

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Apr, 12:25:02 AM

**#76268 andrew**  
**Email:** andrew@snider-cpa.com 📞 7209359385  
**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:** 35 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 35 Secs

andrew	Hello, I am your Acebuddy	29 Apr, 12:25:03 AM
Acebuddy	Hello Andrew, I'm your Ace Buddy. I'll be happy to assist you!	12:25:04 AM
	Whom Would You Like to Connect With?	12:25:04 AM
andrew	Technical Support (QB & App Hosting)	12:25:11 AM
Acebuddy	Welcome to Ace Support.	12:25:11 AM
	Please chose an option :	12:25:11 AM
andrew	I'd like to raise a Request	12:25:20 AM
Acebuddy	Please select your request type.	12:25:20 AM
andrew	Office 365 Addition	12:25:32 AM
Acebuddy	Please specify if you already have an Office365 subscription	12:25:32 AM
andrew	I already have O365 license	12:25:37 AM
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windows Server Operating Systems :	12:25:37 AM
	<div><div>• O365 E3</div><div>• O365 E5</div><div>• O365 Apps for Enterprise</div></div>	12:25:37 AM

	If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.	12:25:37 AM
	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.	12:25:37 AM
	Do you need any further assistance on the topic?	12:25:37 AM
andrew	Yes	12:25:50 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:25:50 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:25:50 AM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	12:26:11 AM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	12:26:15 AM
	Hello Andrew, how are you doing today ?	12:26:25 AM
andrew	I'm good, thanks	12:26:33 AM
Rohan Prajapati	That's Great	12:26:45 AM
	How may i assist you today	12:27:02 AM
andrew	I have a current ticket open with you right now (#682403) to add the Outlook Plugin for Sharefile. When you guys tried to call it wouldn't go through. Can you help me through here?	12:28:02 AM
Rohan Prajapati	I will surely try to help you with this.	12:28:59 AM
	May I take the remote access of your server?	12:29:08 AM
andrew	Yes	12:29:36 AM
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.	12:30:06 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:30:31 AM
	Could you please switch to one screen ?	12:31:03 AM
andrew	Yes	12:31:19 AM
	Done	12:32:44 AM
Rohan Prajapati	Thanks for the confirmation !	12:32:54 AM
	Is there anything else I may help you with ?	12:45:37 AM
andrew	That's it. Thanks	12:45:50 AM
Rohan Prajapati	Thanks for the confirmation !	12:46:03 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:46:34 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am	

working. I will appreciate that. or you may send your feedback at [quality@acecloudhosting.com](mailto:quality@acecloudhosting.com).  
Thanks!

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

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

12:46:36 AM

*Rohan Prajapati has ended this chat session*

12:46:38 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Apr, 1:23:00 PM

**#75299 Deanna Estes**

**Email:** deanna@hmbv.co

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

**Operator:** Acebuddy

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**City:** LODI

**State:** California

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 2 Hours 17 Mins

Deanna Estes	Hello, I am your Acebuddy	8 Apr, 1:23:01 PM
Acebuddy	Hello Deanna, I'm your Ace Buddy. I'll be happy to assist you!	1:23:01 PM
	Whom Would You Like to Connect With?	1:23:01 PM
Deanna Estes	Managed Security	1:23:10 PM
Acebuddy	Please wait while we connect you to an available Representative.	1:23:10 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.	3:40:05 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Apr, 1:06:39 AM

**#76341 marcello**  
**Email:** marcello@prothane.com 📞 18014201081  
**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:** LONDON  
**State:** Utah  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 44 Secs

marcello	Hello, I am your Acebuddy	30 Apr, 1:06:40 AM
Acebuddy	Hello Marcello, I'm your Ace Buddy. I'll be happy to assist you!	1:06:41 AM
	Whom Would You Like to Connect With?	1:06:41 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	1:46:24 AM
	Ended due to chat idle timeout	1:46:24 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Apr, 1:07:12 AM

**#75182 summer**  
**Email:** summer@leafbookcfo.com 📞 14694095890  
**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:** HARVEST  
**State:** Alabama  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 1 Min 12 Secs

summer	Hello, I am your Acebuddy	5 Apr, 1:07:13 AM
Acebuddy	Hello Summer Wilkinson, I'm your Ace Buddy. I'll be happy to assist you!	1:07:14 AM
	Whom Would You Like to Connect With?	1:07:14 AM
summer	Technical Support (QB & App Hosting)	1:07:29 AM
Acebuddy	Welcome to Ace Support.	1:07:29 AM
	Please chose an option :	1:07:29 AM
summer	I'd like to raise a Request	1:07:35 AM
Acebuddy	Please select your request type.	1:07:35 AM
summer	Other Request	1:07:51 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	1:07:51 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:07:51 AM
summer	No, That'll be all!	1:08:25 AM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	1:08:26 AM
	<i>Acebuddy has ended this chat session</i>	1:08:26 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Apr, 12:34:51 AM

**#76269 Christopher Facendola**  
**Email:** chris@amgair.com 📞 201-782-1782  
**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:** MAHWAH  
**State:** New Jersey  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 11 Secs

Christopher Facendola	Hello, I am your Acebuddy	29 Apr, 12:34:51 AM
Acebuddy	Hello Chris Facendola, I'm your Ace Buddy. I'll be happy to assist you!	12:34:52 AM
	Whom Would You Like to Connect With?	12:34:52 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	1:16:03 AM
	Ended due to chat idle timeout	1:16:03 AM



# Chat Transcript

Hello, I am your Acebuddy

#75439 elbie

**Email:** elbie@outsmart solutions.com 📞 9726852715

**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:** ATLANTA

**State:** Georgia

**Country:** UNITED STATES

elbie	Hello, I am your Acebuddy	10 Apr, 10:20:07 PM
Acebuddy	Hello Elbie, I'm your Ace Buddy. I'll be happy to assist you!	10:20:08 PM
	Whom Would You Like to Connect With?	10:20:08 PM
elbie	Technical Support (QB & App Hosting)	10:20:11 PM
Acebuddy	Welcome to Ace Support.	10:20:11 PM
	Please chose an option :	10:20:11 PM
elbie	I'd like to raise a Request	10:20:23 PM
Acebuddy	Please select your request type.	10:20:23 PM
elbie	Other Request	10:20:28 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	10:20:28 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:20:28 PM
elbie	No, That'll be all!	10:20:37 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	10:20:37 PM
	<i>Acebuddy has ended this chat session</i>	10:20:37 PM



Hello, I am your Acebuddy

Visitor Details

25 Apr, 3:00:08 AM

25 Apr, 3:00:08 AM

## #76060 Laurent Cohen

**Email:** laurent@mixware.net ☎ 18185784030

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

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**City:** LAS VEGAS

**State:** Nevada

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 35 Secs

Chat Duration : 42 Mins 35 Secs

Laurent Cohen	Hello, I am your Acebuddy	25 Apr, 3:00:09 AM
Acebuddy	Hello Laurent, I'm your Ace Buddy. I'll be happy to assist you!	3:00:10 AM
	Whom Would You Like to Connect With?	3:00:10 AM
Laurent Cohen	Technical Support (QB & App Hosting)	3:00:17 AM
Acebuddy	Welcome to Ace Support.	3:00:17 AM
	Please chose an option :	3:00:17 AM
Laurent Cohen	I'd like to raise a Request	3:00:22 AM
Acebuddy	Please select your request type.	3:00:23 AM
Laurent Cohen	Other Request	3:00:29 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.	3:00:29 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:00:29 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.	3:42:44 AM
Ended due to chat idle timeout		3:42:44 AM





# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Apr, 1:00:34 AM

**#76145 Vanessa Prada**  
**Email:** vprada@nativefloral.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:** OSWEGO  
**State:** Illinois  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 40 Mins 13 Secs

Vanessa Prada	Hello, I am your Acebuddy	26 Apr, 1:00:35 AM
Acebuddy	Hello Vanessa Prada, I'm your Ace Buddy. I'll be happy to assist you!	1:00:36 AM
	Whom Would You Like to Connect With?	1:00:36 AM
Vanessa Prada	Technical Support (QB & App Hosting)	1:00:58 AM
Acebuddy	Welcome to Ace Support.	1:00:59 AM
	Please chose an option :	1:00:59 AM
Vanessa Prada	I'd like to raise a Request	1:01:06 AM
Acebuddy	Please select your request type.	1:01:07 AM
Vanessa Prada	Password Reset	1:01:13 AM
Acebuddy	Please select an option below	1:01:13 AM
Vanessa Prada	Not Enrolled to Selfcare Portal	1:01:19 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.	1:01:19 AM
	Do you need any further assistance on the topic?	1:01:19 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.	1:40:49 AM
	Ended due to chat idle timeout	1:40:49 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Apr, 5:58:48 PM

**#76190 Nasimul Hassan**  
**Email:** cs@columbiataxservice.com ☎ 14109299778  
**Department:** Support(QB & App Hosting)  
**Operator:** Rajan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Android  
**Browser:** Google Chrome  
**Device:** Mobile  
**Average Response Time:** 29 Secs  
**City:** WASHINGTON  
**State:** Maryland  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 20 Secs

Nasimul Hassan	Hello, I am your Acebuddy	27 Apr, 5:58:48 PM
Acebuddy	Hello Nasimul Hassan, I'm your Ace Buddy. I'll be happy to assist you!	5:58:50 PM
	Whom Would You Like to Connect With?	5:58:50 PM
Nasimul Hassan	Technical Support (QB & App Hosting)	5:58:59 PM
Acebuddy	Welcome to Ace Support.	5:58:59 PM
	Please chose an option :	5:58:59 PM
Nasimul Hassan	I'd like to report an Issue	5:59:06 PM
Acebuddy	Please select an option!	5:59:06 PM
Nasimul Hassan	Other Issue	5:59:14 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:59:14 PM
Nasimul Hassan	User can't login to rdp.	5:59:34 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:59:34 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	5:59:34 PM
	<i>Rajan accepted the chat transfer request.</i>	6:01:08 PM
Rajan	Thank you for contacting Ace Cloud Hosting. My name is Rajan. I will be assisting you today.	6:01:14 PM
	Sure, I can help with that. Let me look into it for you.	6:01:38 PM
Nasimul Hassan	Hi	6:01:49 PM
Rajan	Kindly allow me 3-4 minutes to check the same.	6:01:58 PM
Nasimul Hassan	We even tried password reset	6:02:12 PM
	But it's not working	6:02:20 PM
	User Kazi Khairul	6:02:42 PM
Rajan	sure, checking.	6:03:01 PM
Nasimul Hassan	Zahid	6:03:31 PM
Rajan	Kindly allow me 2 minutes as i am working on it.	6:04:09 PM
Nasimul Hassan	Ok	6:04:50 PM
Rajan	Kindly try to login now and check.	6:05:02 PM
Nasimul Hassan	It worked	6:06:53 PM
	I'm my case RDP is not retaining the password..	6:07:35 PM
Rajan	Can i check it on remote.	6:07:59 PM
	<a href="https://assist.acecloudhosting.com/join/8102239851">https://assist.acecloudhosting.com/join/8102239851</a>	6:08:05 PM
Nasimul Hassan	Not now	6:08:14 PM
	Thanks. I will contact later	6:08:28 PM
	Have a good day	6:08:39 PM
Rajan	sure, Anytime	6:08:40 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:08:47 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	6:08:51 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	6:09:02 PM



# Chat Transcript

this computer can't connect to the remote computer. try connecting again. if the problem continues, contact the remote computer or your network administrator

Visitor Details

6 Apr, 1:08:08 AM

**#75217 recoverymail088**  
**Email:** recoverymail088@gmail.com 📞 +447543861827  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudhosting.com/knowledgebase/fix-remote-desktop-connection-issue/  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 50 Secs  
**City:** ZANGO  
**State:** Kaduna  
**Country:** NIGERIA

Chat Transcript

Chat Duration : 14 Mins 51 Secs

recoverymail088	this computer can't connect to the remote computer. try connecting again. if the problem continues, contact the remote computer or your network administrator	6 Apr, 1:08:09 AM
Dikshant Yadav	Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting you further.	1:08:18 AM
recoverymail088	how can i fix this problem on rdp	1:08:36 AM
	this computer can't connect to the remote computer. try connecting again. if the problem continues, contact the remote computer or your network administrator	1:08:37 AM
	Dikshant Yadav is transferring the chat to Support(QB & App Hosting).	1:08:39 AM
	Ashutosh Mishra accepted the chat transfer request.	1:08:48 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	1:09:09 AM
recoverymail088	thank you	1:09:20 AM

	my name is Harry	1:09:24 AM
Ashutosh Mishra	Harry, i understand you are unable to connect to the server.	1:10:41 AM
recoverymail088	Yes and this is what get. this computer can't connect to the remote computer. try connecting again. if the problem continues, contact the remote computer or your network administrator	1:11:00 AM
	How can i solve this Problem pls	1:11:19 AM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:12:09 AM
recoverymail088	magnetic\t1	1:13:06 AM
	thats my user name	1:13:15 AM
	server name is RDP	1:13:23 AM
Ashutosh Mishra	May I take the remote access of your local computer?	1:13:33 AM
recoverymail088	i don't understand	1:13:49 AM
Ashutosh Mishra	It seems the issue is with the RDP application, i will have to check for settings in the RDP app.	1:14:39 AM
	On your computer	1:14:50 AM
recoverymail088	ok	1:14:55 AM
	thank you	1:15:17 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	1:15:21 AM
	Click on the link below once you are ready to start the session	1:15:36 AM
	<a href="https://assist.acecloudhosting.com/join/1472478850">https://assist.acecloudhosting.com/join/1472478850</a>	1:15:38 AM
	Are we still connected here?	1:18:48 AM
	Are we still connected here?	1:21:17 AM
	Are we still connected here?	1:22:13 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.	1:23:08 AM
	<i>Ashutosh Mishra has ended this chat session</i>	1:23:10 AM



