

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

25 Oct, 5:49:46 AM

#82934 Garth van der Merwe

Email: garth@beaconmarineelectronics.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 50 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

## Chat Transcript

Chat Duration : 25 Mins 58 Secs

Garth van der Merwe	Hello, I am your Acebuddy	25 Oct, 5:49:47 AM
Acebuddy	Hello Garth Van Der Merwe, I'm your Ace Buddy. I'll be happy to assist you!	5:49:47 AM
	Whom Would You Like to Connect With?	5:49:47 AM
Garth van der Merwe	Technical Support (QB & App Hosting)	5:49:56 AM
Acebuddy	Welcome to Ace Support.	5:49:56 AM
	Please chose an option :	5:49:56 AM
Garth van der Merwe	I'd like to report an Issue	5:50:04 AM
Acebuddy	Please select an option!	5:50:04 AM
Garth van der Merwe	QuickBooks Issue	5:50:08 AM
Acebuddy	What type of QuickBooks Issue are you facing?	5:50:08 AM
Garth van der Merwe	Other QB related issue	5:50:17 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:50:17 AM
Garth van der Merwe	Time is not syncing across from QuickBooks Time to QuickBooks	5:50:58 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:50:59 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:50:59 AM

Vignesh Arul accepted the chat transfer request.

5:51:41 AM

Vignesh Arul is transferring the chat to Yash Kalra.

5:51:56 AM

Yash Kalra accepted the chat transfer request.

5:51:59 AM

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

5:52:02 AM

I will be surely assisting you with this. Kindly help me with your server name and user name?

5:52:05 AM

Garth van der Merwe Beacon Marine Electronics

5:52:55 AM

User Name - Garth

5:53:12 AM

Yash Kalra Kindly allow me two minutes to check the same.

5:53:44 AM

Garth van der Merwe perfect

5:54:11 AM

Yash Kalra May I take the remote access of your local computer in order to assist you with this issue?

5:56:16 AM

Garth van der Merwe of course

5:56:32 AM

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

5:56:39 AM

Kindly Click on the link and open the downloaded file.

5:56:43 AM

<https://assist.acecloudhosting.com/join/6372472977>

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.

6:08:15 AM

Garth, we have assisted you with the time sync issue and will share the detailed steps via email once this chat concludes. (Edited)

6:14:51 AM

Is there anything else I may help you with ?

6:14:56 AM

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

6:15:40 AM

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

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

Thanks!

6:15:43 AM

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

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

*Yash Kalra has ended this chat session*

6:15:45 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

9 Oct, 3:02:00 AM

#82379 shari

Email: shari@jkservicesinc.com ☎ 18054079440

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 20 Secs

City: MERIDIAN

State: Idaho

Country: UNITED STATES

## Chat Transcript

Chat Duration : 1 Hour 22 Mins

shari	Hello, I am your Acebuddy	9 Oct, 3:02:00 AM
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!	3:02:01 AM
	Whom Would You Like to Connect With?	3:02:01 AM
shari	Technical Support (QB & App Hosting)	3:02:05 AM
Acebuddy	Welcome to Ace Support.	3:02:05 AM
	Please chose an option :	3:02:05 AM
shari	I'd like to report an Issue	3:02:11 AM
Acebuddy	Please select an option!	3:02:11 AM
shari	Other Issue	3:02:17 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:02:17 AM
shari	I just received access to ace portal for my account. there is a user on here that does not exist for us that I told you to remove months ago. also need to know how to decifer between the 2 servers	3:03:06 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:03:07 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:03:07 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	3:03:34 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you	

	today.	3:03:38 AM
	Hello Shari (Edited)	3:03:42 AM
shari	hi	3:03:51 AM
Sujeet Kumar Suman	How are you doing?	3:04:13 AM
shari	ok can you assist with portal issues	3:04:35 AM
Sujeet Kumar Suman	I will surely help you with this issue.	3:05:05 AM
shari	Also you guys are charging me without providing invoices	3:05:25 AM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	3:06:03 AM
	May I connect to your local machine to guide you with assistance for MyPortal?	3:06:07 AM
shari	yes	3:06:13 AM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	3:06:22 AM
	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.aceclouddhosting.com/join/9562475812">https://assist.aceclouddhosting.com/join/9562475812</a>	3:06:47 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:08:24 AM
	Thank you for your patience.	3:27:21 AM
	Please stay connected; we are working on this from the backend.	3:27:23 AM
	Thank you for your patience.	3:47:53 AM
	Please stay connected; we are working on remote session. (Edited)	3:48:12 AM
	Thank you for your patience.	4:18:00 AM
	We are currently disconnected from the remote session. Kindly inform us once you are back online.	4:19:13 AM
	As user connected on another chat. Hence closing the Chat.	4:24:00 AM
	<i>Sujeet Kumar Suman has ended this chat session</i>	4:24:03 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#82835 kendrakphillips**

**Email:** kendrakphillips@gmail.com ☎ 9038261554

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

**Operator:** Shubham Maurya

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 13 Secs

**City:** HUTTO

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 7 Mins 3 Secs

kendrakphillips	Hello, I am your Acebuddy	22 Oct, 8:39:18 PM
Acebuddy	Hello Kendrakphillips, I'm your Ace Buddy. I'll be happy to assist you!	8:39:20 PM
	Whom Would You Like to Connect With?	8:39:20 PM
kendrakphillips	Technical Support (QB & App Hosting)	8:39:30 PM
Acebuddy	Welcome to Ace Support.	8:39:30 PM
	Please chose an option :	8:39:30 PM
kendrakphillips	I'd like to report an Issue	8:39:34 PM
Acebuddy	Please select an option!	8:39:35 PM
kendrakphillips	QuickBooks Issue	8:39:40 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:39:40 PM
kendrakphillips	Other QB related issue	8:39:45 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:39:45 PM
kendrakphillips	Getting an error message "Unsupported Windows 10 OS detected"	8:40:09 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:40:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:40:10 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	8:40:24 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	8:40:32 PM
kendrakphillips	Hello	8:41:10 PM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name for account verification	8:41:21 PM

	please.	
kendrakphillips	QBNXTPRE1.myrealdata.net KendraPh.NPRE1	8:42:02 PM
Shubham Maurya	Thank you for the information, please allow 2 minutes to check the same.	8:42:37 PM
	Thanks for the patience Kendra !	8:44:55 PM
	We would like to inform you that this appears to be a reminder from Intuit related to QuickBooks Desktop installations running on local computers. Since you are accessing QuickBooks through the Ace Cloud Hosting (ACH) server, your application is hosted on a server-based operating system. We assure you that: The version of the operating system installed on our servers is fully compatible with your QuickBooks application and runs without any issues. We regularly apply all the latest security patches and updates released by Microsoft without delay. There is no action required from your side regarding this Windows 10 notification for your ACH-hosted QuickBooks.	
	Your hosted environment remains fully secure, compliant, and optimized for performance. For your reference, below are the Microsoft operating systems officially compatible with QuickBooks Desktop: Windows Server 2022 Windows Server 2019 Windows Server 2016	8:45:27 PM
	As ACH is running your QuickBooks on these supported versions, no action is required from your end you may type Yes in confirmation.	
	<i>8:45:53 PM Shubham Maurya is sharing a file with you <a href="#">image.png</a> - ( Size:247.31 KB )</i>	8:45:53 PM
	<i>Please refer this image</i>	
kendrakphillips	Okay, great. Thank you for confirming	8:45:55 PM
Shubham Maurya	You are most welcome !	8:46:02 PM
	Is there anything else I may help you with ?	8:46:04 PM
kendrakphillips	That's it for now	8:46:09 PM
Shubham Maurya	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	8:46:15 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	8:46:17 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> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:46:20 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

2 Oct, 10:37:32 PM

#82181 jon

Email: [jon@sundackcpa.com](mailto:jon@sundackcpa.com) ☎ 6314999437

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 58 Secs

City: FARMINGDALE

State: New York

Country: UNITED STATES

## Chat Transcript

Chat Duration : 17 Mins 1 Sec

jon	Hello, I am your Acebuddy	2 Oct, 10:37:32 PM
Acebuddy	Hello Jon, I'm your Ace Buddy. I'll be happy to assist you!	10:37:33 PM
	Whom Would You Like to Connect With?	10:37:33 PM
jon	Sales & Solutions	10:37:44 PM
Acebuddy	Please wait while we connect you to one of our Sales Representative.	10:37:44 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:37:44 PM
	<i>Aayush Verma accepted the chat transfer request.</i>	10:37:50 PM
Aayush Verma	Hi Jon	10:38:02 PM
	How can I assist you?	10:38:19 PM
jon	hello, im looking to see if you have a solution to export QBO information to Quickbooks Desktop	10:38:35 PM
Aayush Verma	Our team follows Intuit's guideline for the same.	10:39:05 PM

	Do you need this for your existing account?	10:39:13 PM
jon	yes	10:39:17 PM
Aayush Verma	I will be transferring this chat to support. They will assist you.	10:39:43 PM
	<i>Aayush Verma is transferring the chat to Support(QB &amp; App Hosting).</i>	10:40:10 PM
jon	ok	10:40:30 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	10:40:45 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	10:40:57 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:41:21 PM
jon	jonsun1	10:41:46 PM
	sundack cpa	10:41:48 PM
Yash Kalra	Kindly allow me two minutes to check the same.	10:42:23 PM
	Jon, usually there are many issues while moving the data from QuickBooks Online to QuickBooks Desktop there are chances of data loss.	10:44:59 PM
	But I can still move the issue to our specialist he check if this can be done using some third-party tool.	10:45:55 PM
jon	yes we have a few QBO files that we would like to transfer to QBD	10:46:16 PM
Yash Kalra	Jon thank you for this clarification QBO file is a QuickBooks Web Connect file. We got confused with the QuickBooks online.	10:48:26 PM
	May I take the remote access of your server to get this issue resolved?	10:48:38 PM
jon	i was talking about quickbooks online	10:48:41 PM
	i want to take a few company files from quickbooks onlne	10:48:52 PM
	and migrate them to Quickbooks desktop	10:49:03 PM
Yash Kalra	Jon, thank you for clarifying. I initially understood this as a .QBO Web Connect file, but since this is regarding QuickBooks Online company files, we will have to involve our specialist assist you further.	10:51:28 PM
	May I request you to kindly share your best contact number so that our specialist can reach out to you regarding this issue?	
jon	depends on the time	10:52:24 PM
	when can i expect a call or can we set a time to chat	10:52:34 PM
Yash Kalra	Jon, I have fast-tracked this case, so you can expect a call within the next 2-3 hours. (Edited)	10:53:49 PM
jon	ok 631-499-9437	10:54:11 PM
	thank you	10:54:13 PM
Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:54:24 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

