Duration : 22 Mins 8 Secs

Kevinder	Hello, I am your Acebuddy	11 Sep, 9:30:02 PM
Acebuddy	Hello Kevinder, I'm your Ace Buddy. I'll be happy to assist you!	9:30:02 PM
	Whom Would You Like to Connect With?	9:30:02 PM
Kevinder	Technical Support (QB & App Hosting)	9:30:09 PM
Acebuddy	Welcome to Ace Support.	9:30:09 PM
	Please chose an option :	9:30:09 PM
Kevinder	I'd like to report an Issue	9:30:19 PM
Acebuddy	Please select an option!	9:30:19 PM

Kevinder	Other Issue	9:30:24 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:30:24 PM
Kevinder	I am not able to get in the Login	9:30:46 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:30:47 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:30:47 PM
Kevinder	Sure	9:30:52 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:31:08 PM
Shashwat Verma	This message has been deleted	9:31:11 PM
	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:31:15 PM
Kevinder	Hi Shaswat	9:31:18 PM
Shashwat Verma	Hello Kevinder	9:31:25 PM
Kevinder	How are you?	9:31:31 PM
Shashwat Verma	Good, what about you?	9:31:56 PM
Kevinder	RDP login is not working fine. I am facing latency and facing screen freezing issues	9:32:06 PM
Shashwat Verma	I will surely help you with this issue.	9:32:14 PM
	Kindly allow me two minutes to check the same.	9:32:17 PM
Kevinder	sure, take your time	9:32:35 PM
Shashwat Verma	May I take the remote access of your local computer for the login issue?	9:33:56 PM
	Then onwards will check for latency	9:34:05 PM
Kevinder	Sure	9:34:23 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	9:34:29 PM
	https://assist.acecloudhosting.com/join/3742292521	9:34:43 PM
	Kindly Click on the link and open the downloaded file.	9:34:46 PM
	Are we still connected here?	9:51:17 PM
	As requested that you will connect later	9:51:57 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:52:08 PM
	<i>Shashwat Verma has ended this chat session</i>	9:52:10 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Sep, 3:19:41 PM

#81033 krisika

Email: krisika@hkidata.com 7383092838

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 38 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 19 Mins 18 Secs

krisika	Hello, I am your Acebuddy	1 Sep, 3:19:42 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	3:19:43 PM
	Whom Would You Like to Connect With?	3:19:43 PM
krisika	Technical Support (QB & App Hosting)	3:19:45 PM
Acebuddy	Welcome to Ace Support.	3:19:45 PM
	Please chose an option :	3:19:45 PM
krisika	I'd like to report an Issue	3:19:52 PM
Acebuddy	Please select an option!	3:19:52 PM
krisika	Other Issue	3:19:55 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:19:55 PM
krisika	Hi	3:20:06 PM
Acebuddy	Please wait while we connect you to a Support Representative	3:20:06 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:20:07 PM
	<i>Yash Ahi accepted the chat transfer request.</i>	3:20:10 PM
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.	3:20:24 PM

	Hi Krisika. How are you doing today?	3:20:36 PM
krisika	Quickbook not working in all pc	3:21:47 PM
Yash Ahi	I deeply apologize for the inconvenience caused to you.	3:22:00 PM
	I will surely help you with this issue.	3:22:02 PM
	<i>3:22:05 PM krisika is sharing a file with you 17567203075544867036022143949561.jpg - (Size:2.21 MB)</i>	3:22:05 PM
	<i>This error</i>	
	Could you please help me with your server name or business name once?	3:22:10 PM
krisika	Priorware.myrealdata.net	3:22:33 PM
Yash Ahi	Thankyou for the information.	3:22:41 PM
	Kindly allow me two minutes to check the same.	3:22:44 PM
krisika	Okay	3:22:56 PM
Yash Ahi	Could you please confirm your username Krisika?	3:25:35 PM
krisika	Hkidata01	3:26:16 PM
Yash Ahi	Alright, let me just go ahead and reboot the server and see if it is working or not.	3:26:39 PM
	Well, before that, could you please try to open Quickbooks again and see if it is working or not?	3:27:32 PM
krisika	Yes	3:28:28 PM
Yash Ahi	Alright, please check and let me know if it is working or not.	3:28:56 PM
krisika	Quickbook open but slow working	3:29:56 PM
	U can proceed the server reboot	3:30:25 PM
Yash Ahi	Alright, let me check.	3:30:39 PM
	Please ask user Sachin to logoff from the server, so, I can proceed with reboot.	3:31:01 PM
krisika	All user logoff	3:33:10 PM
Yash Ahi	Thanks for the confirmation !	3:33:16 PM
	Kindly allow me two minutes to reboot the server.	3:33:24 PM
krisika	Ok	3:33:35 PM
Yash Ahi	Thank you for your patience.	3:35:46 PM
	Could you please login and check if it is working fine now at your end?	3:35:58 PM
krisika	Quickbook working fine in all pc	3:37:41 PM
	Thank you	3:37:45 PM
Yash Ahi	You're welcome Krisika.	3:38:07 PM
	Is there anything else I may help you with ?	3:38:09 PM

krisika	No	3:38:30 PM
	Thank you	3:38:35 PM
Yash Ahi	My pleasure.	3:38:40 PM
	After this chat you will get the reference ticket ID	3:38:42 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:38:47 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:38:48 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	3:38:57 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>Yash Ahi has ended this chat session</i>	3:39:00 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Sep, 5:55:27 AM