## Visitor Details

**#75681 Sandi**  
**Email:** sandrablake116@gmail.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:** MOYOCK  
**State:** North Carolina  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 1 Min 45 Secs

Sandi	Hello, I am your Acebuddy	16 Apr, 8:25:41 PM
Acebuddy	Hello Sandy, I'm your Ace Buddy. I'll be happy to assist you!	8:25:42 PM
	Whom Would You Like to Connect With?	8:25:42 PM
Sandi	Technical Support (QB & App Hosting)	8:25:48 PM
Acebuddy	Welcome to Ace Support.	8:25:48 PM
	Please chose an option :	8:25:48 PM
Sandi	I'd like to report an Issue	8:25:58 PM
Acebuddy	Please select an option!	8:25:58 PM
Sandi	QuickBooks Issue	8:26:02 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:26:03 PM
Sandi	QuickBooks is Frozen	8:26:06 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	8:26:07 PM
	Was that helpful?	8:26:07 PM
Sandi	Yes	8:27:26 PM
Acebuddy	I'm glad to hear that! Should you need further assistance, please do not hesitate to reach out to me!	8:27:26 PM
	<i>Acebuddy has ended this chat session</i>	8:27:27 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Apr, 8:09:26 PM

#76307 Steve Huffman

Email: steve@huffcom.com 📞 9038728306

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: 19 Secs

City: CORSICANA

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 5 Mins 52 Secs

Steve Huffman	Hello, I am your Acebuddy	29 Apr, 8:09:26 PM
Acebuddy	Hello Steve Huffman, I'm your Ace Buddy. I'll be happy to assist you!	8:09:27 PM
	Whom Would You Like to Connect With?	8:09:27 PM
Steve Huffman	Technical Support (QB & App Hosting)	8:09:30 PM
Acebuddy	Welcome to Ace Support.	8:09:30 PM
	Please chose an option :	8:09:30 PM
Steve Huffman	I'd like to report an Issue	8:09:37 PM
Acebuddy	Please select an option!	8:09:37 PM
Steve Huffman	QuickBooks Issue	8:09:43 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:09:43 PM
Steve Huffman	Other QB related issue	8:09:50 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:09:50 PM
Steve Huffman	Disregard. The server just came back online	8:11:00 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:11:00 PM
	Acebuddy (bot) forwarded the chat request	8:11:00 PM



	<i>Gaurava Tyagi declined the transfer request.</i>	8:11:05 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	8:11:24 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	8:11:30 PM
	Hello Steve, how are you doing today ?	8:11:52 PM
	Could you please describe the issue that you were facing?	8:12:18 PM
Steve Huffman	Doing great, thanks. Please disregard as the server just came back online. We were not able to connect earlier but now we can.	8:12:30 PM
Rohan Prajapati	Ohh that's Great, May I know what error you were getting while accessing the server ?	8:12:49 PM
	Was it something like "Server cannot be Found " ?	8:13:32 PM
Steve Huffman	I don't remember the error, only that is was trying to connect then after a while a windows error box would come up saying it wasn't able to connect.	8:13:43 PM
Rohan Prajapati	Okay No issue, kindly reach out to us in case you face this issue again.	8:14:28 PM
	Is there anything else I may help you with ?	8:14:29 PM
Steve Huffman	That's all, thank you	8:14:59 PM
Rohan Prajapati	Thanks for the confirmation !	8:15:05 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:15:07 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	8:15:16 PM
	<i>Rohan Prajapati has ended this chat session</i>	8:15:19 PM





Visitor Details

#75599 help

Email: help@triadcybersolutions.com 📞 3362999989

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 5 Secs

City: ROBSTOWN


State: New York

Country: UNITED STATES

Chat Duration : 29 Mins 33 Secs

Chat Transcript

help	Hello, I am your Acebuddy	15 Apr, 1:08:13 AM
Acebuddy	Hello Help, I'm your Ace Buddy. I'll be happy to assist you!	1:08:14 AM
	Whom Would You Like to Connect With?	1:08:14 AM
help	Managed IT	1:08:17 AM
Acebuddy	Please wait while we connect you to an available Representative.	1:08:19 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:08:19 AM
	<i>Pradeep Kumar accepted the chat transfer request.</i>	1:08:27 AM
Pradeep Kumar	Thank you for contacting acecloudhosting. My name is Pradeep how may I help you for today?	1:08:41 AM
help	hi pradeep	1:08:52 AM
	just talked you an hour ago about signature pad issue	1:09:12 AM
Pradeep Kumar	Alright, let me transfer the chat to the concerned team.	1:09:25 AM
	<i>Pradeep Kumar is transferring the chat to Support(QB &amp; App Hosting).</i>	1:09:32 AM
help	677691 case no	1:09:36 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	1:09:43 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	1:10:15 AM
help	so now I have bought the new subcription for febula tech usb for remote desktop	1:11:12 AM
	and have the new order no	1:11:35 AM
	can you please help us to update that?	1:13:03 AM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:13:53 AM
help	TPCCSVR.myrealdata.net	1:14:23 AM

	LaverneM	1:14:28 AM
	I have shared the case no	1:14:42 AM
	then why are you guys asking the same thing again and again	1:15:00 AM
Sanyam Madan	we deeply apologize for the inconvenience caused	1:16:29 AM
	Kindly allow me two minutes to check the same.	1:16:43 AM
	are you facing issue with fabula tech ?	1:18:02 AM
help	yess	1:18:11 AM
	the subscription got expired	1:18:25 AM
	bought new	1:18:30 AM
	need to setup now	1:18:37 AM
Sanyam Madan	okay	1:18:40 AM
	have you purchased the license ?	1:18:50 AM
	Are we still connected here?	1:20:07 AM
help	yes I have a new order ref no	1:20:44 AM
Sanyam Madan	May I take the remote access of your server?	1:22:39 AM
help	ye	1:22:51 AM
	yes	1:23:15 AM
Sanyam Madan	Inorder to activate the fabulatech application ,we need the license key	1:30:58 AM
	you need to check the email you received from fabulatech	1:31:27 AM
	if you haven't received it , you need to connect with fabulatech support team , and gather the license key	1:32:43 AM
	then we can help you to set it up	1:32:57 AM
	hope you understand	1:33:03 AM
	Are we still connected here?	1:35:03 AM
	Are we still connected here?	1:36:19 AM
	Are we still connected here?	1:37:33 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.	1:37:44 AM
	<i>Sanyam Madan has ended this chat session</i>	1:37:47 AM
<div></div>		

# Chat Transcript

I am having issues logging on to quickbooks

Visitor Details

26 Apr, 11:33:35 PM

**#76179 lewanna blake**  
**Email:** lewanna@soleilfloors.com 📞 5127881921  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** https://www.acecloudhosting.com/knowledgebase/selfcare-portal-user-guide/  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 17 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 28 Secs

lewanna blake	I am having issues logging on to quickbooks	26 Apr, 11:33:37 PM
Aayush	Thank you for contacting ACE. My name is Aayush. I will be assisting you further.	11:33:50 PM
	Aayush is transferring the chat to Support(QB & App Hosting).	11:34:16 PM
lewanna blake	Great! Thank you! I cannot log on to quickbooks	11:34:20 PM
Aayush	Sure, our support team will assist you with that.	11:34:42 PM
	Shashwat Verma accepted the chat transfer request.	11:34:58 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:35:01 PM
	Hello	11:35:15 PM
	I will surely help you with this issue.	11:35:22 PM
lewanna blake	Hello! Thank you!	11:35:32 PM
Shashwat Verma	Are you able to connect with server?	11:35:34 PM
lewanna blake	yes, i am in the server now	11:36:04 PM
Shashwat Verma	Okay	11:36:11 PM
	May I take the remote access of your server?	11:36:17 PM
lewanna blake	yes!	11:36:30 PM

Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	11:36:40 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.	11:37:32 PM
	as per the remote session we have change the file setting to multi user mode	11:55:10 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:55:13 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	11:55:15 PM
	<i>Shashwat Verma has ended this chat session</i>	11:55:18 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75284 Catherine Croteau

Email: catherine@paudio.com ☎ 17814318708

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Min 45 Secs

Catherine Croteau	Hello, I am your Acebuddy	8 Apr, 4:19:04 AM
Acebuddy	Hello Catherine, I'm your Ace Buddy. I'll be happy to assist you!	4:19:05 AM
	Whom Would You Like to Connect With?	4:19:05 AM
Catherine Croteau	Technical Support (QB & App Hosting)	4:19:19 AM
Acebuddy	Welcome to Ace Support.	4:19:19 AM
	Please chose an option :	4:19:19 AM
Catherine Croteau	I'd like to raise a Request	4:19:29 AM
Acebuddy	Please select your request type.	4:19:29 AM
Catherine Croteau	Application Version Upgrade	4:19:56 AM
Acebuddy	Please select the application you would like to upgrade :	4:19:56 AM
Catherine Croteau	Other Application	4:20:03 AM
Acebuddy	To begin the installation process, please download the setup file from your application portal and save it to your server desktop.	4:20:03 AM
	Following this, kindly inform us of the completion of this task by sending an email to support@acecloudhosting.com.	4:20:03 AM
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.	4:20:03 AM
	Do you need any further assistance on the topic?	4:20:03 AM
Catherine Croteau	No	4:20:49 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	4:20:49 AM
	<i>Acebuddy has ended this chat session</i>	4:20:49 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76002 Bhavin

Email: bookkeeping@sandiegocpasteve.com 📞 +1 646 661 2865

Department: Support(QB & App Hosting)

24 Apr, 5:25:58 PM

**Operator:**  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 57 Secs  
**City:** BIDADA  
**State:** Gujarat  
**Country:** INDIA

Chat Transcript

Chat Duration : 20 Mins 26 Secs

Bhavin	Hello, I am your Acebuddy	24 Apr, 5:25:59 PM
Acebuddy	Hello Bookkeeping, I'm your Ace Buddy. I'll be happy to assist you!	5:26:00 PM
	Whom Would You Like to Connect With?	5:26:00 PM
Bhavin	Technical Support (QB & App Hosting)	5:26:29 PM
Acebuddy	Welcome to Ace Support.	5:26:29 PM
	Please chose an option :	5:26:29 PM
Bhavin	I'd like to raise a Request	5:26:42 PM
Acebuddy	Please select your request type.	5:26:42 PM
Bhavin	Setback	5:26:54 PM
Acebuddy	Welcome to Ace Support.	5:26:54 PM
	Please chose an option :	5:26:54 PM
Bhavin	I'd like to report an Issue	5:26:59 PM
Acebuddy	Please select an option!	5:26:59 PM
Bhavin	Other Issue	5:27:04 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:27:04 PM
Bhavin	Ticket no 682937	5:27:22 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:27:22 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:27:22 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	5:27:29 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	5:27:38 PM
Bhavin	Hi Sharath	5:27:43 PM
Sharath Kumar	Hello, Sorry I was hoping to get reconnected on the same remote session	5:27:58 PM
Bhavin	I am still facing the same error	5:27:59 PM

Sharath Kumar	Strange! but let me take remote once again to check why is this happening	5:28:23 PM
Bhavin	Yes please	5:28:42 PM
Sharath Kumar	Prior providing the access, I would suggest you to close any important documents at your end.	5:28:45 PM
	<a href="https://assist.acecloudhosting.com/join/3542417820">https://assist.acecloudhosting.com/join/3542417820</a>	5:28:55 PM
Bhavin	ok	5:28:57 PM
Sharath Kumar	one more moment please!	5:33:35 PM
	hi, could you please select yes on the pop up screen	5:38:15 PM
	Since your account and the server both are active at the moment, you are requested to check with your IT team regarding this issue	5:44:48 PM
	Do let them know that the remote desktop services are not running on your computer which could be a possible reason for the connection issue	5:45:26 PM
	I will follow up with you shortly and you can let me know if any further assistance is required from us.	5:45:54 PM
Bhavin	ok thanks	5:45:59 PM
Sharath Kumar	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	5:46:13 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:46:20 PM

*Sharath Kumar has ended this chat session*

5:46:26 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75254 anewtonmanda

Email: anewton@riverviewtaxcpa.com ☎ +18136728297

7 Apr, 7:48:13 PM



**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:** RIVERVIEW  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 25 Secs

anewtonmanda	Hello, I am your Acebuddy	7 Apr, 7:48:14 PM
Acebuddy	Hello Amanda Newton, I'm your Ace Buddy. I'll be happy to assist you!	7:48:15 PM
	Whom Would You Like to Connect With?	7:48:15 PM
anewtonmanda	Technical Support (QB & App Hosting)	7:48:23 PM
Acebuddy	Welcome to Ace Support.	7:48:23 PM
	Please chose an option :	7:48:23 PM
anewtonmanda	I'd like to raise a Request	7:48:31 PM
Acebuddy	Please select your request type.	7:48:31 PM
anewtonmanda	Other Request	7:48:44 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	7:48:44 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:48:44 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:33:39 PM