10:54:29 PM

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

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

*Yash Kalra has ended this chat session*

10:54:34 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

15 Oct, 4:51:29 AM

**#82616 mary**

**Email:** mary@infiniteaccountants.com 2125440001

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 3 Mins 22 Secs

**City:** DITA

**State:** Laguna

**Country:** PHILIPPINES

### Chat Transcript

Chat Duration : 52 Mins 47 Secs

mary	Hello, I am your Acebuddy	15 Oct, 4:51:30 AM
Acebuddy	Hello Mary, I'm your Ace Buddy. I'll be happy to assist you!	4:51:31 AM
	Whom Would You Like to Connect With?	4:51:31 AM
mary	Technical Support (QB & App Hosting)	4:51:33 AM
Acebuddy	Welcome to Ace Support.	4:51:33 AM

	Please chose an option :	4:51:33 AM
mary	I'd like to report an Issue	4:52:54 AM
Acebuddy	Please select an option!	4:52:54 AM
mary	QuickBooks Issue	4:52:58 AM
Acebuddy	What type of QuickBooks Issue are you facing?	4:52:58 AM
mary	Other QB related issue	4:53:03 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:53:03 AM
mary	When I try to open a company file, a message appears saying that administrator permissions are required. This action needs Windows administrator permission.	4:53:07 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:53:07 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:53:07 AM
mary	When I try to open a company file, a message appears saying that administrator permissions are required. This action needs Windows administrator permission.	4:53:20 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	4:53:30 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	4:53:45 AM
	Hello Mary.	4:53:54 AM
mary	Hello	4:54:07 AM
	When I try to open a company file, a message appears saying that administrator permissions are required. This action needs Windows administrator permission.	4:54:08 AM
	I can't proceed opening the file	4:54:25 AM
Yash Kalra	Please allow me 2 minutes to check if everything well from our side.	4:55:21 AM
mary	Okay	4:55:28 AM
Yash Kalra	May I take the remote access of your server?	4:58:08 AM
mary	Yes	4:58:12 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	4:58:16 AM
	Mary thank you for reporting this issue. Some other users also reported the same issue. Our team is working on this, and it will be resolved soon. We deeply apologies for this inconvenience.	5:12:25 AM
mary	Okay, thank you!	5:13:12 AM
Yash Kalra	Please stay connected server will be rebooted within next minutes and the changes made will be implemented. (Edited)	5:14:27 AM
mary	Noted	5:14:56 AM
	Please let me know when I can log in again. Thank you!	5:22:19 AM
Yash Kalra	Sure, Mary we will let you know.	5:23:56 AM

	It's taking more than expected please allow us 4-5 minutes more.	
mary	No worries, thank you!	5:24:08 AM
Yash Kalra	Please try to login now and check the status of the issue.	5:27:11 AM
mary	Okay	5:27:22 AM
	I still can't open the company file; it's just stuck loading.	5:29:16 AM
Yash Kalra	Mary, we assisted with the QuickBooks Issue. Is there anything else I may help you with ?	5:43:18 AM
mary	None anymore	5:43:49 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	5:44:01 AM
mary	Okay	5:44:07 AM
Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:44:15 AM
	<i>Yash Kalra has ended this chat session</i>	5:44:18 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

21 Oct, 9:52:07 PM

#### #82797 William Mims

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

**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:** 44 Secs

**City:** LACON

**State:** Illinois

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 42 Mins 44 Secs

William Mims	Hello, I am your Acebuddy	21 Oct, 9:52:07 PM
Acebuddy	Hello William E Mims, I'm your Ace Buddy. I'll be happy to assist you!	9:52:08 PM
	Whom Would You Like to Connect With?	9:52:08 PM
William Mims	Technical Support (QB & App Hosting)	9:52:12 PM
Acebuddy	Welcome to Ace Support.	9:52:12 PM
	Please chose an option :	9:52:12 PM
William Mims	I'd like to report an Issue	9:52:17 PM
Acebuddy	Please select an option!	9:52:17 PM
William Mims	Other Issue	9:52:23 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:52:23 PM
William Mims	Unable to update QuickBooks Payroll	9:53:01 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:53:02 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:53:02 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	9:53:31 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	9:53:38 PM
William Mims	Hello Anjainay	9:53:49 PM
Anjainay Singh	Hello William , how are you?	9:54:18 PM
William Mims	I'm well, but I'm having an ongoing problem with the QuickBooks File being hosted. Payroll updates have been problematic and today I'm unable to update payroll.	9:57:18 PM
Anjainay Singh	I understand your concern William and assure the best possible resolution for it.	9:57:53 PM
William Mims	I'm sure you will.	9:58:07 PM
Anjainay Singh	Could you please confirm what type of error you are getting while updating the payroll?	9:58:22 PM
William Mims	The error is "We are unable to update payroll because programs are open on your computer. Please close these programs or restart your computer" I restarted and am still getting the same error. Process of updating is very slow as well.	10:01:16 PM
Anjainay Singh	I understand your concern and issue you are facing due to it.	10:01:59 PM
William Mims	Opening up QuickBooks now.	10:02:26 PM
Anjainay Singh	Sure, I have made some backend changes please try to login and let me know further.	10:03:20 PM
William Mims	OK	10:04:16 PM
Anjainay Singh	Thankyou William.	10:04:27 PM
William Mims	Getting message that files are installing. Please try again shortly.	10:04:43 PM
Anjainay Singh	Could you please share the screenshot for an error?	10:05:03 PM
William Mims	I clicked on "OK" and lost that screen. Now the update menu bar is up. But this is usually as far as it	10:06:06 PM

	goes. Going to retry.	
Anjainay Singh	May I take the remote access of your server?	10:06:24 PM
William Mims	Yes	10:06:31 PM
Anjainay Singh	I have send the remote session request.	10:07:31 PM
William Mims	I approved	10:07:46 PM
	Looks as if the update is attempting	10:08:02 PM
	QuickBooks rebooting	10:08:40 PM
Anjainay Singh	As I can see that QuickBooks requires an update .	10:09:15 PM
	I can schedule an update for you.	10:09:28 PM
William Mims	OK	10:09:35 PM
Anjainay Singh	As you are hosted on shared server , so we recommend updating the QuickBooks and Payroll in night hours as it will require server reboot and it may impact other users data.	10:10:23 PM
	Updating the QuickBooks in night hours will avoid any kind of issue.	10:10:45 PM
William Mims	That would mean leaving the file open? Seems as if it closes as soon as I leave the remote session.	10:11:07 PM
Anjainay Singh	No you may logout the QuickBooks and it will close the file.	10:12:02 PM
William Mims	Payroll updates are an automatic process for QuickBooks. Intuit attempts to update payroll every time a payroll is issued	10:12:53 PM
	You are saying I can logout of the remote session and QuickBooks will automatically update overnight?	10:13:49 PM
Anjainay Singh	No I don't mean to say that it will update automatically , our engineers will update QuickBooks and its payroll to avoid any disruption.	10:15:00 PM
	Yes , you are right but sometime payroll update get halted when QuickBooks update is pending.	10:15:34 PM
	We will first update the QuickBooks and then we will update the Payroll for you.	10:16:02 PM
	<i>10:17:33 PM William Mims is sharing a file with you <a href="#">image.png</a> - ( Size:11.29 KB )</i>	10:17:33 PM
William Mims	Today, I need to create payroll reports for the IRS and the state of Illinois. Was unable to make forms active earlier. Also, looks as if payroll update is locked up .	10:17:37 PM
Anjainay Singh	I understand your concern, William.	10:18:47 PM
	We may improve it by rebooting the server. (Edited)	10:19:14 PM
William Mims	And that will take place at night?	10:20:04 PM
Anjainay Singh	I can reboot the server for you now .	10:20:30 PM
William Mims	Please do.	10:20:38 PM
Anjainay Singh	Sure allow me 4-5 minutes to do it.	10:21:04 PM
William Mims	OK	10:21:15 PM
Anjainay Singh	I have initiated the process for reboot especially for you William to give a try to resolve your issue.	10:22:30 PM