#81408 KEITH

Email: ks.partsfast@gmail.com 7133203009

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 21 Secs

City: OAK BROOK

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 12 Secs

KEITH	Hello, I am your Acebuddy	11 Sep, 5:55:28 AM
Acebuddy	Hello Keith, I'm your Ace Buddy. I'll be happy to assist you!	5:55:29 AM
	Whom Would You Like to Connect With?	5:55:29 AM
KEITH	Technical Support (QB & App Hosting)	5:55:34 AM
Acebuddy	Welcome to Ace Support.	5:55:34 AM
	Please chose an option :	5:55:34 AM
KEITH	I'd like to report an Issue	5:55:41 AM
Acebuddy	Please select an option!	5:55:41 AM
KEITH	QuickBooks Issue	5:55:45 AM
Acebuddy	What type of QuickBooks Issue are you facing?	5:55:45 AM
KEITH	QuickBooks Update	5:55:54 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.	5:55:54 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.	5:55:54 AM
	Do you need any further assistance on the topic?	5:55:54 AM
KEITH	Yes	5:56:15 AM
Acebuddy	Please wait while we connect you to our Support Representative	5:56:15 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:56:15 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	5:56:18 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	5:56:26 AM
	I will be surely assisting you with this.	5:56:44 AM
KEITH	SERVER IS PARTSFAST.MYREALDATA.NET	5:56:46 AM
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.	5:56:58 AM
KEITH	I AM HAVING A POP UP RELATED ISSUE WHEN I LOG IN ABOUT SYNCING WITH ADOBE	5:57:18 AM
	I WENT TO UPDATES AND ITS NOT INSTALLING 2 UPDATES.	5:57:41 AM
	CAN YOU TAKE A LOOK AT THIS	5:57:51 AM
Abhay Kumar		5:57:53 AM

Saraswat	I deeply apologize for the inconvenience caused to you.	
	Sure, please give me a minute.	5:58:08 AM
KEITH	THE MAINTENACE AND CRITICLE FIXES SHOW UPDATE ERROR	5:58:46 AM
Abhay Kumar Saraswat	Let me check.	5:59:07 AM
	If you allow me, I can update those pending updates for you.	6:00:31 AM
KEITH	YES PLEASE	6:00:47 AM
Abhay Kumar Saraswat	Okay.	6:00:53 AM
	Please save your work on the server and close QuickBooks from your end, as the server will need to be rebooted after updating the files.	6:01:51 AM
KEITH	OK ALL SAVEDLOGGING OFF NOW	6:02:38 AM
Abhay Kumar Saraswat	If possible, please log out from the server until my next update. Also, if anyone else is logged in, kindly inform them to close QuickBooks as well.	6:03:23 AM
	Kindly allow me 10 minutes.	6:06:07 AM
	Are we still connected here?	6:07:56 AM
	Upon checking, we found that you are connected with another chat session. Therefore, we will close this session now and merge it with the new one	6:11:21 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:11:26 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	6:11:41 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Sep, 5:25:07 PM

#81501 fady.hocheimy

Email: fady.hocheimy@mfhgroup.com ☎ +2207751010

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 43 Secs

City: KER BAKARY

State: Banjul

Country: GAMBIA

Chat Transcript

Chat Duration : 10 Mins 46 Secs

fady.hocheimy	Hello, I am your Acebuddy	13 Sep, 5:25:08 PM
Acebuddy	Hello Fady.hocheimy, I'm your Ace Buddy. I'll be happy to assist you!	5:25:09 PM
	Whom Would You Like to Connect With?	5:25:09 PM
fady.hocheimy	Technical Support (QB & App Hosting)	5:25:16 PM
Acebuddy	Welcome to Ace Support.	5:25:16 PM
	Please chose an option :	5:25:16 PM
fady.hocheimy	I'd like to report an Issue	5:25:19 PM
Acebuddy	Please select an option!	5:25:19 PM
fady.hocheimy	QuickBooks Issue	5:25:22 PM
Acebuddy	What type of QuickBooks Issue are you facing?	5:25:22 PM
fady.hocheimy	QuickBooks is Frozen	5:25:26 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	5:25:26 PM
	Was that helpful?	5:25:26 PM
fady.hocheimy	No	5:25:30 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	5:25:30 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:25:30 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	5:25:35 PM
fady.hocheimy	hi there	5:25:40 PM
	hope all well	5:25:40 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	5:25:48 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:25:56 PM
fady.hocheimy	i cannot find the QBSTOP tool on our desktop please	5:26:01 PM
	MFH GROUP	5:26:07 PM
	Fady	5:26:08 PM
Shubham Maurya	Thanks for sharing details Fady, please hold let me check for this.	5:27:22 PM