Ended due to chat idle timeout

8:33:39 PM





#75121 Jhon paul  
Email: jhonybeast2@gmail.com  
Department: Support(QB & App Hosting)  
Operator: Acebuddy  
Website: https://www.acecloudhosting.com/support-chat.php  
Operating System: Android  
Browser: Google Chrome  
Device: Mobile  
City: SIBPUR  
State: West Bengal  
Country: INDIA

Chat Transcript

Chat Duration : 35 Mins 24 Secs

Jhon paul	Hello, I am your Acebuddy	4 Apr, 1:07:43 AM
Acebuddy	Hello Jhon Paul, I'm your Ace Buddy. I'll be happy to assist you!	1:07:44 AM
	Whom Would You Like to Connect With?	1:07:44 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.	1:43:08 AM
Ended due to chat idle timeout		1:43:08 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Apr, 11:25:50 PM

#75377 Wendy Porter  
Email: wendyp@surfacenergysolutions.com  
Department: Support(QB & App Hosting)  
Operator: Anurag Sharma  
Website: https://www.acecloudhosting.com/support-chat.php  
Operating System: Microsoft Windows  
Browser: Google Chrome  
Device: Desktop  
Average Response Time: 28 Secs  
City: CALGARY

**State:** Alberta  
**Country:** CANADA

Chat Transcript

Chat Duration : 10 Mins 14 Secs

Wendy Porter	Hello, I am your Acebuddy	9 Apr, 11:25:52 PM
Acebuddy	Hello Wendy Porter, I'm your Ace Buddy. I'll be happy to assist you!	11:25:52 PM
	Whom Would You Like to Connect With?	11:25:52 PM
Wendy Porter	Technical Support (QB & App Hosting)	11:25:55 PM
Acebuddy	Welcome to Ace Support.	11:25:55 PM
	Please chose an option :	11:25:55 PM
Wendy Porter	I'd like to report an Issue	11:26:02 PM
Acebuddy	Please select an option!	11:26:02 PM
Wendy Porter	Other Issue	11:26:07 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:26:07 PM
Wendy Porter	Adobe Pro needs to be uninstalled from the server and the Adobe Reader needs to be uploaded to the server....McAfee also needs to be uninstalled from the server	11:27:05 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:27:06 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:27:06 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	11:27:16 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	11:27:19 PM
	Hello Wendy	11:27:27 PM
Wendy Porter	Hello	11:30:16 PM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:31:02 PM
	Are we still connected here?	11:33:06 PM
Wendy Porter	Username is WendyPo and server is FletcherGroup.myrealdata.net	11:33:12 PM
Anurag Sharma	Thanks for the confirmation !	11:34:09 PM
	After this chat I will send you an email. You can just revert back to that email with an approval from the primary contact. Once we will get the approval we will proceed with the request.	11:35:11 PM
	Is there anything else I may help you with ?	11:35:16 PM
Wendy Porter	No	11:35:46 PM
Anurag Sharma	Thanks for the confirmation !	11:35:53 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	11:35:59 PM

	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:36:02 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	11:36:04 PM

	<i>Anurag Sharma has ended this chat session</i>	11:36:06 PM
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# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Apr, 6:13:10 PM

**#75030 Jennifer Snyder**  
**Email:** [jsnyder@saratogaconstruction.net](mailto:jsnyder@saratogaconstruction.net) 📞 15185870100  
**Department:** Support(QB & App Hosting)  
**Operator:** Anjainay Singh  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 23 Secs  
**City:** SARATOGA SPRINGS  
**State:** New York  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 42 Secs

Jennifer Snyder	Hello, I am your Acebuddy	2 Apr, 6:13:12 PM
Acebuddy	Hello Jennifer Snyder, I'm your Ace Buddy. I'll be happy to assist you!	6:13:13 PM
	Whom Would You Like to Connect With?	6:13:13 PM

Jennifer Snyder	Technical Support (QB & App Hosting)	6:13:29 PM
Acebuddy	Welcome to Ace Support.	6:13:29 PM
	Please chose an option :	6:13:29 PM
Jennifer Snyder	I'd like to report an Issue	6:13:34 PM
Acebuddy	Please select an option!	6:13:35 PM
Jennifer Snyder	QuickBooks Issue	6:13:38 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:13:38 PM
Jennifer Snyder	Other QB related issue	6:13:44 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:13:44 PM
Jennifer Snyder	It keeps printing checks wrong	6:14:00 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:14:01 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:14:01 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	6:14:24 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	6:14:35 PM
Jennifer Snyder	ok	6:14:57 PM
	I am having a problem priniting.	6:15:15 PM
	It keeps printing the checks wrong, center justified instead of left justified	6:15:38 PM
Anjainay Singh	May I take the remote access of your server?	6:16:01 PM
Jennifer Snyder	yes	6:16:25 PM
Anjainay Singh	<a href="https://assist.acecloudhosting.com/join/2682642749">https://assist.acecloudhosting.com/join/2682642749</a>	6:16:34 PM
	Please copy it in server browser so that I can access your server .	6:17:02 PM
Jennifer Snyder	are you connected?	6:19:08 PM
Anjainay Singh	We are connected to your server and we are having conversation over there.	6:24:13 PM
Jennifer Snyder	Thank you, this is all fixed	6:26:13 PM
Anjainay Singh	Apart from this issue is there anything else I can assist you with.	6:26:40 PM
Jennifer Snyder	no, all set, thank you	6:28:14 PM
Anjainay Singh	Please provide your positive feedback once this chat gets end .	6:29:39 PM
	Please click on smile emoji.	6:29:50 PM
	You may end this chat .	6:30:01 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:30:22 PM
	As issue is resolved so we are closing this chat.	6:31:59 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Apr, 11:08:10 PM

**#75267 neal**  
**Email:** neal@calebchemical.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Shivam Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 2 Mins 13 Secs  
**City:** NEW LENOX  
**State:** Illinois  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 15 Secs

neal	Hello, I am your Acebuddy	7 Apr, 11:08:11 PM
Acebuddy	Hello Neal, I'm your Ace Buddy. I'll be happy to assist you!	11:08:12 PM
	Whom Would You Like to Connect With?	11:08:12 PM
neal	Technical Support (QB & App Hosting)	11:08:21 PM
Acebuddy	Welcome to Ace Support.	11:08:21 PM
	Please chose an option :	11:08:21 PM
neal	I'd like to raise a Request	11:08:55 PM
Acebuddy	Please select your request type.	11:08:55 PM
neal	Server Resource Addition	11:09:07 PM
Acebuddy	Please select the resource type you'd like to add	11:09:07 PM
neal	Setback	11:09:15 PM

Acebuddy	Please select your request type.	11:09:15 PM
neal	Other Request	11:09:27 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:09:27 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:09:27 PM
neal	Yes, I'm facing issues with my server	11:09:37 PM
Acebuddy	Please select an option!	11:09:37 PM
neal	QuickBooks Issue	11:09:40 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:09:41 PM
neal	Other QB related issue	11:09:46 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:09:46 PM
neal	i need help login onto qb, i believe a data transfer was done to migrate information. This is my first time login into QB with ACE cloud hosting	11:10:40 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:10:40 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:10:40 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	11:10:47 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	11:11:29 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:11:39 PM
neal	my company is caleb chemical	11:12:01 PM
	• User: myrealdata\CC_Neal • Password: Caleb312#	11:12:48 PM
	any way you can give me a call	11:13:50 PM
Shivam Singh	Thanks	11:17:10 PM
	If you want i can assist you	11:17:48 PM
	However, if you want a call, it could take some time.	11:18:08 PM
neal	please call need to resolve this issue quick	11:20:22 PM
Shivam Singh	Okay, we are scheduling this for Callback	11:21:26 PM
	Could you please share your best callback number.	11:21:39 PM
	Are we still connected here?	11:24:40 PM
neal	8155792917	11:25:09 PM
Shivam Singh	Thanks for the confirmation.	11:28:37 PM
	Is there anything else I may help you with ?	11:28:44 PM
	Are we still connected here?	11:30:31 PM
neal		

	no	11:32:36 PM
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	11:33:20 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	11:33:23 PM
	<i>Shivam Singh has ended this chat session</i>	11:33:27 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Apr, 1:33:56 AM

**#76053 admin**  
**Email:** admin@maxwellproductioneqpt.com  
**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:** 1 Min 24 Secs  
**City:** HOUSTON  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript


Chat Duration : 20 Mins 30 Secs

admin	Hello, I am your Acebuddy	25 Apr, 1:33:57 AM
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Acebuddy	Hello Admin, I'm your Ace Buddy. I'll be happy to assist you!	1:33:57 AM
	Whom Would You Like to Connect With?	1:33:57 AM
admin	Technical Support (QB & App Hosting)	1:34:06 AM
Acebuddy	Welcome to Ace Support.	1:34:06 AM
	Please chose an option :	1:34:06 AM
admin	I'd like to report an Issue	1:34:12 AM
Acebuddy	Please select an option!	1:34:12 AM
admin	QuickBooks Issue	1:34:18 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:34:18 AM
admin	QuickBooks Update	1:34:23 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.	1:34:23 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.	1:34:23 AM
	Do you need any further assistance on the topic?	1:34:23 AM
admin	Yes	1:34:34 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:34:34 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:34:34 AM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	1:34:56 AM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	1:35:01 AM
	Hello Admin, how are you doing today ?	1:35:12 AM
admin	Hello Rohan	1:35:12 AM
	doing OK.	1:35:23 AM
	need your help about a problem.	1:35:32 AM
Rohan Prajapati	That's Great	1:35:56 AM
	I will surely try to help you with this same.	1:36:10 AM
	Please confirm your server name "GulfPetro.myrealddata.net" ?	1:36:40 AM
admin	Quickbooks agent tried to help me update my QB into the newest version. But it always reports failure. QB agent thought this is related to my access on this remote computer which prohibit me from installing the upgrade.	1:36:45 AM
Rohan Prajapati	Thank you for all the information	1:38:06 AM
	May I take the remote access of your server?	1:38:16 AM



admin	sure	1:38:21 AM
Rohan Prajapati	Please confirm this	1:38:59 AM
admin	confirm	1:39:31 AM
Rohan Prajapati	May I know the username through which you are logged in on the server ?	1:40:06 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	1:40:50 AM
admin	GPS_Houston	1:41:00 AM
Rohan Prajapati	Please accept the request on your server screen (Edited)	1:41:27 AM
admin	accept. but how?	1:41:55 AM
Rohan Prajapati	Just click on Yes once you see the prompt on your server screen	1:42:22 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.	1:42:28 AM
admin	call me at 8327100833 to save time	1:43:24 AM
Rohan Prajapati	Is there anything else I may help you with ?	1:53:09 AM
admin	Pls schedule the update of QB tonight. I have installed the newest version of QB, but according to QB agent, need to install the updates to solve the report issue that QB has.	1:53:58 AM
Rohan Prajapati	Sure, we will update you via email once done.	1:53:59 AM
	Is there anything else I may help you with ?	1:54:04 AM
admin	That's it. Thank you very much.	1:54:21 AM
Rohan Prajapati	Thanks for the confirmation !	1:54:22 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:54:23 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	1:54:25 AM
	<i>Rohan Prajapati has ended this chat session</i>	1:54:27 AM
<div></div>		

# Chat Transcript

I am unable to access / login to remote desktop

Visitor Details

9 Apr, 1:53:08 AM

**#75328 nicole.herlihy**  
**Email:** nicole.herlihy@montesanogroup.com ☎ 8054553840  
**Department:** Support(QB & App Hosting)  
**Operator:** Rohan  
**Website:** https://www.acecloudhosting.com/ace-support/  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 49 Secs  
**City:** SANTA BARBARA  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 7 Mins 26 Secs

nicole.herlihy	I am unable to access / login to remote desktop	9 Apr, 1:53:09 AM
Siddhant	Thank you for contacting ACE. My name is Siddhant. I will be assisting you further.	1:53:13 AM
nicole.herlihy	Thank you	1:54:12 AM
	<i>Siddhant is transferring the chat to Support(QB &amp; App Hosting).</i>	1:54:12 AM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	1:55:00 AM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	1:55:05 AM
nicole.herlihy	Thank you	1:55:12 AM
Rohan Prajapati	Hello Nicole, how are you doing today ?	1:55:26 AM
	May i know what error you are getting while accessing the server ?	1:56:38 AM
	Are we still connected here?	1:59:16 AM
nicole.herlihy	Yes	1:59:16 AM
	Nevermind it just allowed me to login	1:59:54 AM
	I'm sorry	2:00:01 AM
Rohan Prajapati	That's Great	2:00:03 AM
	Is there anything else I may help you with ?	2:00:05 AM

nicole.herlihy	Thank you for your time	2:00:06 AM
	No thank you	2:00:11 AM
Rohan Prajapati	Thanks for the confirmation !	2:00:29 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:00:31 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	2:00:33 AM
	<i>Rohan Prajapati has ended this chat session</i>	2:00:39 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75458 Dinesh

Email: [taxservices@ctaxllc.com](mailto:taxservices@ctaxllc.com)