William Mims	Thank you	10:22:46 PM
Anjainay Singh	If it still remains then we may need to schedule the QuickBooks and Payroll update in night hours.	10:23:46 PM
William Mims	That will be OK. Is there a way to make this automatic?	10:24:18 PM
Anjainay Singh	Yes William minor updates from intuit are updated automatically however major updates are recommended to be updated by ACE support as along with update we need to do backend changes.	10:26:16 PM
William Mims	OK	10:26:41 PM
Anjainay Singh	I have restarted the server.	10:26:55 PM
William Mims	Yes, I see	10:27:08 PM
	Let me know when I can access	10:27:27 PM
Anjainay Singh	Please login after 2-3 minutes and give a last try and rest if it remains we will schedule it for night hours for you.	10:27:52 PM
William Mims	Will do	10:28:25 PM
Anjainay Singh	You may login now .	10:28:40 PM
	Please let me know if you are still facing the same issue.	10:29:36 PM
William Mims	OK	10:29:43 PM
	Payroll update successful	10:31:07 PM
Anjainay Singh	It is resolved by just rebooting the server.	10:31:24 PM
William Mims	Can now file payroll reports	10:31:29 PM
	Yes.	10:31:35 PM
	So, we can automate this?	10:31:46 PM
Anjainay Singh	That's great to hear that.	10:31:59 PM
	are you referring to QuickBooks update or Server reboot? (Edited)	10:32:23 PM
William Mims	The reboot?	10:32:47 PM
	The reboot.	10:32:55 PM
Anjainay Singh	Yes William server reboot once in a day in night hours automatically for server and application upgrade and maintenance.	10:33:31 PM
William Mims	Thank you. I think this will clear the issue.	10:34:07 PM
Anjainay Singh	Is there anything else I may help you with ?	10:34:13 PM
	Could you please do me a favor?	10:34:24 PM
William Mims	Yes.	10:34:32 PM
Anjainay Singh	Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji to share your positive feedback	10:34:35 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:34:44 PM

William Mims

Will do

10:34:48 PM

Anjainay Singh has ended this chat session

10:34:52 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

4 Oct, 12:08:36 AM

### #82223 Leah Deane

**Email:** leah@lrdpayroll.com 17044565692

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

**Operator:** Sujeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 23 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 44 Mins 56 Secs

Leah Deane	Hello, I am your Acebuddy	4 Oct, 12:08:37 AM
Acebuddy	Hello Leah Deane, I'm your Ace Buddy. I'll be happy to assist you!	12:08:37 AM
	Whom Would You Like to Connect With?	12:08:37 AM
Leah Deane	Technical Support (QB & App Hosting)	12:08:47 AM
Acebuddy	Welcome to Ace Support.	12:08:47 AM
	Please chose an option :	12:08:47 AM
Leah Deane	Setback	12:08:50 AM
Acebuddy	Hello Leah Deane, I'm your Ace Buddy. I'll be happy to assist you!	12:08:50 AM
	Whom Would You Like to Connect With?	12:08:50 AM
Leah Deane		

	Technical Support (QB & App Hosting)	12:08:58 AM
Acebuddy	Welcome to Ace Support.	12:08:58 AM
	Please chose an option :	12:08:58 AM
Leah Deane	I'd like to report an Issue	12:09:05 AM
Acebuddy	Please select an option!	12:09:05 AM
Leah Deane	Other Issue	12:09:10 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:09:10 AM
Leah Deane	Cant open outlook still and they said they fixed this	12:09:43 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:09:44 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:09:44 AM
	<i>Gaurav kumar declined the transfer request.</i>	12:09:46 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	12:10:17 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	12:10:22 AM
	Hello Leah.	12:10:28 AM
Leah Deane	I still cant use outlook and they just reinstalled	12:10:51 AM
	I need this fixed so I can bill my cloents this is crazy	12:11:02 AM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	12:11:04 AM
	Sure, I can help with that. Let me look into it for you.	12:11:21 AM
	Thank you for your patience.	12:15:21 AM
	As checked, the updates are still pending. Please allow me a moment to apply the changes.	12:16:03 AM
Leah Deane	thank u he sent an email like 20 min ago saying it was ready	12:17:01 AM
Sujeet Kumar Suman	We apologize for the miscommunication.	12:17:11 AM
	Thank you for your patience.	12:19:32 AM
	As we need to reboot the server to apply the changes.	12:19:33 AM
Leah Deane	You guys just took my husband off without even telling us and now he is loosing work	12:20:05 AM
	This needs to be fixed this is costing us money	12:20:18 AM
	and time	12:20:20 AM
Sujeet Kumar Suman	We are extremely sorry, but we are seeking permission to proceed with the troubleshooting steps.	12:20:51 AM
Leah Deane	Thats fine but it better be fixed but just one second as my husband is trying to get work done....this has been a major inconvenience and taken way to long to resolve as I spent all day yest on this too	12:22:37 AM
	I will let you know when he out	12:22:52 AM
Sujeet Kumar Suman		12:22:56 AM

Sure, please take your time.

We are extremely sorry for the inconvenience you have been facing due to the Outlook issue.  
Please be assured that we are doing our best to resolve your issue as quickly and conveniently as possible.

12:24:13 AM

Hi Leah,

We have made some changes from the backend.

12:31:19 AM

Kindly try opening the Outlook application.

Leah Deane It wont even let me hit the sign in button

12:34:06 AM

my husband is off

12:34:21 AM

Sujeet Kumar Suman Thanks for the confirmation !

12:35:15 AM

May I take the remote access of your server?

12:35:19 AM

Leah Deane yes

12:35:28 AM

Sujeet Kumar Suman Kindly close all important tabs and documents for not to breach any security concern.

12:35:34 AM

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

12:35:43 AM

<https://assist.acecloudhosting.com/join/2442622761>

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

12:36:57 AM

As we rebooted the server form backend,  
we will let you know once turn back ON.

12:42:09 AM

The server has been turned back on.

12:45:03 AM

Please let us know if you are still encountering the error.

Are we still connected here?

12:47:26 AM

Are we still connected here?

12:50:19 AM

Are we still connected here?

12:53:27 AM

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

12:53:30 AM

*Sujeet Kumar Suman has ended this chat session*

12:53:34 AM



# Chat Transcript

Hello, I am your Acebuddy

31 Oct, 2:21:25 AM

## Visitor Details

### #83146 Hak ali

**Email:** hak.ali@accountinglabs.net

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 37 Secs

**City:** CHICAGO HEIGHTS

**State:** Illinois

**Country:** UNITED STATES

Chat Duration : 28 Mins 47 Secs

## Chat Transcript

Hak ali	Hello, I am your Acebuddy	31 Oct, 2:21:25 AM
Acebuddy	Hello Hak Ali, I'm your Ace Buddy. I'll be happy to assist you!	2:21:26 AM
	Whom Would You Like to Connect With?	2:21:26 AM
Hak ali	Technical Support (QB & App Hosting)	2:21:38 AM
Acebuddy	Welcome to Ace Support.	2:21:38 AM
	Please chose an option :	2:21:38 AM
Hak ali	I'd like to report an Issue	2:21:51 AM
Acebuddy	Please select an option!	2:21:51 AM
Hak ali	Other Issue	2:21:56 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:21:56 AM
Hak ali	I followed the login instructions but i keep getting an error	2:22:13 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:22:14 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:22:14 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	2:22:42 AM
	<i>Abhay Kumar Saraswat is transferring the chat to Yash Kalra.</i>	2:22:50 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	2:22:57 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	2:23:00 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:23:04 AM
Hak ali	here is the server name link <a href="https://linkprotect.cudasvc.com/url?">https://linkprotect.cudasvc.com/url?</a> a=https%3a%2f%2fLEXINGTON.myrealdata.net&c=E,1,yTSgYWZkNMlrzUXu2goDS_IvNZn1Azyy28LaM	2:23:32 AM

qhVZG1PrECCHAGwIX5cd0GXzxsgaio5I1ufuTO48EiKRCs5BfgwAph6kiPVi8sDsdv9r3\_k&typo=1&ancr\_a dd=1

Yash Kalra	Please confirm if your user name is LSC_Michael_Acct	2:25:05 AM
	<i>2:25:09 AM Hak ali is sharing a file with you</i> <a href="#"><u>Screenshot 2025-10-30 155415.png</u></a> - ( Size:121.1 KB )	2:25:09 AM
	<i>these are the instructions i was given</i>	
Hak ali	so i think that's my username	2:25:32 AM
Yash Kalra	To help me assist you better, please answer the following questions:	
	<ol style="list-style-type: none"><li>1. Are you receiving any error message while attempting to connect to the Ace server? If yes, kindly share the exact message.</li><li>2. Were you able to connect to the server before, or is this your first time trying?</li><li>3. Are you using a Windows PC or a Mac?</li></ol>	2:26:07 AM
	(Edited)	
Hak ali	1. Yes, it tells me "Please set configurations! 2. This is my first time trying 3. Windows	2:27:34 AM
Yash Kalra	May I take the remote access of your local computer in order to resolve this issue?	2:27:54 AM
Hak ali	yes	2:28:17 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	2:28:19 AM
	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/8672223749">https://assist.acecloudhosting.com/join/8672223749</a>	2:28:23 AM
Hak ali	is it working now	2:30:11 AM
Yash Kalra	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	2:31:16 AM
	Hak, we assisted you with the login issue Is there anything else I may help you with ?	2:49:50 AM
Hak ali	no thank you	2:49:59 AM
Yash Kalra	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.	2:50:06 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:50:09 AM
	<i>Yash Kalra has ended this chat session</i>	2:50:12 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

25 Oct, 7:43:12 PM

### #82937 Puran Lahoti

**Email:** puran.lahoti@gmail.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** POWELL

**State:** Ohio

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 14 Secs

Puran Lahoti	Hello, I am your Acebuddy	25 Oct, 7:43:13 PM
Acebuddy	Hello Puran Lahoti, I'm your Ace Buddy. I'll be happy to assist you!	7:43:14 PM
	Whom Would You Like to Connect With?	7:43:14 PM
	<i>Puran Lahoti has ended this chat session</i>	7:43:27 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