fady.hocheimy	ok	5:27:55 PM
Shubham Maurya	Thanks for the patience, We have checked QBReset is the app which help you to fix QB issues and shortcut is available on desktop.	5:30:34 PM
	Can we close QB from backend for you, so that you can relaunch it?	5:30:59 PM
fady.hocheimy	i cant see it	5:31:33 PM
	on desktop	5:31:35 PM
	<i>5:32:16 PM Shubham Maurya is sharing a file with you image.png - (Size:10.35 KB)</i>	5:32:16 PM
	<i>These are the icons on desktop available for all users.</i>	
	everyone is logged in now.. do you want them all to log out?	5:32:17 PM
Shubham Maurya	No we will one make the changes for your profile if you want us to close QB.	5:32:44 PM
fady.hocheimy	yes i see it	5:32:45 PM
	so what does QB reset do?	5:32:48 PM
Shubham Maurya	It helps unfreezing the app in such cases.	5:33:14 PM
fady.hocheimy	ok	5:33:19 PM
	thanks	5:33:19 PM
	will test that	5:33:21 PM
Shubham Maurya	Sure, please check and let us know if still facing issue then we will do it from backend.	5:33:53 PM
fady.hocheimy	ok thanks	5:33:58 PM
	take care	5:33:59 PM
Shubham Maurya	Okay, you are leaving chat for now Fady?	5:34:26 PM
fady.hocheimy	yess	5:34:57 PM
	ure	5:34:58 PM
	thanks	5:34:58 PM
Shubham Maurya	You are most welcome !	5:35:13 PM
	Is there anything else I may help you with ?	5:35:15 PM
fady.hocheimy	no thankst	5:35:22 PM
	have a good day	5:35:25 PM
Shubham Maurya	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	5:35:29 PM

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

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

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

5:35:32 PM

fady.hocheimy has ended this chat session

5:35:54 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Sep, 11:30:58 PM

#81508 louispav

Email: louispav@dasystems.com 19495823908

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: 24 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 48 Secs

louispav	Hello, I am your Acebuddy	13 Sep, 11:30:59 PM
Acebuddy	Hello Louispav, I'm your Ace Buddy. I'll be happy to assist you!	11:31:00 PM
	Whom Would You Like to Connect With?	11:31:00 PM
louispav	Technical Support (QB & App Hosting)	11:31:04 PM
Acebuddy	Welcome to Ace Support.	11:31:04 PM
	Please chose an option :	11:31:04 PM
louispav	I'd like to report an Issue	11:31:12 PM

Acebuddy	Please select an option!	11:31:12 PM
louispav	Other Issue	11:31:17 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:31:18 PM
louispav	When I connect to our remote computer, all I get it s a black screen, and it locks up, I can't do anything	11:32:00 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:32:00 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:32:00 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:32:19 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:32:23 PM
	Hello	11:32:27 PM
louispav	Hello	11:32:32 PM
	Can you restart our remote computer? I'm sure that would solve the issue	11:33:27 PM
Shashwat Verma	I will surely help you with this issue.	11:33:33 PM
louispav	our "hosted" computer	11:33:38 PM
	I don't need mine restarted, it's the other one	11:33:49 PM
Shashwat Verma	Sure	11:33:56 PM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	11:34:04 PM
louispav	yes	11:34:09 PM
	We just have 2 users, and my remote session is fine	11:34:25 PM
	we've never had this issue before	11:34:30 PM
Shashwat Verma	Okay	11:34:39 PM
louispav	you're welcome to login and see what's happening	11:34:51 PM
Shashwat Verma	Let me first try to remove the other user session first from my side	11:35:16 PM
louispav	ok	11:35:21 PM
Shashwat Verma	As the server resources are working fine	11:35:28 PM
	We have made the changes, there session got stuck	11:36:09 PM
	Kindly try now	11:36:14 PM
louispav	ok	11:36:28 PM
Shashwat Verma	We recommend to use logoff button whenever you want to exit the server, as these issues are occurred in those cases.	11:37:02 PM
louispav	I still get a black screen	11:37:05 PM
Shashwat Verma	May I take the remote access of your local computer?	11:37:18 PM