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 16 Secs

City: ROUND ROCK

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 23 Secs

Dinesh	Hello, I am your Acebuddy	11 Apr, 5:29:34 AM
Acebuddy	Hello Dinesh, I'm your Ace Buddy. I'll be happy to assist you!	5:29:35 AM
	Whom Would You Like to Connect With?	5:29:35 AM
Dinesh	Technical Support (QB & App Hosting)	5:30:20 AM
Acebuddy	Welcome to Ace Support.	5:30:20 AM
	Please chose an option :	5:30:20 AM
Dinesh	I'd like to raise a Request	5:30:33 AM
Acebuddy	Please select your request type.	5:30:33 AM
Dinesh	Other Request	5:30:40 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.	5:30:40 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	5:30:40 AM
Dinesh	Yes, I'm facing issues with my server	5:32:52 AM
Acebuddy	Please select an option!	5:32:52 AM
Dinesh	Other Issue	5:32:57 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:32:57 AM
Dinesh	Ticket number 676307	5:33:31 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:33:32 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:33:32 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	5:33:45 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	5:33:49 AM
	Hello Dinesh	5:33:53 AM
Dinesh	hello	5:34:12 AM
	Ticket number 676307 please check this ticket number	5:34:29 AM
Anurag Sharma	Okay	5:34:39 AM
	May I take the remote access of your local computer?	5:34:42 AM
	Are we still connected here?	5:36:17 AM
Dinesh	yes	5:37:18 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	5:37:27 AM
Dinesh	its fine now	5:37:38 AM
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/9352381578">https://assist.acecloudhosting.com/join/9352381578</a>	5:38:05 AM
	Kindly paste this link in the browser of local computer and join the session.	5:38:10 AM

	Are you able to connect?	5:39:51 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	5:41:16 AM
	The issue seems to be resolved.	5:42:56 AM
	Is there anything else I may help you with ?	5:42:59 AM
	Are we still connected here?	5:43:28 AM
	Are we still connected here?	5:43:50 AM
	Are we still connected here?	5:43:52 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	5:43:54 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:43:56 AM
	<i>Anurag Sharma has ended this chat session</i>	5:43:58 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Apr, 12:23:39 PM

**#75293 Laksh**  
**Email:** laksh@taxbyby.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:** NALLARALLAPALLI  
**State:** Andhra Pradesh  
**Country:** INDIA

Chat Transcript

Chat Duration : 3 Mins 8 Secs

Laksh	Hello, I am your Acebuddy	8 Apr, 12:23:40 PM
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Acebuddy	Hello Laksh, I'm your Ace Buddy. I'll be happy to assist you!	12:24:10 PM
	Whom Would You Like to Connect With?	12:24:10 PM
Laksh	Technical Support (QB & App Hosting)	12:24:14 PM
Acebuddy	Welcome to Ace Support.	12:24:27 PM
	Please chose an option :	12:24:27 PM
Laksh has ended this chat session		12:27:18 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Apr, 3:22:08 AM

**#75711 Jason Barth**  
**Email:** jason@integritybp.com 📞 12144559672  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 28 Secs  
**City:** PROSPER  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 29 Mins 27 Secs

Jason Barth	Hello, I am your Acebuddy	17 Apr, 3:22:09 AM
Acebuddy	Hello Jason Barth, I'm your Ace Buddy. I'll be happy to assist you!	3:22:09 AM
	Whom Would You Like to Connect With?	3:22:09 AM
Jason Barth	Technical Support (QB & App Hosting)	3:22:13 AM
Acebuddy	Welcome to Ace Support.	3:22:13 AM
	Please chose an option :	3:22:13 AM

Jason Barth	I'd like to report an Issue	3:22:32 AM
Acebuddy	Please select an option!	3:22:32 AM
Jason Barth	Other Issue	3:22:40 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:22:40 AM
Jason Barth	Spreadsheet recovery	3:23:03 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:23:04 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:23:04 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	3:23:09 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	3:23:25 AM
Jason Barth	There is an excel spreadsheet on our server that was accidently saved over today. Are you able to send me the copy from yesterday that was backed up so I can compare it to today and make the necessary changes.	3:25:08 AM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:26:07 AM
Jason Barth	IntegrityBP and JasonBa	3:30:44 AM
Ashutosh Mishra	Thanks for the confirmation !	3:32:03 AM
	Please inform where you have saved the excel spreadsheet.	3:33:58 AM
Jason Barth	The spreadsheet is called "Lash Lounge Clients". How will you send it to me? OR will it populate on the server? I want to make sure it does not replace the current version as we need to compare it to the recovered one.	3:35:14 AM
Ashutosh Mishra	You can let me know where you save the excel sheets, i will recover the older version and save it on your desktop.	3:35:36 AM
Jason Barth	The correct version is saved in the folder "Clients". Saving to me desktop should be fine. I can move it to another folder so my staff can access it correct?	3:37:53 AM
Ashutosh Mishra	May I take the remote access of your server? This way you can show me where the excel sheet is saved.	3:38:29 AM
Jason Barth	yes	3:39:13 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	3:39:36 AM
Jason Barth	DOne	3:39:49 AM
Ashutosh Mishra	I am sending message on server please accept that.	3:39:59 AM
Jason Barth	DOne	3:41:12 AM
Ashutosh Mishra	Please show me where the file is saved.	3:41:23 AM
	I have saved the yesterday's version on your desktop.	3:46:39 AM
	Are we still connected here?	3:50:12 AM
Jason Barth	Yes we are. I was wathcing you on teh server	3:50:28 AM



	Ok let me open yeseterday	3:50:40 AM
Ashutosh Mishra	Yes, it seems i am unable to type on the remote session.	3:50:47 AM
	Just wanted to let you know that i have saved the file on your desktop.	3:51:03 AM
	Is there anything else I may help you with ?	3:51:11 AM
Jason Barth	That is all. TY.	3:51:19 AM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:51:27 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:51:33 AM
	<i>Ashutosh Mishra has ended this chat session</i>	3:51:36 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Apr, 5:43:29 PM

#76003 paul henriquez

**Email:** paul.henriquez@firgospaper.com ☎ 1 72117215208853

**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:** PHILIPSBURG

**State:** Sint Maarten

**Country:** SINT MAARTEN

Chat Transcript

Chat Duration : 1 Min 10 Secs

paul henriquez	Hello, I am your Acebuddy	24 Apr, 5:43:30 PM
Acebuddy	Hello Paul.henriquez, I'm your Ace Buddy. I'll be happy to assist you!	5:43:31 PM
	Whom Would You Like to Connect With?	5:43:31 PM
paul henriquez	Technical Support (QB & App Hosting)	5:43:36 PM



Acebuddy	Welcome to Ace Support.	5:43:36 PM
	Please chose an option :	5:43:36 PM
paul henriquez	I'd like to report an Issue	5:43:46 PM
Acebuddy	Please select an option!	5:43:46 PM
paul henriquez	QuickBooks Issue	5:43:51 PM
Acebuddy	What type of QuickBooks Issue are you facing?	5:43:51 PM
paul henriquez	QuickBooks Update	5:43:59 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	5:43:59 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	5:43:59 PM
	Do you need any further assistance on the topic?	5:43:59 PM
paul henriquez	No	5:44:41 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	5:44:41 PM
	<i>Acebuddy has ended this chat session</i>	5:44:41 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75095 Farzin Satari

Email: fsatari@ipacketnet.com 📞 (214) 989-3532

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: 22 Secs

City: DALLAS

State: Texas

3 Apr, 6:56:53 PM

Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 50 Secs

Farzin Satari	Hello, I am your Acebuddy	3 Apr, 6:56:54 PM
Acebuddy	Hello Farzin Satari, I'm your Ace Buddy. I'll be happy to assist you!	6:56:55 PM
	Whom Would You Like to Connect With?	6:56:55 PM
Farzin Satari	Technical Support (QB & App Hosting)	6:57:07 PM
Acebuddy	Welcome to Ace Support.	6:57:07 PM
	Please chose an option :	6:57:07 PM
Farzin Satari	I'd like to report an Issue	6:57:17 PM
Acebuddy	Please select an option!	6:57:17 PM
Farzin Satari	QuickBooks Issue	6:57:31 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:57:31 PM
Farzin Satari	QuickBooks Login Issue	6:57:42 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	6:57:42 PM
	Was that helpful?	6:57:42 PM
Farzin Satari	No	6:57:51 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	6:57:51 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:57:51 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	6:57:56 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	6:58:02 PM
	Hello Farzin, How are you doing today ?	6:58:12 PM
Farzin Satari	Ref: Ticket # 672148	6:58:17 PM
Rohan Prajapati	Thank you for Providing the Ticket Number	6:58:58 PM
	Kindly allow me 5-6 minutes to check the same.	6:59:04 PM
Farzin Satari	Doing well thank you and hope you are too.	6:59:17 PM
Rohan Prajapati	That's Great. I'm good too.	7:00:47 PM
	May I take the remote access of your server?	7:01:50 PM
Farzin Satari	sure	7:02:04 PM
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.	7:02:15 PM
Farzin Satari	Done.	7:02:41 PM

Rohan Prajapati	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.	7:02:41 PM
	Please log off from the server and login back (Edited)	7:04:27 PM
	Please check now and let me know the status	7:05:49 PM
Farzin Satari	I was able to login .	7:06:31 PM
Rohan Prajapati	Are you still facing the same issue ?	7:06:35 PM
Farzin Satari	No, you resolved that issue. Thank you.	7:07:12 PM
Rohan Prajapati	Thanks for the confirmation !	7:07:16 PM
	Is there anything else I may help you with ?	7:07:17 PM
Farzin Satari	Please wait until I check one more step to see if the issue that i had yesterday is resolved or not...	7:07:56 PM
Rohan Prajapati	Sure take your time	7:07:59 PM
Farzin Satari	The issue is NOT resolved. Please assist in fixing it	7:08:55 PM
	Please remote in to see the issue	7:09:41 PM
Rohan Prajapati	May i know the reason why you are not using the QB Ent 2024 ?	7:09:59 PM
	Currentlty, you are logged in QB Ent 2022	7:10:22 PM
	Are you there ??	7:10:44 PM
Farzin Satari	Do I have an icon on my desktop for QB 2024?	7:11:11 PM
Rohan Prajapati	Yes you have on your Desktop	7:11:30 PM
	Note: Once you have upgraded your current file to QB 2024 then you won't be able to revert back the changes.	7:12:25 PM
	Please try again	7:13:11 PM
	Please login with admin credentials	7:13:46 PM
Farzin Satari	How do I get to the login screen again?	7:14:25 PM
Rohan Prajapati	Can you see now ? (Edited)	7:14:58 PM
Farzin Satari	I do not	7:15:46 PM
Rohan Prajapati	Got it now ?	7:16:46 PM
Farzin Satari	Yes. Please update it	7:17:09 PM
Rohan Prajapati	You can do it yourself	7:17:13 PM
Farzin Satari	Thank you	7:17:27 PM
Rohan Prajapati	Is there anything else I may help you with ?	7:17:28 PM
Farzin Satari	No. You were VERY VERY helpful. Thank you	7:18:02 PM
Rohan Prajapati	Thanks for the confirmation !	7:18:03 PM

	Farzin, once the file is upgraded to QB 2024, you won't receive that prompt again.	7:18:51 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:19:41 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	7:19:43 PM
	<i>Rohan Prajapati has ended this chat session</i>	7:19:45 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Apr, 7:17:23 AM

**#75614 Robert Zeigen**  
**Email:** rzeigen@szcpa.tax 📞 15613920620  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 15 Secs  
**City:** BOCA RATON  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 3 Secs

Robert Zeigen	Hello, I am your Acebuddy	15 Apr, 7:17:24 AM
Acebuddy	Hello Rzeigen, I'm your Ace Buddy. I'll be happy to assist you!	7:17:25 AM

	Whom Would You Like to Connect With?	7:17:25 AM
Robert Zeigen	Technical Support (QB & App Hosting)	7:17:28 AM
Acebuddy	Welcome to Ace Support.	7:17:28 AM
	Please chose an option :	7:17:28 AM
Robert Zeigen	I'd like to raise a Request	7:17:32 AM
Acebuddy	Please select your request type.	7:17:32 AM
Robert Zeigen	Restart	7:17:44 AM
Acebuddy	Hello Rzeigen, I'm your Ace Buddy. I'll be happy to assist you!	7:17:44 AM
	Whom Would You Like to Connect With?	7:17:44 AM
Robert Zeigen	Technical Support (QB & App Hosting)	7:18:04 AM
Acebuddy	Welcome to Ace Support.	7:18:04 AM
	Please chose an option :	7:18:04 AM
Robert Zeigen	I'd like to report an Issue	7:18:08 AM
Acebuddy	Please select an option!	7:18:08 AM
Robert Zeigen	Other Issue	7:18:12 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:18:12 AM
Robert Zeigen	Ultra tax immediately logs me out after logging in	7:18:25 AM
Acebuddy	Please wait while we connect you to a Support Representative	7:18:26 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:18:26 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	7:18:30 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	7:18:36 AM
Robert Zeigen	Hello again.	7:19:05 AM
	The server reboot did not help	7:19:19 AM
Shubham Kataria	No worries. I will surely assist you on this.	7:19:39 AM
	May I take the remote access of your server?	7:19:42 AM
Robert Zeigen	yes	7:20:05 AM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	7:20:13 AM
Robert Zeigen	Maybe I should clear the browser cache	7:20:45 AM
Shubham Kataria	Let me check it	7:21:00 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:22:10 AM