15 Oct, 9:15:49 AM

### #82619 Shipleyelectric87

**Email:** shipleyelectric87@gmail.com

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 40 Secs

**City:** WEST VALLEY CITY

**State:** Utah

**Country:** UNITED STATES

Chat Duration : 16 Mins 44 Secs

### Chat Transcript

Shipleyelectric87	Hello, I am your Acebuddy	15 Oct, 9:15:50 AM
Acebuddy	Hello Shipleyelectric87, I'm your Ace Buddy. I'll be happy to assist you!	9:15:51 AM
	Whom Would You Like to Connect With?	9:15:51 AM
Shipleyelectric87	Technical Support (QB & App Hosting)	9:15:58 AM
Acebuddy	Welcome to Ace Support.	9:15:58 AM
	Please chose an option :	9:15:58 AM
Shipleyelectric87	I'd like to report an Issue	9:16:03 AM
Acebuddy	Please select an option!	9:16:03 AM
Shipleyelectric87	QuickBooks Issue	9:16:08 AM
Acebuddy	What type of QuickBooks Issue are you facing?	9:16:08 AM
Shipleyelectric87	Other QB related issue	9:16:15 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:16:15 AM
Shipleyelectric87	you just updatd my quick books and i still dont have my change order functions	9:17:07 AM
Acebuddy	Please wait while we connect you to a Support Representative	9:17:07 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:17:07 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	9:18:11 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	9:18:23 AM
	Kindly confirm if the issue occurs in particular one company file or getting the same while working on other company file as well	9:20:10 AM
Shipleyelectric87	im not sure what you are asking	9:21:18 AM
Shubham Kataria	Did you try to create the invoices and estimate on any other company file?	9:22:12 AM
	As we need to verify if the same issue comes in other company files as well	9:22:46 AM
Shipleyelectric87	i dont understand what you mean when you say another company file?	9:23:24 AM

Shubham Kataria	Alright let me elaborate more	9:23:41 AM
	As I can see you have Two different company files	
	1. Little league of west central 2. Restored Shipley electric INC	9:24:43 AM
	Please confirm if the same issue occurs while working in both files?	9:25:03 AM
Shipleyelectric87	it doesnt work	9:27:33 AM
Shubham Kataria	Since you're connected with one of our L2 engineer, he will be assisting you further with this.	9:28:50 AM
	Let me discuss the case with him.	9:29:11 AM
	As Ankit is already assisting you on this, we are ending the chat session. (Edited)	9:32:02 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:32:30 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	9:32:32 AM
	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>Shubham Kataria has ended this chat session</i>	9:32:34 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

1 Oct, 1:17:33 AM

**#82104 Toccara**

**Email:** twashington@odshiprepair.com

**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:** NORFOLK

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Min 9 Secs

Toccara	Hello, I am your Acebuddy	1 Oct, 1:17:33 AM
Acebuddy	Hello Toccara, I'm your Ace Buddy. I'll be happy to assist you!	1:17:34 AM
	Whom Would You Like to Connect With?	1:17:34 AM
Toccara	Technical Support (QB & App Hosting)	1:17:47 AM
Acebuddy	Welcome to Ace Support.	1:17:47 AM
	Please chose an option :	1:17:47 AM
Toccara	I'd like to report an Issue	1:17:59 AM
Acebuddy	Please select an option!	1:17:59 AM
Toccara	Password Reset	1:18:03 AM
Acebuddy	Please select an option below	1:18:03 AM
Toccara	Not Enrolled to Selfcare Portal	1:18:14 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.	1:18:14 AM
	Do you need any further assistance on the topic?	1:18:14 AM
Toccara	No	1:18:42 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	1:18:43 AM
	<i>Acebuddy has ended this chat session</i>	1:18:43 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

1 Oct, 12:08:24 PM

**#82114 rachel****Email:** rachel@txalphateam.com ☎ 12813973688**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 24 Secs**City:** TACADANG**State:** Mountain Province**Country:** PHILIPPINES

Chat Duration : 29 Mins 13 Secs

## Chat Transcript

rachel	Hello, I am your Acebuddy	1 Oct, 12:08:24 PM
Acebuddy	Hello Rachel, I'm your Ace Buddy. I'll be happy to assist you!	12:08:26 PM
	Whom Would You Like to Connect With?	12:08:26 PM
rachel	Technical Support (QB & App Hosting)	12:08:34 PM
Acebuddy	Welcome to Ace Support.	12:08:34 PM
	Please chose an option :	12:08:34 PM
rachel	Setback	12:08:37 PM
Acebuddy	Hello Rachel, I'm your Ace Buddy. I'll be happy to assist you!	12:08:38 PM
	Whom Would You Like to Connect With?	12:08:38 PM
rachel	Technical Support (QB & App Hosting)	12:08:43 PM
Acebuddy	Welcome to Ace Support.	12:08:43 PM
	Please chose an option :	12:08:43 PM
rachel	I'd like to raise a Request	12:08:49 PM
Acebuddy	Please select your request type.	12:08:49 PM
rachel	Password Reset	12:08:53 PM
Acebuddy	Please select an option below	12:08:53 PM
rachel	Setback	12:09:01 PM
Acebuddy	Please select your request type.	12:09:01 PM
rachel	Other Request	12:09:15 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.	12:09:15 PM

	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:09:15 PM
rachel	Setback	12:09:26 PM
Acebuddy	Please select your request type.	12:09:26 PM
rachel	Password Reset	12:09:36 PM
Acebuddy	Please select an option below	12:09:36 PM
rachel	Restart	12:10:19 PM
Acebuddy	Hello Rachel, I'm your Ace Buddy. I'll be happy to assist you!	12:10:19 PM
	Whom Would You Like to Connect With?	12:10:19 PM
rachel	Technical Support (QB & App Hosting)	12:10:24 PM
Acebuddy	Welcome to Ace Support.	12:10:24 PM
	Please chose an option :	12:10:24 PM
rachel	I'd like to report an Issue	12:10:34 PM
Acebuddy	Please select an option!	12:10:34 PM
rachel	QuickBooks Issue	12:10:39 PM
Acebuddy	What type of QuickBooks Issue are you facing?	12:10:39 PM
rachel	QuickBooks Login Issue	12:10:43 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	12:10:43 PM
	Was that helpful?	12:10:43 PM
rachel	No	12:10:49 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	12:10:49 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:10:49 PM
	<i>Ankit Kumar accepted the chat transfer request.</i>	12:11:46 PM
	<i>Ankit Kumar is transferring the chat to Support(QB &amp; App Hosting).</i>	12:11:53 PM
	<i>Rohan accepted the chat transfer request.</i>	12:11:54 PM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	12:11:59 PM
rachel	HI Rohan, I need the 16 character token sent to support@acecloudhosting.com to rest my password in QB please. Thanks	12:12:11 PM
Rohan	Hello Rachel , how are you doing today ?	12:12:14 PM
rachel	All good and you?	12:12:30 PM
Rohan	I will surely help you with this issue.	12:12:36 PM
	That's Great. I'm good too, thanks for asking	12:12:52 PM
	Kindly allow me 2-3 minutes to check the same.	12:13:00 PM

rachel	Go ahead. Thank you	12:13:08 PM
Rohan	Rachel, Could you please resend it ? we have not received it yet!	12:16:49 PM
rachel	sure	12:17:28 PM
	I just resent it. Thanks	12:17:49 PM
Rohan	Thanks for the confirmation !	12:17:54 PM
	Let me check the same	12:18:12 PM
	<i>12:19:35 PM rachel is sharing a file with you <a href="#">image.png</a> - ( Size:22.13 KB )</i>	12:19:35 PM
	Rachel, it seems we are not receiving the token due to an issue. Could you please confirm if any other email addresses are listed?	12:22:47 PM
	<i>12:23:24 PM rachel is sharing a file with you <a href="#">image.png</a> - ( Size:20.59 KB )</i>	12:23:24 PM
	Rachel, would it be okay if we reset your QB File password and share it with you via email?	12:25:19 PM
	It seems there is an issue with receiving the code. We will need to check this from the backend, and once the issue is resolved, we will reset the password and share it with you.	12:26:30 PM
rachel	Can you please add our email in the list	12:26:43 PM
	I don't understand why it was remove when we are the admin of the file	12:26:56 PM
	qb@txalphateam.com -please add this to all of our QB files so we have control.	12:28:29 PM
Rohan	Rachel, we need to check if this is possible and will update you accordingly via email along with the new password.	12:28:32 PM
rachel	I understand, just explain to me why our email was removed from the list please? Also confirm that you will add it back	12:29:31 PM
Rohan	Rachel, As I checked, you are leasing QuickBooks Pro 2023 from us, which is why our email address is showing. The QuickBooks Pro 2023 license is associated with our email address. Please understand that resetting the password for any QB file is also related to the QB license registered with our email address.	12:33:15 PM
	However, I will check with the team to see if this is possible and will update you accordingly.	
	Are we still connected here?	12:35:09 PM
rachel	Great. Thank you!	12:35:31 PM
Rohan	Thanks for the confirmation !	12:35:40 PM
	Is there anything else I may help you with ?	12:35:42 PM
	Are we still connected here?	12:37:03 PM
rachel	That would be all. Thanks Rohan! Have a great day	12:37:25 PM
Rohan	Thanks for the confirmation !	12:37:32 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:37:33 PM

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

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

12:37:35 PM

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

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

*Rohan has ended this chat session*

12:37:38 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

13 Oct, 7:45:18 PM

#### #82528 Kelly Dempewolf

**Email:** kdempewolf@sandbarsc.com

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

**Operator:** Dushyant

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 15 Secs

**City:** SANTA CRUZ

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 19 Mins 2 Secs

Kelly Dempewolf	Hello, I am your Acebuddy	13 Oct, 7:45:19 PM
Acebuddy	Hello Kelly Dempewolf, I'm your Ace Buddy. I'll be happy to assist you!	7:45:19 PM
	Whom Would You Like to Connect With?	7:45:19 PM
Kelly Dempewolf	Technical Support (QB & App Hosting)	7:45:25 PM