louispav	sure	11:37:23 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	11:37:28 PM
louispav	ok	11:37:34 PM
Shashwat Verma	https://assist.acecloudhosting.com/join/7242675704	11:37:34 PM
	Kindly Click on the link and open the downloaded file.	11:37:37 PM
louispav	724-267-5704	11:37:56 PM
	sorry, thought I needed to give you that #. Connecting	11:38:41 PM
Shashwat Verma	No problem	11:38:56 PM
	Kindly confirm the session permission	11:39:30 PM
louispav	I just get a blank white "screen" under Join Session	11:40:00 PM
	there is no option	11:40:06 PM
Shashwat Verma	Okay	11:40:09 PM
	Have you pasted the link in the local pc browser?	11:40:29 PM
louispav	no, remote browser	11:40:37 PM
Shashwat Verma	Kindly do the same on local browser	11:40:52 PM
louispav	but I did copy/paste the link	11:40:53 PM
	The session ID is invalid. Verify the session ID with your technician again.	11:42:09 PM
Shashwat Verma	Let me share the link again	11:42:18 PM
	https://assist.acecloudhosting.com/join/6232106399	11:42:25 PM
	Kindly paste the link in local pc browser	11:42:47 PM
	<i>11:43:27 PM louispav is sharing a file with you image.png - (Size:61.14 KB)</i>	11:43:27 PM
	<i>This is all I see</i>	
louispav	unfortunately I have to leave, is it ok if I reach back out in a bit to figure this out?	11:43:48 PM
Shashwat Verma	Yes, sure	11:44:01 PM
	Meanwhile we can reboot the server	11:44:12 PM
louispav	ok great. Sorry about that, lost track of time	11:44:16 PM
	ok great, thank you	11:44:19 PM
Shashwat Verma	No problem	11:44:23 PM
louispav	have a great day	11:44:24 PM
Shashwat Verma	Will get back to you on email once server is rebooted	11:44:37 PM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	11:44:42 PM

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

11:44:45 PM

Shashwat Verma has ended this chat session

11:44:47 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Sep, 5:24:32 PM

#81886 William Mims

Email: wmimscpa@old-towne.com **Phone:** 13095508513

Chat Transcript

Chat Duration : 25 Mins 13 Secs

William Mims	Hello, I am your Acebuddy	24 Sep, 5:24:33 PM
Acebuddy	Hello William Mims, I'm your Ace Buddy. I'll be happy to assist you!	5:24:35 PM
	Whom Would You Like to Connect With?	5:24:35 PM
William Mims	Technical Support (QB & App Hosting)	5:24:41 PM
Acebuddy	Welcome to Ace Support.	5:24:41 PM
	Please chose an option :	5:24:41 PM
William Mims	I'd like to report an Issue	5:24:51 PM
Acebuddy	Please select an option!	5:24:51 PM
William Mims	QuickBooks Issue	5:24:58 PM
Acebuddy	What type of QuickBooks Issue are you facing?	5:24:58 PM

William Mims	Other QB related issue	5:25:08 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:25:08 PM
William Mims	Unable to open file. First message when attempting: The action requires Windows administrator permissions. When I hit 'Continue' , the next message is We're sorry, QuickBooks encountered a problem. I have ensured that the read only box is unchecked,	5:28:34 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:28:34 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:28:34 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	5:28:42 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	5:29:11 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:30:00 PM
William Mims	My name is William Mims. I am not certain of the server name. Login name is Admin.	5:31:02 PM
	I have a remote desktop connection on my computer	5:31:38 PM
Vikas Singh Chauhan	Okay	5:31:43 PM
	It is for the account W.E. and C.E. Mims Inc ?	5:31:57 PM
William Mims	Correct	5:32:04 PM
Vikas Singh Chauhan	Thank you for confirmation.	5:32:16 PM
	Could you explain which file are you trying to open ?	5:32:33 PM
William Mims	I noticed last evening that it looked as if there were problems installing a pay roll update into QuickBooks	5:32:43 PM
Vikas Singh Chauhan	May I take the remote access of your local computer?	5:34:25 PM
William Mims	Yes	5:34:32 PM
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.	5:34:57 PM
William Mims	Will do	5:35:07 PM
Vikas Singh Chauhan	https://assist.acecloudhosting.com/join/6252951865	5:35:30 PM
	Kindly paste this link in the browser of local computer and join the session.	5:35:39 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	5:42:51 PM
	Is there anything else I may help you with ?	5:48:41 PM
William Mims	Hello	5:48:44 PM
	No, thank you for your assistance.	5:48:56 PM
Vikas Singh Chauhan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the	5:49:07 PM

end of this chat.

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

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

5:49:11 PM

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

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

Have a good one William.

5:49:22 PM

Vikas Singh Chauhan has ended this chat session

5:49:47 PM