	Thank you for your patience.	7:31:47 AM
	As discussed during our remote session, we changed the default browser, but you're still being signed out of your UltraTax login session. This issue need to check with application support.	7:33:22 AM
	Are we still connected here?	7:34:23 AM
	Are we still connected here?	7:35:54 AM
	As you're disconnected from the chat, hence 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.	7:36:25 AM
Shubham Kataria has ended this chat session		7:36:28 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Apr, 12:19:12 AM

#75178 Seokgu Moon

**Email:** mark.moon@lekpartners.com ☎ 17143862353

**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:** 6 Secs

**City:** COSTA MESA

**State:** California

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 29 Secs

Seokgu Moon	Hello, I am your Acebuddy	5 Apr, 12:19:13 AM
Acebuddy	Hello Mark, I'm your Ace Buddy. I'll be happy to assist you!	12:19:14 AM
	Whom Would You Like to Connect With?	12:19:14 AM
Seokgu Moon	Technical Support (QB & App Hosting)	12:19:47 AM
Acebuddy		

	Welcome to Ace Support.	12:19:47 AM
	Please chose an option :	12:19:47 AM
Seokgu Moon	I'd like to report an Issue	12:19:55 AM
Acebuddy	Please select an option!	12:19:55 AM
Seokgu Moon	Other Issue	12:20:01 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:20:01 AM
Seokgu Moon	The system is very slow. Almost not workable.	12:20:18 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:20:19 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:20:19 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	12:20:38 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:20:43 AM
	Hello Mark	12:20:46 AM
	I will surely help you with this issue.	12:20:57 AM
	Kindly allow me two minutes to check the same.	12:21:03 AM
	Does the slowness issue faced by you or faced by other user too?	12:23:47 AM
Seokgu Moon	me and my staff	12:24:24 AM
Shashwat Verma	Okay	12:24:30 AM
	As of now your server resources are working fine, let me check some checkpoints on your local pc.	12:26:00 AM
	May I take the remote access of your local computer?	12:26:04 AM
Seokgu Moon	let me restart my com and get back to you.	12:27:12 AM
Shashwat Verma	Okay.	12:27:22 AM
	Are we still connected here?	12:30:50 AM
	Are we still connected here?	12:32:10 AM
	Cx came on new chat.	12:34:38 AM
	<i>Shashwat Verma has ended this chat session</i>	12:34:42 AM





[illegible]

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Apr, 4:37:10 PM

**#74970 srinivas**

**Email:** srinivas@taxgeeks.com 📞 2252847776

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 52 Secs

**City:** IRVING

**State:** Texas

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 1 Sec

srinivas	Hello, I am your Acebuddy	1 Apr, 4:37:11 PM
Acebuddy	Hello Srinivas, I'm your Ace Buddy. I'll be happy to assist you!	4:37:12 PM
	Whom Would You Like to Connect With?	4:37:12 PM
srinivas	Technical Support (QB & App Hosting)	4:37:15 PM
Acebuddy	Welcome to Ace Support.	4:37:17 PM
	Please chose an option :	4:37:17 PM
srinivas	I'd like to report an Issue	4:37:19 PM
Acebuddy	Please select an option!	4:37:20 PM
srinivas	Other Issue	4:37:23 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:37:23 PM
srinivas	server status	4:37:34 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:37:34 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:37:34 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	4:37:39 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	4:37:44 PM
	Hi Srinivas, could you please let me know more about your issue	4:38:09 PM
srinivas	Re: [## 659757 ##]	4:38:13 PM
	ticket	4:38:18 PM
	what is the status	4:38:22 PM
Sharath Kumar	Thank you, that was helpful. Let me quickly check whats the update on this	4:38:43 PM
srinivas	ok	4:39:17 PM
	if all the files are moved I have to let my team know to use the new server	4:39:42 PM

Sharath Kumar	Thank you for your patience. The backup has been moved, however the data is still being extracted on the new server	4:40:58 PM
srinivas	what does that mean	4:41:59 PM
Sharath Kumar	the data is still copying to the new server	4:43:08 PM
srinivas	from c drive ?	4:45:27 PM
	how much time more?	4:45:39 PM
	when did you start copying?	4:45:49 PM
Sharath Kumar	Yes! from C drive. ETA - 1 hour we started copying the file 7-8 hours ago	4:46:51 PM
srinivas	ok	4:47:38 PM
	I will let my team to wait for one hour	4:47:54 PM
Sharath Kumar	it was first moved to the new server in a zip file and then we started the extraction almost 2 hours ago	4:48:03 PM
srinivas	also can you create the users on the new server and move all the desktop settings from the old server to new server	4:48:29 PM
Sharath Kumar	sure, I will keep you informed via email as soon as the files are unzipped and ready for access on the new server	4:48:34 PM
srinivas	the current server - proseries is crashing badly	4:49:16 PM
Sharath Kumar	Could you confirm are you referring to the user data? it should be available in the C drive that we have moved, I will confirm that too in a while	4:50:21 PM
srinivas	ok	4:50:36 PM
	I also need the RDP files for all users and password links so that I can ask them to start using the new server	4:50:55 PM
	please make this as top priority	4:51:06 PM
Sharath Kumar	absolutely! I will get this done as soon as I can and will provide you with the RDPs as well	4:52:24 PM
srinivas	ok will be availabel on email	4:52:38 PM
Sharath Kumar	Anything else that I may assist you with, in the meantime?	4:52:45 PM
srinivas	you can call me at 9729535160	4:52:48 PM
	also	4:52:57 PM
	thanks	4:53:00 PM
	bye	4:53:01 PM
Sharath Kumar	alright, Sir! I wish you have a good day ahead	4:54:09 PM
	<i>srinivas has ended this chat session</i>	4:54:12 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Apr, 3:43:38 AM

**#76062 Craig Lewis**  
**Email:** craig@wpvc.org ☎ 14076005197  
**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 SMYRNA BEACH  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 1 Min 28 Secs

Craig Lewis	Hello, I am your Acebuddy	25 Apr, 3:43:38 AM
Acebuddy	Hello Craig, I'm your Ace Buddy. I'll be happy to assist you!	3:43:39 AM
	Whom Would You Like to Connect With?	3:43:39 AM
Craig Lewis	Technical Support (QB & App Hosting)	3:43:46 AM
Acebuddy	Welcome to Ace Support.	3:43:46 AM
	Please chose an option :	3:43:46 AM
Craig Lewis	I'd like to raise a Request	3:43:57 AM
Acebuddy	Please select your request type.	3:43:57 AM
Craig Lewis	Other Request	3:44:08 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.	3:44:08 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:44:08 AM
Craig Lewis	No, That'll be all!	3:45:06 AM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	3:45:07 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Apr, 6:43:54 PM

**#75418 Valentine Orock**  
**Email:** vorock@vomaccountingservices.com 📞 13022200152  
**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:** 23 Secs  
**City:** MIDDLETOWN  
**State:** Delaware  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 49 Secs

Valentine Orock	Hello, I am your Acebuddy	10 Apr, 6:43:55 PM
Acebuddy	Hello Valentine M Orock, I'm your Ace Buddy. I'll be happy to assist you!	6:43:56 PM
	Whom Would You Like to Connect With?	6:43:56 PM
Valentine Orock	Technical Support (QB & App Hosting)	6:44:00 PM
Acebuddy	Welcome to Ace Support.	6:44:00 PM
	Please chose an option :	6:44:00 PM
Valentine Orock	I'd like to report an Issue	6:44:09 PM
Acebuddy	Please select an option!	6:44:09 PM
Valentine Orock	QuickBooks Issue	6:44:12 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:44:12 PM
Valentine Orock	Other QB related issue	6:44:23 PM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:44:23 PM
Valentine Orock	System keep giving me an error message.	6:45:02 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:45:02 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:45:03 PM
	<i>Sanyam Madan declined the transfer request.</i>	6:45:19 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	6:45:34 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	6:45:37 PM
	Hello	6:45:41 PM
Valentine Orock	I am trying to enter payroll history of a client and I keep getting error messages since last night.	6:46:34 PM
Shashwat Verma	I will surely help you with this issue.	6:46:44 PM
	Could you please show me that error screenshot?	6:46:59 PM
Valentine Orock	How do I show you the error? or what do you mean show you the error?	6:47:49 PM
	Can you see my screen?	6:48:01 PM
Shashwat Verma	Okay let me remote in.	6:48:26 PM
	May I take the remote access of your local computer?	6:48:30 PM
Valentine Orock	I am using a computer and I don't know how I will share a screenshot with u	6:48:40 PM
Shashwat Verma	No problem, let me have your screen access.	6:49:25 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	6:49:51 PM
	<a href="https://assist.acecloudhosting.com/join/1992721864">https://assist.acecloudhosting.com/join/1992721864</a>	6:49:58 PM
	Kindly Click on the link and open the downloaded file.	6:50:01 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:53:17 PM
	As per the remote session, we'll repair the file and keep you updated.	7:09:38 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:09:40 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	7:09:42 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Apr, 12:00:03 AM


**#75587 Michelle Volpe Greene**  
**Email:** michelle.greene@sabika-jewelry.com 📞 4124183117  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Apple Safari  
**Device:** Desktop  
**City:** OAKDALE  
**State:** Pennsylvania  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 40 Mins 2 Secs

Michelle Volpe Greene	Hello, I am your Acebuddy	15 Apr, 12:00:04 AM
Acebuddy	Hello Michelle Volpe Greene, I'm your Ace Buddy. I'll be happy to assist you!	12:00:05 AM
	Whom Would You Like to Connect With?	12:00:05 AM
Michelle Volpe Greene	Technical Support (QB & App Hosting)	12:00:14 AM
Acebuddy	Welcome to Ace Support.	12:00:14 AM
	Please chose an option :	12:00:14 AM
Michelle Volpe Greene	I'd like to raise a Request	12:00:23 AM
Acebuddy	Please select your request type.	12:00:23 AM
Michelle Volpe Greene	Other Request	12:00:32 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	12:00:32 AM



	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:00:32 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.	12:40:06 AM
<i>Ended due to chat idle timeout</i>		12:40:06 AM
		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details	28 Apr, 2:44:10 AM
<b>#76198 Alison Minden</b> <b>Email:</b> ali@businessresultsinc.net <b>Department:</b> Support(QB & App Hosting) <b>Operator:</b> Ashutosh Mishra <b>Website:</b> https://www.acecloudhosting.com/support-chat.php <b>Operating System:</b> Microsoft Windows <b>Browser:</b> Google Chrome <b>Device:</b> Desktop <b>Average Response Time:</b> 55 Secs <b>City:</b> LAFAYETTE <b>State:</b> California <b>Country:</b> UNITED STATES	

Chat Transcript

Chat Duration : 10 Mins 24 Secs

Alison Minden	Hello, I am your Acebuddy	28 Apr, 2:44:12 AM
Acebuddy	Hello Alison Minden, I'm your Ace Buddy. I'll be happy to assist you!	2:44:13 AM
	Whom Would You Like to Connect With?	2:44:13 AM
Alison Minden	Technical Support (QB & App Hosting)	2:44:25 AM
Acebuddy	Welcome to Ace Support.	2:44:26 AM
	Please chose an option :	2:44:26 AM
Alison Minden	I'd like to report an Issue	2:44:30 AM
Acebuddy	Please select an option!	2:44:30 AM

Alison Minden	Password Reset	2:44:40 AM
Acebuddy	Please select an option below	2:44:40 AM
Alison Minden	Already Enrolled to Selfcare Portal	2:44:47 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	2:44:47 AM
	Do you need any further assistance on the topic?	2:44:47 AM
Alison Minden	Yes	2:44:50 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:44:51 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:44:51 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	2:44:58 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	2:45:13 AM
Alison Minden	I cannot log in to the server and tried to re-set my password via the selfcare portal and receive an error message:	2:45:28 AM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:45:48 AM
	<i>2:45:51 AM</i> Alison Minden is sharing a file with you <a href="#">1_image.png</a> - ( Size:32.76 KB )	2:45:51 AM
Alison Minden	Servename is businessrinc.myrealdata.net	2:46:23 AM
	AlisonMinden is my username. I just sent the error message screenshot	2:46:47 AM
Ashutosh Mishra	Thanks for the confirmation !	2:47:40 AM
	Kindly allow me two minutes to check the same.	2:47:45 AM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	2:48:33 AM
Alison Minden	I don't know. This is Sunday so I think I am the only one accessing it right now.	2:48:55 AM
Ashutosh Mishra	I see, the server is accessible from backend.	2:51:17 AM
	I see EdiManus is logged in.	2:51:50 AM
Alison Minden	well that is good.	2:52:03 AM
Ashutosh Mishra	So likely the issue is with your login particularly.	2:52:19 AM
	May I take the remote access of your local computer?	2:53:11 AM
Alison Minden	I just got connected to someone on the phone and will let them help me. Thank you.	2:53:25 AM
Ashutosh Mishra	I see, in that case please end the chat from your end and i will send you the ticket ID for the concern.	2:53:54 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:54:19 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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> .	

Thanks!