Acebuddy	Welcome to Ace Support.	7:45:25 PM
	Please chose an option :	7:45:25 PM
Kelly Dempewolf	I'd like to report an Issue	7:45:33 PM
Acebuddy	Please select an option!	7:45:33 PM
Kelly Dempewolf	Other Issue	7:45:39 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:45:39 PM
Kelly Dempewolf	I reported an issue with QB (lagging) and Excel (unable to export from QB and/or manipulate data) last Friday and was told the server needed to be rebooted to fix the issues I was encountering. Both issues are still occurring.	7:48:03 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:48:04 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:48:04 PM
	<i>Dushyant accepted the chat transfer request.</i>	7:48:20 PM
Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.	7:48:25 PM
Kelly Dempewolf	Perfect	7:48:47 PM
Dushyant	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:49:01 PM
Kelly Dempewolf	I believe the server name is SCWSE and I am unsure of my user name. It may be kdempewolf	7:49:46 PM
Dushyant	Thank you for the details, please allow me 2-3 minutes to check the details at my end.	7:50:42 PM
	Thank you for the patience,	7:53:48 PM
	I have reviewed your last ticket and the server from my end, and we found that Excel is consuming most of the CPU of the server, and that could be the reason of having issues with Slowness.	7:55:33 PM
	May I take the remote access of your server?	7:56:27 PM
Kelly Dempewolf	Absolutely	7:56:39 PM
Dushyant	Prior providing the access, I would suggest you to close any important documents at your end.	7:56:48 PM
Kelly Dempewolf	You are all good. Access away :)	7:57:38 PM
Dushyant	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.	7:57:55 PM
	Thank you for the patience.	8:03:35 PM
	Issue has been fixed now.	8:03:42 PM
Kelly Dempewolf	It looks as though you have fixed the issues. Thank you	8:03:48 PM
Dushyant	Is there anything else I may help you with ?	8:03:54 PM
Kelly Dempewolf	Not at this time. Have a great Monday :)	8:04:10 PM
Dushyant	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:04:14 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this	

conversation, along with a ticket number and survey feedback form.

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

8:04:19 PM

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

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

*Dushyant has ended this chat session*

8:04:21 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

7 Oct, 1:59:22 AM

### #82287 Moeller

**Email:** kelly@farmfinancialsolutions.com ☎ 6122908679

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 37 Secs

**City:** MINNEAPOLIS

**State:** Minnesota

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 40 Mins 16 Secs

Moeller	Hello, I am your Acebuddy	7 Oct, 1:59:22 AM
Acebuddy	Hello Kelly, I'm your Ace Buddy. I'll be happy to assist you!	1:59:23 AM
	Whom Would You Like to Connect With?	1:59:23 AM
Moeller	Technical Support (QB & App Hosting)	1:59:27 AM
Acebuddy		

	Welcome to Ace Support.	1:59:27 AM
	Please chose an option :	1:59:27 AM
Moeller	I'd like to report an Issue	1:59:32 AM
Acebuddy	Please select an option!	1:59:32 AM
Moeller	Other Issue	1:59:36 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:59:36 AM
Moeller	My dad cannot get on his server again!!!!!!!	1:59:49 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:59:50 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:59:50 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	2:00:05 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	2:00:14 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:00:21 AM
Moeller	You guys need to fix my dads server. Everyday he has issues getting on it!	2:00:36 AM
	I was promised that it will never happen again just earlier today and he cannot get on it.	2:00:52 AM
	What the hell is wrong with his. Mine is always fine!	2:01:03 AM
RobertA		2:01:07 AM
	KellyM works just fine!	2:01:17 AM
	We have the same damn computer so it is not that it is just his!	2:01:31 AM
	I am beyond frustrated at this point!	2:01:40 AM
Yash Kalra	Kelly I can understand your pain please allow me two minutes to check the settings from the backend.	2:02:19 AM
	Are you receiving any error message while attempting to connect to the Ace server? If yes, kindly share the exact message.	2:02:50 AM
Moeller	Here is my ticket number from earlier.	2:02:54 AM
	780548	2:02:55 AM
Yash Kalra	Thank you for the ticket number Please stay connected while I check the ticket	2:03:45 AM
Moeller	No warning error, just won't let him in	2:04:07 AM
	it says his login is incorrect	2:04:40 AM
Yash Kalra	May I take the remote access of your local computer?	2:06:32 AM
Moeller	and then the next time just won't connect	2:06:33 AM
	I dont have it here. he is in a different location	2:06:45 AM
	this is going on a year with these issues.	2:06:57 AM
		2:07:11 AM

you can send me the link and i will send it to him.

Now it says remote server not available

2:07:26 AM

Yash Kalra Kindly Click on the link and open the downloaded file.  
<https://assist.acecloudhosting.com/join/9962146707>

2:07:37 AM

Moeller This is the last time I will ask you to fix this. We are leaving if the issue continues. I cant do it anymore!

2:09:12 AM

Yash Kalra Kelly, I apologies for the inconvenience caused to you but don't worry this time I will make sure that this issue doesn't occur again.

2:10:59 AM

Moeller That is what they told me this morning!

2:11:23 AM

But here we are

2:11:26 AM

He is waiting for you.

2:14:35 AM

He says he connected to the link

2:14:43 AM

Yash Kalra I can understand your pain if I would be in the same situation I would feel like the same but believe I will make sure that this time it will be permanently fixed.

2:14:44 AM

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

2:14:47 AM

<https://assist.acecloudhosting.com/join/9112247649>

2:30:49 AM

This is the new link

Please share this link so that we can resume the troubleshooting session

Are we still connected here?

2:33:21 AM

Are we still connected here?

2:35:13 AM

Are we still connected here?

2:37:11 AM

Kelly, we really want to you help your father with this issue but as per procedure we need to end this chat now.

2:39:30 AM

Please connect us again so that we can resume our troubleshooting.

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

2:39:36 AM

*Yash Kalra has ended this chat session*

2:39:38 AM



# Chat Transcript

Hello, I am your Acebuddy

12 Oct, 12:08:33 AM

## Visitor Details

### #82491 exactproducts

**Email:** exactproducts@yahoo.com

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 25 Secs

**City:** MCKINNEY

**State:** Texas

**Country:** UNITED STATES

Chat Duration : 12 Mins 14 Secs

## Chat Transcript

exactproducts	Hello, I am your Acebuddy	12 Oct, 12:08:34 AM
Acebuddy	Hello Exactproducts, I'm your Ace Buddy. I'll be happy to assist you!	12:08:35 AM
	Whom Would You Like to Connect With?	12:08:35 AM
exactproducts	Managed Security	12:08:42 AM
Acebuddy	Please wait while we connect you to an available Representative.	12:08:42 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:08:42 AM
	<i>Priyanshu accepted the chat transfer request.</i>	12:08:54 AM
exactproducts	how do i change my password	12:08:58 AM
Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu. How may I assist you?	12:09:15 AM
	Can you please help me with your businessname and username once?	12:09:32 AM
exactproducts	user name: traceyX.q3, business name : exact products, inc	12:10:35 AM
Priyanshu	thank you for sharing the details. Please allow me a minute	12:10:50 AM
	Tracey, I would like to inform you that your server is being managed by different team.	12:11:52 AM
	Please let me transfer your this chat to the concerned team so that they may better assist you?	12:12:06 AM
	Okay	12:12:08 AM
exactproducts	ok	12:12:13 AM
	<i>Priyanshu is transferring the chat to Support(QB &amp; App Hosting).</i>	12:12:21 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	12:12:32 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	12:12:49 AM
exactproducts	Hi	12:13:03 AM

Ashutosh Mishra	I will surely help you with this issue.	12:13:25 AM
	I understand you would like to reset the password for server login, please note we would require approval from Tim through registered email [tim.hu@scsources.com](mailto:tim.hu@scsources.com) to reset the password. Tim can also reset password using My Portal.	12:17:07 AM
exactproducts	ok, so he can reset the password for me?	12:17:44 AM
Ashutosh Mishra	Yes, he can through My Portal. I can also share the relevant instructions over the email to assist with password reset.	12:18:26 AM
exactproducts	did you send an email to him yet?	12:18:52 AM
Ashutosh Mishra	I am drafting the email, within five minutes he will get the email.	12:19:45 AM
exactproducts	thanks	12:19:54 AM
Ashutosh Mishra	Is there anything else I may help you with ?	12:20:07 AM
exactproducts	that is it. Thanks	12:20:26 AM
Ashutosh Mishra	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.	12:20:33 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:20:39 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:20:45 AM
	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>Ashutosh Mishra has ended this chat session</i>	12:20:48 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

16 Oct, 3:56:39 AM

#82665 debra

**Email:** debra@drcpatx.com  14699208822

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 15 Secs

**City:** THE COLONY

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 18 Mins 4 Secs

debra	Hello, I am your Acebuddy	16 Oct, 3:56:40 AM
Acebuddy	Hello Debra, I'm your Ace Buddy. I'll be happy to assist you!	3:56:41 AM
	Whom Would You Like to Connect With?	3:56:41 AM
debra	Technical Support (QB & App Hosting)	3:56:48 AM
Acebuddy	Welcome to Ace Support.	3:56:48 AM
	Please chose an option :	3:56:48 AM
debra	I'd like to report an Issue	3:56:53 AM
Acebuddy	Please select an option!	3:56:53 AM
debra	Other Issue	3:56:58 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:56:58 AM
debra	When changing configuration from mult-monitor to single can't connect to server	3:57:35 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:57:35 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:57:35 AM
	<i>Gaurav kumar declined the transfer request.</i>	3:57:51 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	3:58:09 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	3:58:15 AM
debra	Okay	3:58:31 AM
Anjainay Singh	Hello Debra , how are you?	3:59:02 AM
debra	Good and you?	3:59:10 AM
Anjainay Singh	I am fine just ready to assist you with your issue.	3:59:30 AM
debra	Okay great, when I change the configuration setting to not select Multi monitor I'm not able to connect, The connection doesn't go through just spins	4:00:19 AM