2:54:23 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/>)

Ashutosh Mishra has ended this chat session

2:54:36 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Apr, 12:39:32 AM

#76048 carolina

Email: carolina@ptaxagents.com ☎ 905317123637

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 29 Secs

City: GEMLIK

State: Bursa

Country: TURKEY

Chat Transcript

Chat Duration : 13 Mins 17 Secs

carolina	Hello, I am your Acebuddy	25 Apr, 12:39:33 AM
Acebuddy	Hello Carolina Osorio, I'm your Ace Buddy. I'll be happy to assist you!	12:39:34 AM
	Whom Would You Like to Connect With?	12:39:34 AM
carolina	Technical Support (QB & App Hosting)	12:39:40 AM
Acebuddy	Welcome to Ace Support.	12:39:41 AM
	Please chose an option :	12:39:41 AM
carolina	I'd like to report an Issue	12:39:47 AM

Acebuddy	Please select an option!	12:39:47 AM
carolina	QuickBooks Issue	12:40:01 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:40:01 AM
carolina	Other QB related issue	12:40:58 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:40:58 AM
carolina	I need help closing a QB file	12:42:08 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:42:09 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:42:09 AM
	<i>Shivam Singh accepted the chat transfer request.</i>	12:43:49 AM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	12:44:03 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:45:07 AM
carolina	Hello Shivam, how are you?	12:46:06 AM
Shivam Singh	I'm good, thanks for asking.	12:46:46 AM
carolina	I left open in my computer a QB file and my colleague needs to enter to that file from her computer, it's there any chance that you help me to close it?	12:47:39 AM
Shivam Singh	I have logged you off and now your colleague will be able to open it.	12:49:23 AM
	Please ask them to try and check.	12:49:43 AM
carolina	Ok, give me one second please	12:50:48 AM
Shivam Singh	Sure, Take your time.	12:50:50 AM
carolina	Yes, she could. Thank you very much!	12:52:08 AM
Shivam Singh	great	12:52:22 AM
	Is there anything else I may help you with ?	12:52:27 AM
carolina	No, thank you very much!	12:52:41 AM
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	12:52:42 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	12:52:48 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Apr, 7:11:45 PM

**#75253 Josh Tischler**  
**Email:** jtischler@standardwellness.com 📞 14193074381  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 25 Secs  
**City:** WEST CHESTER  
**State:** Ohio  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 18 Secs

Josh Tischler	Hello, I am your Acebuddy	7 Apr, 7:11:45 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	7:12:07 PM
Josh Tischler	ticket - 673935. I was disconnected and wanted to ensure that our new user request is getting worked on	7:12:40 PM
Sharath Kumar	absolutely!	7:13:43 PM
	I am on it	7:13:56 PM
	I just need an hour's time to share with you the credentials	7:14:53 PM
Josh Tischler	thank you. please send the intro email to Rosco and I	7:15:02 PM
	sounds good thank you	7:15:11 PM
Sharath Kumar	I'll try my best to send in as soon as I can	7:15:11 PM
	noted	7:15:20 PM

	Is there anything else I may help you with ?	7:16:12 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.	7:18:03 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:18:18 PM
	<i>Sharath Kumar has ended this chat session</i>	7:18:21 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Apr, 2:22:22 AM

**#75392 Vanessa Gutierrez**  
**Email:** info@servicioscontables.biz 📞 12536537368  
**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:** SEATTLE  
**State:** Washington  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 51 Secs

Vanessa Gutierrez	Hello, I am your Acebuddy	10 Apr, 2:22:22 AM
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	2:22:23 AM
	Whom Would You Like to Connect With?	2:22:23 AM
Vanessa Gutierrez	Technical Support (QB & App Hosting)	2:22:30 AM
Acebuddy	Welcome to Ace Support.	2:22:30 AM
	Please chose an option :	2:22:30 AM
Vanessa Gutierrez	I'd like to raise a Request	2:22:36 AM
Acebuddy	Please select your request type.	2:22:36 AM

Vanessa Gutierrez	Server Resource Addition	2:22:54 AM
Acebuddy	Please select the resource type you'd like to add	2:22:54 AM
Vanessa Gutierrez	Setback	2:23:03 AM
Acebuddy	Please select your request type.	2:23:03 AM
Vanessa Gutierrez	Other Request	2:23:12 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.	2:23:12 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:23:12 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.	3:02:14 AM
	Ended due to chat idle timeout	3:02:14 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Apr, 11:38:46 PM

#75845 bobi

**Email:** bobi@courtsense.com 📞 12012861318

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

**Operator:** Anurag Sharma

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 35 Secs

**City:** LISBON

**State:** Lisboa

**Country:** PORTUGAL

Chat Transcript

Chat Duration : 16 Mins 2 Secs

bobi	Hello, I am your Acebuddy	21 Apr, 11:38:47 PM
Acebuddy	Hello Bobi, I'm your Ace Buddy. I'll be happy to assist you!	11:38:48 PM



	Whom Would You Like to Connect With?	11:38:48 PM
bobi	Technical Support (QB & App Hosting)	11:38:51 PM
Acebuddy	Welcome to Ace Support.	11:38:51 PM
	Please chose an option :	11:38:51 PM
bobi	I'd like to report an Issue	11:39:00 PM
Acebuddy	Please select an option!	11:39:00 PM
bobi	Other Issue	11:39:07 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:39:07 PM
bobi	I have issue with a user, I reset the password, download a new RDP, unlocked the account.. but still can't login	11:39:34 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:39:34 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:39:34 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	11:40:05 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	11:40:07 PM
	Hello Bobi	11:40:10 PM
bobi	hi	11:40:36 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	11:41:06 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:41:09 PM
bobi	Kim_Court@myrealdata.net	11:41:23 PM
	CourtSense.myrealdata.net	11:41:42 PM
Anurag Sharma	Thanks for the confirmation !	11:43:03 PM
	May I take the remote access of your local computer?	11:43:10 PM
bobi	yes	11:43:27 PM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	11:43:57 PM
bobi	ok	11:44:03 PM
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/7072224283">https://assist.acecloudhosting.com/join/7072224283</a>	11:44:33 PM
	Kindly paste this link in the browser of local computer and join the session.	11:44:36 PM
	The issue seems to be resolved now.	11:53:06 PM
	Is there anything else I may help you with ?	11:53:08 PM
bobi	no thanks	11:54:18 PM
Anurag Sharma	Thanks for the confirmation !	11:54:39 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this	11:54:43 PM

	chat.	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:54:45 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	11:54:46 PM
	<i>Anurag Sharma has ended this chat session</i>	11:54:49 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Apr, 7:11:17 PM

**#76374 caitlind**  
**Email:** caitlind@taxproak.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:** NEW YORK  
**State:** New York  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 37 Secs

caitlind	Hello, I am your Acebuddy	30 Apr, 7:11:18 PM
Acebuddy	Hello Caitlind, I'm your Ace Buddy. I'll be happy to assist you!	7:11:19 PM

	Whom Would You Like to Connect With?	7:11:19 PM
caitlind	Technical Support (QB & App Hosting)	7:11:30 PM
Acebuddy	Welcome to Ace Support.	7:11:30 PM
	Please chose an option :	7:11:30 PM
caitlind	I'd like to raise a Request	7:11:35 PM
Acebuddy	Please select your request type.	7:11:35 PM
caitlind	Application Update	7:11:43 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.	7:11:43 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	7:11:43 PM
caitlind	No	7:11:55 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	7:11:55 PM

Acebuddy has ended this chat session

7:11:56 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75357 jackhung

Email: jackhung@jonaglobal.com 📞 16265893869

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: CERRITOS

State: California

Country: UNITED STATES

9 Apr, 8:15:06 PM

jackhung	Hello, I am your Acebuddy	9 Apr, 8:15:07 PM
Acebuddy	Hello Jackhung, I'm your Ace Buddy. I'll be happy to assist you!	8:15:08 PM
	Whom Would You Like to Connect With?	8:15:08 PM
jackhung	Technical Support (QB & App Hosting)	8:15:13 PM
Acebuddy	Welcome to Ace Support.	8:15:13 PM
	Please chose an option :	8:15:13 PM
jackhung	I'd like to report an Issue	8:15:21 PM
Acebuddy	Please select an option!	8:15:21 PM
jackhung	QuickBooks Issue	8:15:27 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:15:27 PM
jackhung	QuickBooks Login Issue	8:15:40 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	8:15:40 PM
	Was that helpful?	8:15:40 PM
jackhung	No	8:15:50 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:15:51 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:15:51 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	8:16:00 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	8:16:05 PM
jackhung	hi	8:16:11 PM
Rohan Prajapati	Hello Jack, how are you doing today ?	8:16:17 PM
jackhung	good thx	8:16:32 PM
Rohan Prajapati	That's Great	8:16:41 PM
jackhung	we can not open company files on QB	8:16:56 PM
Rohan Prajapati	I will surely help you with this issue.	8:17:07 PM
	May I take the remote access of your server?	8:17:10 PM
jackhung	yes	8:17:17 PM
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.	8:17:49 PM
	This message has been deleted	8:18:04 PM
jackhung	yes	8:18:05 PM

Rohan Prajapati	Please accept the remote session request	8:18:21 PM
	This message has been deleted	8:18:30 PM
	This message has been deleted	8:18:37 PM
jackhung	can you resend	8:19:04 PM
Rohan Prajapati	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.	8:19:13 PM
jackhung	ok	8:19:26 PM
Rohan Prajapati	We may need to reboot the server once	8:20:56 PM
jackhung	ok	8:21:09 PM
Rohan Prajapati	Please ask the users to log off from the server	8:21:56 PM
	I'm rebooting it	8:22:10 PM
jackhung	ok	8:22:29 PM
Rohan Prajapati	Please login back and check the same	8:23:39 PM
jackhung	ok	8:23:50 PM
	it's working now...thx	8:24:39 PM
Rohan Prajapati	Is there anything else I may help you with ?	8:25:04 PM
jackhung	no that's it...thx	8:25:19 PM
Rohan Prajapati	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:25:20 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	8:25:22 PM
	<i>Rohan Prajapati has ended this chat session</i>	8:25:24 PM
<div></div> <div></div>		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Apr, 7:41:30 PM

#75038 srinivas

Email: srinivas@taxgeeks.com ☎ 2252847776

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 31 Secs

City: IRVING

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 28 Mins 38 Secs

srinivas	Hello, I am your Acebuddy	2 Apr, 7:41:31 PM
Acebuddy	Hello Srinivas, I'm your Ace Buddy. I'll be happy to assist you!	7:41:32 PM
	Whom Would You Like to Connect With?	7:41:32 PM
srinivas	Technical Support (QB & App Hosting)	7:41:34 PM
Acebuddy	Welcome to Ace Support.	7:41:34 PM
	Please chose an option :	7:41:34 PM
srinivas	I'd like to report an Issue	7:41:39 PM
Acebuddy	Please select an option!	7:41:39 PM
srinivas	Other Issue	7:41:42 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:41:42 PM
srinivas	USER	7:41:47 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:41:47 PM
	Acebuddy (bot) forwarded the chat request	7:41:47 PM
	Rohan Prajapati accepted the chat transfer request.	7:42:45 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	7:42:50 PM

	Hello Srinivas, how are you doing today ?	7:43:03 PM
	How may i assist you today ?	7:43:29 PM
srinivas	myrealdata\TG_TEAMD -	7:44:24 PM
	this user is missing on the new server	7:44:33 PM
	can you create the RDP for the new server and share the RDP file	7:44:51 PM
Rohan Prajapati	Kindly allow me 4-5 minutes to check the same.	7:44:52 PM
srinivas	ok	7:45:22 PM
Rohan Prajapati	Is it TGTEAMB or TG_TEAMD ?	7:47:48 PM
srinivas	d	7:48:20 PM
	TGTEAMD	7:48:36 PM
	<i>7:49:05 PMRohan Prajapati is sharing a file with you</i> <a href="#">image.png</a> - ( Size:3.34 KB )	7:49:05 PM
	<i>7:49:27 PMRohan Prajapati is sharing a file with you</i> <a href="#">image.png</a> - ( Size:1.82 KB )	7:49:27 PM
Rohan Prajapati	Only these are your active users	7:49:56 PM
srinivas	on the old server we should have TEAMD	7:50:44 PM
	create this user on the new server	7:51:02 PM
Rohan Prajapati	Kindly allow me 5-7 minutes to check the same.	7:53:17 PM
srinivas	ok	8:01:27 PM
Rohan Prajapati	Thanks for the confirmation !	8:05:38 PM
	https://we.tl/t-5EFtHjREuW	8:06:09 PM
	I have uploaded the RDP file on this link for the user TGTEAMD	
	Is there anything else I may help you with ?	8:07:50 PM
srinivas	yes	8:08:06 PM
	we have users who logged in now	8:08:12 PM
	can you all their settings desktop files etc from the old server to new server	8:08:32 PM
	I think your team has done for 3 users	8:08:39 PM
	do the remaining for all those who are logged in	8:08:48 PM
Rohan Prajapati	Okay Srinivas, We will do it and will inform you via email once its done	8:09:36 PM
	Is there anything else I may help you with ?	8:09:42 PM
srinivas	thanks	8:09:43 PM
	bye	8:09:43 PM
Rohan Prajapati		8:10:01 PM



	Thanks for the confirmation !	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:10:02 PM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	8:10:04 PM
	<i>Rohan Prajapati has ended this chat session</i>	8:10:09 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Apr, 3:24:21 AM

**#75130 Shailene**  
**Email:** shailene@seedcareministries.org 📞 17785580694  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 28 Secs  
**City:** LANGLEY  
**State:** British Columbia  
**Country:** CANADA

Chat Transcript

Chat Duration : 35 Mins 54 Secs

Shailene	Hello, I am your Acebuddy	4 Apr, 3:24:22 AM
	agent	3:24:25 AM

Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	3:25:10 AM
Shailene	Ashutosh - Shailene her again. It's been 30 minutes. Still no phone call	3:26:57 AM
Ashutosh Mishra	My apologies for the delay, i have checked with the senior team and we can proceed to modify the registry editor and this can be done on the backend.	3:28:06 AM
	Is it okay if i schedule the reinstallation on the server for night hours to prevent any interruption during working hours.	3:29:05 AM
Shailene	I cannot work until the software is installed	3:30:09 AM
	I need to send the report to the client tomorrow	3:30:19 AM
	this is why I was hoping it can be resolved ASAP	3:30:32 AM
Ashutosh Mishra	I understand, in that case i can proceed with the reinstallation right now.	3:32:19 AM
Shailene	Thank you	3:36:42 AM
	How to Perform a Clean Install of Working Papers: ● Open the Control Panel   Programs and Features and uninstall Working Papers ● Browse to Working Papers and delete it ● In the Start Menu, either in the Run or the Search box, type regedit and press Enter ● Browse to HKEY_LOCAL_MACHINE\SOFTWARE\CaseWare International\Working Papers and delete it ● Browse to HKEY_CURRENT_USER\SOFTWARE\CaseWare International\Working Papers and delete it ● Close the registry ● Reboot the machine and reinstall Working Papers (unblock and run as admin)	3:37:19 AM
	And the file to be reinstalled is located in Desktop - CasewareDownloaded Files	3:37:42 AM
	WP2023CASYNCX64...	3:37:55 AM
Ashutosh Mishra	May I take the remote access of your server?	3:37:58 AM
Shailene	sure	3:38:03 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	3:38:10 AM
Shailene	nothing is open	3:38:26 AM
	Caseware would like to supervise the process	3:39:22 AM
	should i call them	3:39:41 AM
Ashutosh Mishra	I am following the instructions that you have sent.	3:43:05 AM
	Server reboot is required.	3:43:23 AM
Shailene	ok	3:45:57 AM
	go ahead	3:45:59 AM
	i wish we should have done that earlier	3:46:07 AM
	I didnt know that you can handle	3:46:12 AM
	It's hard to reach to technical support of both team	3:46:59 AM
Ashutosh Mishra	I understand, you can reach out to chat team anytime you want and we will be here to assist you.	3:48:16 AM
Shailene	Stil lwaiting now for the Caseware team now	3:48:30 AM
Ashutosh Mishra		

	It seems like you are with one of our senior engineers.	3:48:35 AM
Shailene	we missed that opportunity earlier	3:48:35 AM
	Yeah	3:48:43 AM
Ashutosh Mishra	I have done most of the steps on the server, reinstallation is pending however we need to discuss with the case ware team if the application needs to be installed on the user end.	3:49:56 AM
	The senior engineer will assist you further with this,	3:54:24 AM
	Are we still connected here?	3:56:29 AM
	Are we still connected here?	3:58:06 AM
	Are we still connected here?	3:59:48 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.	4:00:50 AM

*Ashutosh Mishra has ended this chat session*

4:00:52 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Apr, 2:23:48 AM

#76057 martha

**Email:** martha@wootoncpa.com ☎ 14058505592

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 31 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 54 Secs

martha	25 Apr, 2:23:49
--------	-----------------

	Hello, I am your Acebuddy	AM
Acebuddy	Hello Martha, I'm your Ace Buddy. I'll be happy to assist you!	2:23:50 AM
	Whom Would You Like to Connect With?	2:23:50 AM
martha	Technical Support (QB & App Hosting)	2:23:56 AM
Acebuddy	Welcome to Ace Support.	2:23:56 AM
	Please chose an option :	2:23:56 AM
martha	I'd like to report an Issue	2:24:00 AM
Acebuddy	Please select an option!	2:24:00 AM
martha	Other Issue	2:24:05 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:24:05 AM
martha	ATX-2024 on MarthaATX1 requires a program update and will not open.	2:24:39 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:24:40 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:24:40 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	2:24:48 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	2:24:51 AM
	Hello Martha	2:24:59 AM
martha	Hello	2:25:07 AM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:25:55 AM
martha	Server is MarthaATX1, User is MarthaWHume	2:26:20 AM
Anurag Sharma	Thanks for the confirmation !	2:26:33 AM
	Kindly allow me two minutes to check the same.	2:26:36 AM
martha	OK	2:26:47 AM
Anurag Sharma	As I can see there are active users on the server	2:26:55 AM
martha	I can log out but I am on this chat from that desktop	2:27:10 AM
	Typically ATX update does not require logoff	2:27:29 AM
Anurag Sharma	Okay, please allow me two minutes to check the same.	2:27:48 AM
	May I take the remote access of your server?	2:28:30 AM
martha	Yes	2:28:40 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	2:29:33 AM
martha	Done	2:29:39 AM
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	2:30:39 AM

	I would request you to please re-initiate another chat from your local computer.	2:34:04 AM
	As we need to log you off from the server in order to fix this problem.	2:34:17 AM
	As we are connected over the other chat.	2:35:30 AM
	I am ending this chat now.	2:35:38 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:35:40 AM
	<i>Anurag Sharma has ended this chat session</i>	2:35:43 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75629 Wedny

Email: banyanre@gmail.com 📞 9542756669

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: 1 Min

City: BOYNTON BEACH

State: Florida

Country: UNITED STATES

15 Apr, 7:28:06 PM

Chat Transcript		Chat Duration : 48 Mins 57 Secs
Wedny	Hello, I am your Acebuddy	15 Apr, 7:28:07 PM
Acebuddy	Hello Wendy/steve, I'm your Ace Buddy. I'll be happy to assist you!	7:28:08 PM
	Whom Would You Like to Connect With?	7:28:08 PM
Wedny	Technical Support (QB & App Hosting)	7:28:12 PM
Acebuddy	Welcome to Ace Support.	7:28:12 PM

	Please chose an option :	7:28:12 PM
Wedny	I'd like to raise a Request	7:28:31 PM
Acebuddy	Please select your request type.	7:28:31 PM
Wedny	Other Request	7:28:35 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	7:28:35 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:28:35 PM
Wedny	Yes, I'm facing issues with my server	7:28:41 PM
Acebuddy	Please select an option!	7:28:42 PM
Wedny	Other Issue	7:28:45 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:28:45 PM
Wedny	I NEED TO SPEak with someone now	7:29:03 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:29:03 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:29:03 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	7:29:14 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	7:29:24 PM
	Hello Wendy, how are you doing today?	7:29:57 PM
Wedny	Quite frankly if we could get this fixed quickly I would have a great day reference 673513.	7:30:32 PM
	They say the problem is due to drone videos yet when I go on to the server I don't see anything but it seemed to be taking up a **** load of space and I just want to know what the drone videos are and apparently I had to chat in order for you to show me	7:30:53 PM
	hELLO?	7:33:34 PM
Rohan Prajapati	Yes, Wendy, I do apologize for the delay in my response. Actually, I had a power cut on my end.	7:35:35 PM
	I will surely try to help you with this issue.	7:35:59 PM
	Kindly allow me 5-6 minutes to check the same.	7:36:06 PM
Wedny	OK	7:36:11 PM
Rohan Prajapati	Thank you for Providing the ticket number	7:36:30 PM
	Thank you for your patience.	7:41:48 PM
	I have reviewed the entire conversation under the mentioned ticket number and understand that your current concern is that, when you log in to the AIR user, you're unable to see the folder that is consuming most of the space on the C drive. Is that correct?	7:43:25 PM
Wedny	YEP We have NO IDEA what it is so I asked to see one before I have you delete it	7:44:12 PM
Rohan Prajapati	Thanks for the confirmation !	7:44:16 PM
	I Kindly request you to please login into AIR user So that I can take remote access of the same and	7:44:50 PM



	show you the same.	
Wedny	I will have to do that from a different computer	7:45:06 PM
	Stand by	7:45:12 PM
	ok?	7:45:33 PM
Rohan Prajapati	No problem — the server can be accessed from any computer and user account.	7:46:12 PM
	Sure Please take your time	7:46:32 PM
	This message has been deleted	7:47:55 PM
Wedny	Signed on there It is all the way across the hall so please tell me what you need me to do next	7:48:13 PM
	I can't be on this chat and and be on that computer at the same moment	7:48:24 PM
Rohan Prajapati	No Issue, I'll send the remote session request to this user "AIR " and you need to accept the Prompt on your server screen.	7:49:28 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:49:35 PM
Wedny	ok	7:49:41 PM
Rohan Prajapati	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.	7:50:21 PM
	Is there anything else I may help you with ?	8:14:36 PM
	Are we still connected here?	8:15:56 PM
Wedny	Thank you for your assistance	8:16:15 PM
	the Dropbox taking up too much space was deleted	8:16:26 PM
Rohan Prajapati	Thanks for the confirmation !	8:16:38 PM
	Is there anything else I may help you with ?	8:16:40 PM
Wedny	nope	8:16:49 PM
Rohan Prajapati	Thanks for the confirmation !	8:16:52 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:16:54 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!	8:17:00 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Rohan Prajapati has ended this chat session</i>	8:17:05 PM





# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Apr, 7:01:50 PM

**#75251 Carlos**  
**Email:** carlos@americanfalt.com  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 48 Secs  
**City:** TREJOS MONTEALEGRE  
**State:** San Jose  
**Country:** COSTA RICA

Chat Transcript

Chat Duration : 16 Mins

Carlos	Hello, I am your Acebuddy	7 Apr, 7:01:51 PM
Acebuddy	Hello Carlos, I'm your Ace Buddy. I'll be happy to assist you!	7:01:52 PM
	Whom Would You Like to Connect With?	7:01:52 PM
Carlos	Technical Support (QB & App Hosting)	7:02:09 PM
Acebuddy	Welcome to Ace Support.	7:02:09 PM
	Please chose an option :	7:02:09 PM
Carlos	I'd like to report an Issue	7:02:19 PM
Acebuddy	Please select an option!	7:02:19 PM
Carlos	Password Reset	7:02:28 PM
Acebuddy	Please select an option below	7:02:28 PM
Carlos	Not Enrolled to Selfcare Portal	7:02:38 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the	7:02:38 PM

	password needs to be reset and we'll share an update once the request is processed.	
	Do you need any further assistance on the topic?	7:02:38 PM
Carlos	Yes	7:02:52 PM
Acebuddy	Please wait while we connect you to our Support Representative	7:02:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:02:52 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	7:03:20 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	7:03:27 PM
Carlos	Hello, I am trying to create a user and for some reason when I do, the user does not work	7:04:09 PM
	CID: CID73826 Account Name: CID73826 User added: Carlos Tomas (carlos.t@myrealddata.net)	7:04:39 PM
Sharath Kumar	Sorry to hear about your trouble, could you please let me know the error that you are receiving	7:04:43 PM
Carlos	This is the email confirmation I get after the account is created	7:04:56 PM
	<i>7:05:21 PMCarlos is sharing a file with you</i> <a href="#">1_image.png</a> - ( Size:65.72 KB )	7:05:21 PM
	This is what I get when trying to reset the password, after the original password is not working	7:05:42 PM
	This is what I get with the original email and password	7:06:27 PM
Sharath Kumar	try carlos.t instead	7:06:30 PM
	<i>7:06:31 PMCarlos is sharing a file with you</i> <a href="#">image.png</a> - ( Size:76.24 KB )	7:06:31 PM
	try the username as carlos.t	7:06:51 PM
	my apologies	7:06:57 PM
	it should be your CID	7:07:02 PM
	for Myportal the username is - CID73826 If you need to sign into selfcare, then your username will become carlos.t	7:07:43 PM
Carlos	The same	7:07:44 PM
	<i>7:07:49 PMCarlos is sharing a file with you</i> <a href="#">1_image.png</a> - ( Size:66.22 KB )	7:07:49 PM
	The seme	7:08:15 PM
Sharath Kumar	try forgot password	7:08:17 PM
	<i>7:08:18 PMCarlos is sharing a file with you</i> <a href="#">1_image.png</a> - ( Size:70.77 KB )	7:08:18 PM
	<i>7:08:52 PMCarlos is sharing a file with you</i> <a href="#">1_image.png</a> - ( Size:63.14 KB )	7:08:52 PM
	for Myportal the username is - CID73826 try forgot password with this username it will send you a one time password to your email address and phone	7:08:58 PM

	7:10:13 PMCarlos is sharing a file with you <a href="#">1_image.png</a> - ( Size:85.02 KB )	7:10:13 PM
Carlos	IT gives me another user's information to verify	7:10:26 PM
Sharath Kumar	that is strange, but I will definitely have the appropriate team change the contact info to yours	7:12:01 PM
	in the meantime. could you send in a user creation request to support@acecloudhosting.com do mention in the email that you are unable to access MyPortal	7:13:27 PM
	I will make sure that you receive the new user account details with in 2 hours and the access to Myportal by tomorrow	7:16:02 PM
	Is there anything else I may help you with ?	7:16:07 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.	7:17:44 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:17:49 PM
	Sharath Kumar has ended this chat session	7:17:51 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Apr, 7:43:38 AM