Anjainay Singh	I understand your concern and assure you to resolve it.	4:00:50 AM
	May I take the remote access of your local computer?	4:00:53 AM
debra	sure	4:00:58 AM
Anjainay Singh	Kindly close all important tabs and documents for not to breach any security concern.	4:01:09 AM
debra	ok	4:01:13 AM
Anjainay Singh	<a href="https://assist.acecloudhosting.com/join/6802690778">https://assist.acecloudhosting.com/join/6802690778</a>	4:01:22 AM
	Please copy this URL at your local machine browser and download the remote file.	4:01:43 AM
	Once the file is downloaded please click on it and select on accept and continue.	4:02:07 AM
	We are connected.	4:03:11 AM
	Please stat connected.	4:05:57 AM
	Please stay connected Debra.	4:07:04 AM
	Hello Debra as your issue has been resolved so we are disconnecting this chat .	4:14:06 AM
debra	ok	4:14:30 AM
Anjainay Singh	Please click on smiling emoji and provide your positive feedback.	4:14:34 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:14:38 AM
	<i>Anjainay Singh has ended this chat session</i>	4:14:45 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

20 Oct, 7:58:49 PM

### #82757 diana

**Email:** diana@dmbkinc.com 4155778892

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 48 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 21 Mins 51 Secs

diana	Hello, I am your Acebuddy	20 Oct, 7:58:49 PM
Acebuddy	Hello Diana, I'm your Ace Buddy. I'll be happy to assist you!	7:58:50 PM
	Whom Would You Like to Connect With?	7:58:50 PM
diana	Technical Support (QB & App Hosting)	7:58:58 PM
Acebuddy	Welcome to Ace Support.	7:58:58 PM
	Please chose an option :	7:58:58 PM
diana	I'd like to report an Issue	7:59:15 PM
Acebuddy	Please select an option!	7:59:15 PM
diana	QuickBooks Issue	7:59:22 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:59:22 PM
diana	QuickBooks Login Issue	7:59:29 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	7:59:29 PM
	Was that helpful?	7:59:29 PM
diana	No	7:59:35 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	7:59:35 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:59:35 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	7:59:50 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	7:59:57 PM
diana	Good morning Shubham. I previously asked about receiving errors regarding Windows 10 and I was assured that Ace was current. This morning we received an error message. Unfortunately I'm unable to copy it here.	8:01:33 PM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:02:01 PM
diana	Where can I find my server name?/	8:02:17 PM
Shubham Maurya	Also please can you specify the error message if you can recall was it related to OS or any other application?	8:02:28 PM
	On your RDP file if you right click>> "EDIT" (Edited)	8:03:01 PM
	Or on your Invoice as well.	8:03:07 PM

	Server name: DMB.myrealdata.net	8:04:31 PM
	CID74890	
	Please confirm these details are correct?	
	Business name: DM Bookkeeping Inc	8:04:54 PM
	<i>8:05:01 PM diana is sharing a file with you</i> <a href="#"><u>image.png</u></a> - ( Size:33.95 KB )	8:05:01 PM
diana	Yes, correct	8:07:06 PM
Shubham Maurya	Thanks for sharing this Information Diana, Please type "yes" in the box and go ahead. No need to worry for this.	8:07:58 PM
diana	Because of this message we are unable to open QB.	8:08:04 PM
Shubham Maurya	<p>We would like to inform you that this appears to be a reminder from Intuit related to QuickBooks Desktop installations running on local computers. Since you are accessing QuickBooks through the Ace Cloud Hosting (ACH) server, your application is hosted on a server-based operating system.</p> <p>We assure you that:</p> <p>The version of the operating system installed on our servers is fully compatible with your QuickBooks application and runs without any issues.</p> <p>We regularly apply all the latest security patches and updates released by Microsoft without delay.</p> <p>There is no action required from your side regarding this Windows 10 notification for your ACH-hosted QuickBooks.</p> <p>Your hosted environment remains fully secure, compliant, and optimized for performance.</p> <p>For your reference, below are the Microsoft operating systems officially compatible with QuickBooks Desktop:</p> <ul style="list-style-type: none"> <li>Windows Server 2022</li> <li>Windows Server 2019</li> <li>Windows Server 2016</li> </ul>	8:08:13 PM
	As ACH is running your QuickBooks on these supported versions, no action is required from your end you may type Yes in confirmation.	
	<i>8:08:38 PM Shubham Maurya is sharing a file with you</i> <a href="#"><u>image.png</u></a> - ( Size:247.31 KB )	8:08:38 PM
	<i>Please refer to this in future.</i>	
diana	Ok. Excellent. Thank you!	8:08:41 PM
Shubham Maurya	You are most welcome !	8:09:33 PM
	Is there anything else I may help you with ?	8:09:35 PM
diana	Actually, how can I change the number of users on my account?	8:10:49 PM
Shubham Maurya	Please confirm if you are asking for QB account or number of server users?	8:11:30 PM
diana	Number of users on Ace	8:12:16 PM
Shubham Maurya	Thanks for confirming, you can use Myportal <a href="https://myportal.acecloudhosting.com/">https://myportal.acecloudhosting.com/</a> to do it from your end at anytime or else you can mail us from POC mail ID [diana@dmbkinc.com] (mailto:diana@dmbkinc.com) or [adal@leadcorestrategies.com](mailto:adal@leadcorestrategies.com)	

8:14:03 PM

Along with new user **Full name, Contact number and email ID** then we can do it for you.

From Myportal only POC can make the changes let me check who if POC for your account on Myportal.

8:14:36 PM

diana Ok. Also, Teams started opening up automatically on my computer, but we don't use Teams. It also suddenly now appears in my Outlook. This does not happen with anyone else.

8:15:45 PM

*8:15:51 PM diana is sharing a file with you*

8:15:51 PM

[image.png](#) - ( Size:2.29 KB )

Shubham Maurya This email ID is currently set as POC for myportal **diana@dmbk-sf.com**

8:17:30 PM

To make any changes you can login using username which is CID74890 and forgot password to reset it <https://myportal.acecloudhosting.com/>

diana That is an old email of mine and is no longer in use. I asked a few times to have that updated to diana@dmbkinc.com please.

8:18:05 PM

Shubham Maurya There might an update pushed on your profile, this is done in a sequence that's why probably other might not be getting it right now. If you want we can disable "teams" from your server for everyone.

8:18:55 PM

diana Yes, that would be great. Thank you!

8:19:23 PM

Shubham Maurya Noted that Diana, we will forward this request to concern team and once done we will update you on your new email [diana@dmbkinc.com](mailto:diana@dmbkinc.com)

8:19:32 PM

diana Thank you!

8:19:41 PM

Shubham Maurya Most welcome ! You will receive ticket ID after this chat using which you can do follow up for email ID change request.

8:20:08 PM

Is there anything else I may help you with ?

8:20:11 PM

diana That's it. Thanks again and have a great day!

8:20:25 PM

Shubham Maurya You too have a good one!!

8:20:30 PM

I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.

8:20:34 PM

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

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

Thanks!

8:20:36 PM

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

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

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

8:20:38 PM

*Shubham Maurya has ended this chat session*

8:20:40 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

27 Oct, 9:20:31 PM

### #82969 Claire Speake

**Email:** corporate@sgwfresno.com ☎ 15593479965

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 39 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 31 Mins 1 Sec

Claire Speake	Hello, I am your Acebuddy	27 Oct, 9:20:31 PM
Acebuddy	Hello Claire Speake, I'm your Ace Buddy. I'll be happy to assist you!	9:20:32 PM
	Whom Would You Like to Connect With?	9:20:32 PM
Claire Speake	Technical Support (QB & App Hosting)	9:20:43 PM
Acebuddy	Welcome to Ace Support.	9:20:43 PM
	Please chose an option :	9:20:43 PM
Claire Speake	I'd like to report an Issue	9:20:52 PM
Acebuddy	Please select an option!	9:20:52 PM
Claire Speake	QuickBooks Issue	9:20:58 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:20:58 PM
Claire Speake	Other QB related issue	9:21:05 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:21:05 PM
Claire Speake	When I try logging into QB, an Ace Cloud Hosting Window Pops up to reset my password. I clicked on	

	Forgot password to follow the prompts, but I do not know how to find the proper user name / email associated with this log in. So I need help	9:22:25 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:22:25 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:22:25 PM
Claire Speake	This log in is "Ning"	9:22:55 PM
	I believe it is Ning.B	9:23:16 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	9:23:25 PM
	Ning.B@myrealdata.net	9:23:30 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	9:23:37 PM
	Hello Claire , how are you doing	9:23:51 PM
Claire Speake	Im great, thank you. How are you this morning?	9:24:02 PM
Sanyam Madan	I am good as well 😊	9:24:23 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:24:32 PM
Claire Speake	I belive it is Ning	9:24:53 PM
	Ning.B	9:24:57 PM
	Ning.B@myrealdata.net	9:25:04 PM
Sanyam Madan	May I take the remote access of your server?	9:25:51 PM
Claire Speake	Yes	9:26:43 PM
Sanyam Madan	Please log in to the server	9:28:08 PM
Claire Speake	I have the server screen up, but I cant log in	9:28:43 PM
Sanyam Madan	So in that case , I need to take the access of your local computer.	9:29:31 PM
	Should we proceed with that?	9:29:39 PM
Claire Speake	Yes	9:29:48 PM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	9:30:04 PM
	<a href="https://assist.acecloudhosting.com/join/3872615624">https://assist.acecloudhosting.com/join/3872615624</a>	9:30:14 PM
	Kindly paste this link in the browser of local computer and join the session.	9:30:17 PM
	Please log out and log back in . (Edited)	9:43:50 PM
	Are we still connected here?	9:47:18 PM
	Are we still connected here?	9:49:02 PM
	Are we still connected here?	9:51:23 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	9:51:29 PM
	<i>Sanyam Madan has ended this chat session</i>	9:51:33 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