#75809 Doug Lane

Email: dlane@fastlaneproductions.com 📞 13035989921

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: 48 Secs

City: PARKER

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 39 Secs

Doug Lane	Hello, I am your Acebuddy	20 Apr, 7:43:40 AM
Acebuddy	Hello Doug Lane, I'm your Ace Buddy. I'll be happy to assist you!	7:43:41 AM
	Whom Would You Like to Connect With?	7:43:41 AM
Doug Lane	Technical Support (QB & App Hosting)	7:44:22 AM
Acebuddy	Welcome to Ace Support.	7:44:22 AM
	Please chose an option :	7:44:22 AM
Doug Lane	I'd like to raise a Request	7:44:28 AM
Acebuddy	Please select your request type.	7:44:28 AM
Doug Lane	Office 365 Addition	7:44:32 AM
Acebuddy	Please specify if you already have an Office365 subscription	7:44:33 AM
Doug Lane	I already have O365 license	7:44:37 AM
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windows Server Operating Systems :	7:44:37 AM
	<ul style="list-style-type: none"><li>• O365 E3</li><li>• O365 E5</li><li>• O365 Apps for Enterprise</li></ul>	7:44:37 AM
	If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.	7:44:37 AM
	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.	7:44:37 AM
	Do you need any further assistance on the topic?	7:44:37 AM
Doug Lane	Yes	7:45:01 AM
Acebuddy	Please wait while we connect you to our Support Representative	7:45:01 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:45:01 AM
	<i>Manish Singh accepted the chat transfer request.</i>	7:45:06 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:45:11 AM
Doug Lane	Hello	7:45:48 AM
	I need some help	7:45:53 AM
Manish Singh	Hii	7:45:56 AM
	How may I assist you?	7:46:06 AM
Doug Lane	I have a new Mac in my home office and I need to get the Office Suite up and running. I have a license with you and need help	7:46:48 AM
Manish Singh	Yes, As I can check you already have O365 installed on the server.	7:48:00 AM
	Would you like to access server through your new MAC?	7:48:15 AM

Doug Lane	dlane@fastlaneproductions.com	7:48:22 AM
Manish Singh	Are you able to access server through your new MAC?	7:49:21 AM
Doug Lane	Yes. I can put the link on the Mac now. I need to also use Office on the computer as well without going to Ace. I can have up to 5 machines.	7:50:12 AM
Manish Singh	Doug, you just have to login to server and you are able to access the O365 application.	7:51:53 AM
	We can just help with the users who are accessing server if you want to access application on your local machines then you have to install O365 and put in the credentials.	7:53:38 AM
Doug Lane	I need to be able to use my license and download and operate my MS Office without going on ACE.	7:54:24 AM
Manish Singh	Since that connect to your local then you can visit Office.com and login with your Office credentials and you are good to go	7:55:57 AM
Doug Lane	I also need to put a link on my new computer to ACE. Can you help with that?	7:56:34 AM
Manish Singh	Yes	7:56:44 AM
	May I take the remote access of your local computer?	7:56:50 AM
Doug Lane	I am not on my new computer. Should I end the chat and go there?	7:57:45 AM
Manish Singh	I will share the link simply paste that link on your new MAC and we can connect.	7:58:25 AM
	No need to end the chat, Doug	7:58:35 AM
	<a href="https://assist.acecloudhosting.com/join/4402602869">https://assist.acecloudhosting.com/join/4402602869</a>	7:59:16 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.	8:02:25 AM
	Is there anything else I may help you with ?	8:08:53 AM
	Are we still connected here?	8:15:25 AM
	Are we still connected here?	8:16:07 AM
	Are we still connected here?	8:19:13 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.	8:19:18 AM
	<i>Manish Singh has ended this chat session</i>	8:19:19 AM



#75378 april.welnetz

Email: april.welnetz@enerwells.com 📞 2813839355

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: WILMINGTON

State: Illinois

Country: UNITED STATES

april.welnetz	Hello, I am your Acebuddy	9 Apr, 11:43:04 PM
Acebuddy	Hello April.welnetz, I'm your Ace Buddy. I'll be happy to assist you!	11:43:05 PM
	Whom Would You Like to Connect With?	11:43:05 PM
april.welnetz	Technical Support (QB & App Hosting)	11:44:44 PM
Acebuddy	Welcome to Ace Support.	11:44:44 PM
	Please chose an option :	11:44:44 PM
april.welnetz	I'd like to raise a Request	11:44:50 PM
Acebuddy	Please select your request type.	11:44:51 PM
april.welnetz	Other Request	11:45:05 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:45:06 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:45:06 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10 Apr, 12:27:08 AM

Ended due to chat idle timeout

12:27:08 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Apr, 11:17:57 PM

#75053 Rubens S Jacob

Email: seflglass@gmail.com 📞 13058233097

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 20 Secs

City: MIAMI

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 59 Mins 10 Secs

Rubens S Jacob	Hello, I am your Acebuddy	2 Apr, 11:17:58 PM
Acebuddy	Hello Seflglass, I'm your Ace Buddy. I'll be happy to assist you!	11:17:59 PM
	Whom Would You Like to Connect With?	11:17:59 PM
Rubens S Jacob	Technical Support (QB & App Hosting)	11:18:02 PM
Acebuddy	Welcome to Ace Support.	11:18:02 PM
	Please chose an option :	11:18:02 PM
Rubens S Jacob	I'd like to report an Issue	11:18:08 PM
Acebuddy	Please select an option!	11:18:08 PM
Rubens S Jacob	QuickBooks Issue	11:22:49 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:22:49 PM
Rubens S Jacob	Other QB related issue	11:22:55 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:22:55 PM
Rubens S Jacob	Hi, we are getting OLSU-1011 errors in 3 cloud-hosted virtual machines using QuickBooks Desktop 2024. Each company is different, but all fail with the same banking error. Can you check if firewall or network settings are blocking connections to Intuit ser	11:24:43 PM
Acebuddy		



	Please wait while we connect you to a Support Representative	11:24:43 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:24:43 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:25:30 PM
Rubens S Jacob	Hi	11:25:34 PM
	<i>Shashwat Verma is transferring the chat to Rohan Prajapati.</i>	11:25:36 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	11:25:43 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	11:25:49 PM
Rubens S Jacob	Thank you	11:25:56 PM
Rohan Prajapati	Hello, how are you doing today? (Edited)	11:26:10 PM
Rubens S Jacob	Good thank you and you??	11:26:19 PM
Rohan Prajapati	That's Great. I'm good too, thanks for asking	11:26:45 PM
	How may i assist you today ?	11:26:55 PM
Rubens S Jacob	Good	11:27:25 PM
	Hi, we are experiencing the same OLSU-1011 error on three different virtual machines hosted in the cloud. Each machine has a different company file and connects to different banks, but all of them are showing the same error when trying to use Online Banking in QuickBooks Desktop 2024. This makes us think the issue is not related to QuickBooks or the banks, but likely related to network restrictions on the cloud environment (such as firewall or proxy settings). Can you please check if there are any outbound connections being blocked to the following domains? cpp Copy Edit https://*.intuit.com https://*.quickbooks.com Also, ensure that port 443 (HTTPS) is open and that no security rules or DNS filtering are preventing QuickBooks from connecting to Intuit’s servers.	11:27:40 PM
Rohan Prajapati	May I take the remote access of your server?	11:28:08 PM
Rubens S Jacob	yes	11:28:29 PM
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.	11:28:44 PM
	May I Know the username through which you are logged in on the server ?	11:29:02 PM
	Are we still connected here?	11:30:36 PM
Rubens S Jacob	Also, please note that last week your support team performed a QuickBooks update and later tried to restore a backup. After that, transactions from 2022 started to appear unexpectedly. We want to make sure this is taken into account to avoid similar issues happening again.	11:31:11 PM
	username:souflonc	11:31:19 PM
	Can you please check if there are any outbound connections being blocked to the following domains? https://*.intuit.com https://*.quickbooks.com	11:31:51 PM
Rohan Prajapati	Okay Let me check it on the server	11:32:12 PM
Rubens S Jacob	thank you	11:36:56 PM

Rohan Prajapati	I have added these websites as Trusted Sites in Internet Explorer. Could you please sign out from QuickBooks and sign back in to check if the issue is resolved?	11:37:23 PM
Rubens S Jacob	Ok	11:38:36 PM
	not working yet but id like to reset the server only for souflonc. Do I need to Disconnect?	11:42:12 PM
	Im trying to reboot but it says only Disconnect	11:42:56 PM
Rohan Prajapati	Kindly allow me two minutes to check the same.	11:43:25 PM
	I have signed out you from the server.	11:44:45 PM
	And I have verified that Port 443 is open on your Server	11:44:59 PM
Rubens S Jacob	Ok thank you	11:46:18 PM
	It is not working	11:47:09 PM
	When I doublelick on Quicbooks , show me a notice abut the update	11:47:33 PM
Rohan Prajapati	May I know which QB Version you are using?	11:47:41 PM
	As I can check QB Ent 2024 is already up to the Latest release. Are you using any different version of QB ?	11:48:35 PM
Rubens S Jacob	LEt me see	11:49:03 PM
	Please take remote control	11:49:09 PM
	And see both. Thank you	11:49:14 PM
	Username: souflonc	11:49:19 PM
	<i>11:49:34 PMRubens S Jacob is sharing a file with you</i> <a href="#">WhatsApp Image 2025-04-02 at 2.18.20 PM.jpeg</a> - ( Size:272.62 KB )	11:49:34 PM
	<i>Thi is the error</i>	
Rohan Prajapati	We have already installed all the QB Ent 2024 updates and this critical update message is just a generic bug from Intuit and not an actual update and it will resolve itself in the future actual QB update releases.	11:50:51 PM
Rubens S Jacob	ould you please try running QuickBooks Tool Hub and use “Program Problems > Quick Fix my Program”, just in case there’s an internal communication issue?	11:52:50 PM
Rohan Prajapati	Okay let me do it.	11:53:55 PM
Rubens S Jacob	Thank you	11:54:49 PM
	Please let me know when you are done	11:55:57 PM
Rohan Prajapati	I believe this is not an issue on our end, as I have verified the mentioned points. Therefore, we kindly request you to contact Intuit directly, as they have the required expertise to handle such issues.	11:56:26 PM
	Its done, you can try again	11:56:35 PM
Rubens S Jacob	Ok thank you	11:56:52 PM

	Let me try	11:56:56 PM
	Not working. Can you please try the last one?	11:58:29 PM
	Can you please try deleting and forcing the regeneration of the Financial Institution Directory files (fidir.txt / fidir.qbo)?? Sometimes the FI list becomes outdated or corrupted and causes this exact OLSU-1011 error. Path: C:\ProgramData\Intuit\QuickBooks 2024\Components\OLB\branding\filist\ Just delete the fidir.txt and fidir.qbo files, then reopen QuickBooks to allow it to regenerate the updated bank list. Create a copy first in other file and then just delete the fidir.txt and fidir.qbo files, then reopen QuickBooks to allow it to regenerate the updated bank list.	11:59:27 PM
Rohan Prajapati	I'm deleting this file "C:\ProgramData\Intuit\QuickBooks 2024\Components\OLB\branding\filist\"	3 Apr, 12:00:08 AM
Rubens S Jacob	fidir.txt and fidir.qbo	12:01:01 AM
	Create a copy first in other file and then just delete the fidir.txt and fidir.qbo files	12:01:10 AM
Rohan Prajapati	Do you want me to keep the backup of these two files before deleting them ?	12:01:40 AM
Rubens S Jacob	Yes just in case but in other file on desktop for example	12:02:07 AM
Rohan Prajapati	I won't delete them instead i will rename them as .old	12:02:20 AM
Rubens S Jacob	Ok perfect	12:02:30 AM
	Please let me know!Thanks!	12:04:18 AM
Rohan Prajapati	Please check now and let us know the status	12:04:23 AM
Rubens S Jacob	I will disconete an enter	12:04:34 AM
	On the server	12:04:38 AM
Rohan Prajapati	Sure, If still it doesn't work then i would request you to contact the intuit for this issue as we are sure that they will be able to fix this issue.	12:06:56 AM
Rubens S Jacob	It is not working	12:08:31 AM
Rohan Prajapati	Okay Let me discuss this with Senior once	12:09:48 AM
	<i>12:10:17 AMRohan Prajapati is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:4.85 MB )</i>  <i>This is error that you are getting right ?</i>	12:10:17 AM
Rubens S Jacob	Yes	12:10:41 AM
	<i>12:13:43 AMRohan Prajapati is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:356.52 KB )</i>  <i>You can try these steps before contacting the intuit.</i>  <i><a href="https://quickbooks.intuit.com/learn-support/en-us/banking/error-code-olsu-1011/00/798819">https://quickbooks.intuit.com/learn-support/en-us/banking/error-code-olsu-1011/00/798819</a></i>	12:13:43 AM
Rohan Prajapati	Is there anything else I may help you with ?	12:14:08 AM
Rubens S Jacob	Yes	12:14:53 AM
Rohan Prajapati	Please tell	12:15:15 AM

Rubens S Jacob	let me try that	12:16:07 AM
	Thank you	12:16:07 AM
Rohan Prajapati	Yes If still it doesn't work then it would be better if you contact intuit once	12:16:58 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:17:03 AM
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p>	12:17:06 AM
	<p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p>	
	<p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	
	<i>Rohan Prajapati has ended this chat session</i>	12:17:09 AM