14 Oct, 8:58:05 PM

**#82587 Mae**

**Email:** pricecontracting@gmail.com

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 39 Secs

**City:** STEVENSVILLE

**State:** Montana

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 13 Mins 29 Secs

Mae	Hello, I am your Acebuddy	14 Oct, 8:58:06 PM
Acebuddy	Hello Mae, I'm your Ace Buddy. I'll be happy to assist you!	8:58:06 PM
	Whom Would You Like to Connect With?	8:58:06 PM
Mae	Technical Support (QB & App Hosting)	8:58:11 PM
Acebuddy	Welcome to Ace Support.	8:58:11 PM
	Please chose an option :	8:58:11 PM
Mae	I'd like to report an Issue	8:58:18 PM
Acebuddy	Please select an option!	8:58:19 PM
Mae	QuickBooks Issue	8:58:23 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:58:23 PM
Mae	QuickBooks is Frozen	8:58:28 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	8:58:29 PM

	Was that helpful?	8:58:29 PM
Mae	No	8:58:33 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:58:33 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:58:33 PM
Mae	Hello! We are looking for a little help logging into quickbooks. Initially it logged in, but froze, and now it won't log in at all.	8:59:13 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:59:33 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:59:35 PM
Mae	Hello! We are looking for a little help logging into quickbooks. Initially it logged in, but froze, and now it won't log in at all.	9:00:54 PM
Manish Singh	I will surely help you with this issue.	9:01:57 PM
	Kindly allow me two minutes to check the same.	9:02:00 PM
Mae	thank you	9:02:06 PM
Manish Singh	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	9:02:24 PM
Mae	both account are experiencing this issue. this seems to happen about once a week or so.	9:02:50 PM
Manish Singh	Seems like you were stuck in disconnected state removed your session kindly try now.	9:03:23 PM
Mae	Usually something gets reset on your end and we are good to go after about 10-15 min. But it is happening more consistently	9:03:25 PM
	ok - please hold	9:03:33 PM
Manish Singh	Yes, please take your time.	9:04:08 PM
Mae	when i click on the server to log on, it takes me to the server desktop screen, but it remains black, with no logos loading. I probably need to restart my computer	9:06:28 PM
	i will restart my computer and try logging in again, but this chat will be disconnected. i will reach out again if i'm still having issues. thank you!	9:07:46 PM
Manish Singh	May I take the remote access of your local computer?	9:08:03 PM
Mae	yes, but is there anyway we can avoid this happening so often to the point that we need to share our local computer access?	9:08:45 PM
Manish Singh	Yes, as you are facing this issue more frequently, we need to observe some things and if issue reoccurs need to escalate this case.	9:09:40 PM
Mae	that would be great, as it is happening more often	9:09:59 PM
Manish Singh	Yes, Can I take remote access or you will let us know if face any issue again?	9:10:27 PM
Mae	i'm going to go ahead and restart my computer and see if we can get in now. but if that doesn't work, i will reach out to you again for local computer access. thank you!	9:11:04 PM
Manish Singh	Sure, Thanks you for your patience.	9:11:26 PM

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

9:11:30 PM

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

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

Thanks!

9:11:34 PM

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

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

*Manish Singh has ended this chat session*

9:11:36 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Oct, 8:37:20 PM

**#83162 Barbara Genova**

**Email:** bgenova@calldad.com

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

**Operator:** Vikas Singh Chauhan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 40 Secs

**City:** GARNER

**State:** North Carolina

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 4 Mins

Barbara Genova

Hello, I am your Acebuddy

31 Oct, 8:37:21 PM

Acebuddy

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

8:37:22 PM

Whom Would You Like to Connect With?

8:37:22 PM

Barbara Genova	Technical Support (QB & App Hosting)	8:37:43 PM
Acebuddy	Welcome to Ace Support.	8:37:43 PM
	Please chose an option :	8:37:43 PM
Barbara Genova	I'd like to report an Issue	8:37:55 PM
Acebuddy	Please select an option!	8:37:55 PM
Barbara Genova	QuickBooks Issue	8:38:26 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:38:26 PM
Barbara Genova	Other QB related issue	8:38:31 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:38:31 PM
Barbara Genova	I need to speak to Sandeep Kumar on an issue that he was working on	8:38:53 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:38:53 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:38:53 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	8:39:11 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	8:39:42 PM
	He is on another call at the moment, could you let me know what is the issue ?	8:41:02 PM
Barbara Genova	Hi, one of my team members Rolfi Minaya was working with someone Sandeep Kumar who was asking for access to my desktop to check web connector. We had an issue last week and lost our customer data in QB, we restored to a backup, and now the customer data will not integrate with our CRM service titan for customer names.	8:42:01 PM
Vikas Singh Chauhan	Okay, we would need to connect to your server session and check the same.	8:43:11 PM
	May I take the remote access of your server?	8:43:18 PM
Barbara Genova	yes	8:44:09 PM
Vikas Singh Chauhan	Okay, allow me 2 minutes please.	8:44:42 PM
	Kindly help me with your server name and user name?	8:45:24 PM
Barbara Genova	where do I find this data?	8:45:53 PM
Vikas Singh Chauhan	I just found it, allow me one more minute.	8:46:22 PM
	I am connected to the server now.	8:48:27 PM
	Please accept the prompt on server screen.	8:49:39 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:49:44 PM
	Please login to the Intuit account here.	8:52:14 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:56:25 PM

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

9:41:26 PM

*Ended due to chat idle timeout*

9:41:27 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

6 Oct, 7:52:26 PM

### #82261 Kate DiSanto

**Email:** kdisanto@cdss.org

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 1 Sec

**City:** WESTFIELD

**State:** Massachusetts

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 20 Mins 5 Secs

Kate DiSanto	Hello, I am your Acebuddy	6 Oct, 7:52:27 PM
Acebuddy	Hello Kate Disanto, I'm your Ace Buddy. I'll be happy to assist you!	7:52:28 PM
	Whom Would You Like to Connect With?	7:52:28 PM
Kate DiSanto	Technical Support (QB & App Hosting)	7:52:32 PM
Acebuddy	Welcome to Ace Support.	7:52:32 PM
	Please chose an option :	7:52:32 PM
Kate DiSanto	I'd like to report an Issue	7:52:37 PM
Acebuddy	Please select an option!	7:52:37 PM
Kate DiSanto	QuickBooks Issue	7:52:41 PM

Acebuddy	What type of QuickBooks Issue are you facing?	7:52:41 PM
Kate DiSanto	QuickBooks Login Issue	7:52:47 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	7:52:48 PM
	Was that helpful?	7:52:48 PM
Kate DiSanto	No	7:53:26 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	7:53:26 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:53:26 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	7:53:42 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	7:54:16 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:54:28 PM
	<i>7:55:37 PM Kate DiSanto is sharing a file with you <a href="#">image.png</a> - ( Size:1.12 MB )</i>	7:55:37 PM
Kate DiSanto	This is the box I'm getting, one I have not seen before	7:56:02 PM
	where would i find my server name	7:56:33 PM
Shubham Maurya	Thanks for the Information ! please confirm this is your business name *:Country Dance & Song Society* *Server name: CountryDance.myreldata.net*	7:58:40 PM
Kate DiSanto	yes	7:58:57 PM
Shubham Maurya	Okay, please hold on allow me few minutes to check your account status for this.	7:59:29 PM
	From how long you are facing this issue and have you recently changed your password?	7:59:55 PM
Kate DiSanto	Last Wednesday, IT did some work on my computer and apparently cleared out my stored credentials for accessing the QB cloud server	8:01:00 PM
Shubham Maurya	Alright thanks for the information, Kate, we can see that your account was disabled might be due to multiple incorrect password.	8:03:40 PM
Kate DiSanto	That would have been me	8:04:06 PM
Shubham Maurya	We have unlocked it now, please try to login again and do let us know if it's working for you.	8:04:15 PM
	No worries.	8:04:33 PM
Kate DiSanto	I don't know what my login info is	8:04:57 PM
	When I log on, I use a password, I know that	8:05:18 PM
	but not a user name	8:05:30 PM
Shubham Maurya	Okay, we can see in the screenshot user name is already saved with the file and it's <b>AcctPay@myreldata.net</b>	8:06:55 PM
Kate DiSanto	ok, when I type in the pswd I've been using, it doesn't work	8:08:32 PM

Shubham Maurya	In case if you forgot your server password for this username then you can request for password reset and only admin user which is (julie@cdss.org) can reset password for all users. Or if they mail us directly to reset password then we can do it for you.	8:08:32 PM
Kate DiSanto	is my server pswd different than my QB pswd?	8:09:07 PM
Shubham Maurya	They can reset password using <a href="https://myportal.acecloudhosting.com">https://myportal.acecloudhosting.com</a>	8:09:26 PM
	User ID will be : CID70964 and for password ask them to use forgot password.	
	Yes they both are different.	8:09:39 PM
Kate DiSanto	ok	8:09:42 PM
	thanks	8:09:58 PM
Shubham Maurya	You are most welcome Kate, thanks for your understanding with us on this.	8:10:24 PM
	Is there anything else I may help you with ?	8:10:27 PM
Kate DiSanto	no thanks	8:11:58 PM
Shubham Maurya	Have a good one Kate !	8:12:19 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	8:12:21 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> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:12:24 PM
	<i>Shubham Maurya has ended this chat session</i>	8:12:33 PM



# Chat Transcript

Hello, I am your Acebuddy

**#82175 Ashlee Swenson****Email:** ashlee@equitablecpa.com**Department:** Support(QB & App Hosting)**Operator:** Shashwat Verma**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 12 Secs**City:** SPANISH FORK**State:** Utah**Country:** UNITED STATES

Chat Duration : 11 Mins 33 Secs

**Chat Transcript**

Ashlee Swenson	Hello, I am your Acebuddy	2 Oct, 8:19:17 PM
Acebuddy	Hello Ashlee Swenson, I'm your Ace Buddy. I'll be happy to assist you!	8:19:18 PM
	Whom Would You Like to Connect With?	8:19:18 PM
Ashlee Swenson	Technical Support (QB & App Hosting)	8:19:23 PM
Acebuddy	Welcome to Ace Support.	8:19:23 PM
	Please chose an option :	8:19:23 PM
Ashlee Swenson	I'd like to report an Issue	8:19:31 PM
Acebuddy	Please select an option!	8:19:31 PM
Ashlee Swenson	QuickBooks Issue	8:19:35 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:19:35 PM
Ashlee Swenson	QuickBooks Update	8:19:43 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	8:19:43 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	8:19:43 PM
	Do you need any further assistance on the topic?	8:19:43 PM
Ashlee Swenson	Yes	8:20:17 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:20:17 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:20:17 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	8:20:37 PM

Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:20:40 PM
	Hello Ashlee	8:20:46 PM
Ashlee Swenson	Hello	8:20:52 PM
	I'm trying to access QuickBooks but it keeps telling me that it's being updated and that it may take a few minutes.... it's been almost an hour of waiting so far....	8:21:37 PM
Shashwat Verma	I will surely help you with this issue.	8:21:43 PM
	Kindly allow me two minutes to check the same.	8:21:46 PM
	Could you please show me the error you are facing?	8:22:51 PM
	<i>8:23:13 PM Ashlee Swenson is sharing a file with you <a href="#">image.png</a> - ( Size:12.97 KB )</i>	8:23:13 PM
	Got it	8:23:26 PM
	We need to update the Qb from backend and it might take 9-10 mins and required all others users on the server to logoff the server for 10 mins	8:24:17 PM
Ashlee Swenson	So I just need to log off for 10 minutes?	8:24:34 PM
Shashwat Verma	Yes	8:24:38 PM
	Shall we logoff other users too?	8:24:55 PM
Ashlee Swenson	Yes, please	8:25:02 PM
Shashwat Verma	Sure	8:25:09 PM
	Kindly try now	8:29:30 PM
	Try to access the Qb (Edited)	8:30:06 PM
Ashlee Swenson	It worked - thank you so much!!	8:30:28 PM
Shashwat Verma	Perfect	8:30:35 PM
	Is there anything else I may help you with ?	8:30:38 PM
Ashlee Swenson	No, that was it - thank you again!	8:30:44 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	8:30:46 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:30:49 PM
	<i>Shashwat Verma has ended this chat session</i>	8:30:51 PM



## Chat Transcript

# Hello, I am your Acebuddy

## Visitor Details

22 Oct, 6:47:45 PM

### #82828 Dominique Campos

**Email:** dominique@centerhill.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:** SMITHVILLE

**State:** Tennessee

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 37 Mins 1 Sec

Dominique Campos	Hello, I am your Acebuddy	22 Oct, 6:47:45 PM
Acebuddy	Hello Dominique Campos, I'm your Ace Buddy. I'll be happy to assist you!	6:47:48 PM
	Whom Would You Like to Connect With?	6:47:48 PM
Dominique Campos	Technical Support (QB & App Hosting)	6:47:58 PM
Acebuddy	Welcome to Ace Support.	6:47:58 PM
	Please chose an option :	6:47:58 PM
Dominique Campos	I'd like to raise a Request	6:48:08 PM
Acebuddy	Please select your request type.	6:48:08 PM
Dominique Campos	Setup Ace Server	6:48:13 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	6:48:13 PM
Dominique Campos	Microsoft Windows	6:48:23 PM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	6:48:23 PM
	Do you need any further assistance on the topic?	6:48:23 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	7:24:46 PM
	<i>Ended due to chat idle timeout</i>	7:24:46 PM



# Chat Transcript

Please help update QuickBooks software after 7 pm

## Visitor Details

21 Oct, 11:17:13 PM

### #82806 nguyen

**Email:** chinh\_cn@yahoo.com ☎ 4082096515

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 17 Secs

**City:** JACKSONVILLE

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 2 Mins 56 Secs

nguyen	Please help update QuickBooks software after 7 pm	21 Oct, 11:17:13 PM
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further.	11:17:18 PM
	<i>Rishabh Gogia is transferring the chat to Support(QB &amp; App Hosting).</i>	11:17:25 PM
nguyen	hello	11:17:25 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	11:18:02 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	11:18:12 PM
nguyen	hello	11:18:20 PM
Ashutosh Mishra	I will surely help you with this issue.	11:18:21 PM
nguyen	can you perform the update after 7 pm today	11:18:44 PM
Ashutosh Mishra	Sure, please also let us know the timezone and once the update is completed we will inform you over the email.	11:19:11 PM
nguyen	new york time zone	11:19:25 PM
	Eastern	11:19:29 PM
Ashutosh Mishra	Thanks for the confirmation !	11:19:35 PM

	Is there anything else I may help you with ?	11:19:43 PM
nguyen	that's all	11:19:49 PM
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:20:00 PM
nguyen	thx	11:20:06 PM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	11:20:07 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	11:20:11 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> )	

*Ashutosh Mishra has ended this chat session*

11:20:14 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

14 Oct, 8:16:47 PM

#### #82579 Tina Suder

**Email:** tina@suderaccounting.com 12155846550

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 43 Secs

**City:** LEVITTOWN

**State:** Pennsylvania

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 22 Mins 51 Secs

Tina Suder	Hello, I am your Acebuddy	14 Oct, 8:16:48 PM
Acebuddy	Hello Tina Suder, I'm your Ace Buddy. I'll be happy to assist you!	8:16:49 PM
	Whom Would You Like to Connect With?	8:16:49 PM
Tina Suder	Technical Support (QB & App Hosting)	8:16:54 PM
Acebuddy	Welcome to Ace Support.	8:16:54 PM
	Please chose an option :	8:16:54 PM
Tina Suder	I'd like to report an Issue	8:16:59 PM
Acebuddy	Please select an option!	8:17:00 PM
Tina Suder	Other Issue	8:17:05 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:17:05 PM
Tina Suder	cannot connect to server	8:17:15 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:17:15 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:17:15 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	8:17:30 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	8:17:34 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:17:42 PM
Tina Suder	TinaSuder	8:17:51 PM
	not sure what the server name is... it says myrealdata/TinaSuder	8:18:45 PM
	I have two users and I can't connect with either, it keeps telling me to enter my credentials when I try to log on	8:19:13 PM
Shubham Maurya	Server name: TinaSuder.myrealdata.net	
	CID71248	8:19:59 PM
	Please confirm is it correct?	
Tina Suder	yes that is correct	8:20:41 PM
Shubham Maurya	Thanks for the confirmation !	8:20:52 PM
	Let me check user profile for both the user please hold on, can you please share me the user name for other one too?	8:21:36 PM
Tina Suder	the other user is MichaelSuder	8:21:53 PM
Shubham Maurya	Thanks Tina, please allow me few minutes to check for the issue.	8:22:25 PM
Tina Suder	ok. thank you	8:23:04 PM

Shubham Maurya	We can see that user <b>MichaelSuder</b> account is inactive due to which login issue was there, we have fixed that please ask them to check now.	8:25:10 PM
Tina Suder	still getting the same message to enter credentials	8:26:10 PM
Shubham Maurya	May I take the remote access of your local computer?	8:26:35 PM
Tina Suder	absolutely, do you want to go on Michaels or mine (Tina)	8:27:10 PM
Shubham Maurya	Let me check yours first.	8:27:23 PM
	<a href="https://assist.acecloudhosting.com/join/6172966520">https://assist.acecloudhosting.com/join/6172966520</a>	8:27:26 PM
	Kindly paste this link in the browser of local computer and join the session.	8:27:31 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:27:35 PM
Tina Suder	I don't have/know the password. i usuall jut instantly connect	8:30:28 PM
Shubham Maurya	Okay, but to check credentials we might need to re-enter them.	8:31:15 PM
Tina Suder	I have Michaels and tried it and it said it was incorrect	8:31:39 PM
Shubham Maurya	Try to login using Michaels credential now.	8:32:44 PM
Tina Suder	ok, I go onto Michaels. Im looking to see if I can find my password	8:34:32 PM
Shubham Maurya	Email: <b>[support@acecloudhosting.com](mailto:support@acecloudhosting.com)</b>	8:34:34 PM
	Please draft an email to reset your password on above email ID so that I can do it for you.	8:35:04 PM
Tina Suder	i think i found mine, let me try	8:35:07 PM
Shubham Maurya	Great !	8:35:12 PM
Tina Suder	got in, thank you!!!!	8:36:11 PM
Shubham Maurya	You are admin for : <a href="https://myportal.acecloudhosting.com">https://myportal.acecloudhosting.com</a> To reset any user password just login on above portal using user name as : CID71248 Then user "forgot password"	8:37:10 PM
	TINA@SUDERACCOUNTING.COM	
	You are most welcome! Let me save it on your RDP file.	8:37:29 PM
Tina Suder	ok, thanlk you for the information	8:37:34 PM
Shubham Maurya	Now your password will get saved again on RDP file, please note this done somewhere handy.	8:38:54 PM
	Is there anything else I may help you with ?	8:38:56 PM
Tina Suder	that is all, thank you! You saved the day!!!	8:39:14 PM
Shubham Maurya	You too have a good one !!	8:39:33 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	

Thanks!

8:39:35 PM

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

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

8:39:37 PM

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

*Shubham Maurya has ended this chat session*

8:39:39 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

8 Oct, 1:32:05 AM

#### #82341 Dev Vashi

**Email:** dvashi@crosscountry-consulting.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:** AUSTIN

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 41 Mins 33 Secs

Dev Vashi	Hello, I am your Acebuddy	8 Oct, 1:32:05 AM
Acebuddy	Hello Dev Vashi, I'm your Ace Buddy. I'll be happy to assist you!	1:32:06 AM
	Whom Would You Like to Connect With?	1:32:06 AM
Dev Vashi	Technical Support (QB & App Hosting)	1:32:13 AM
Acebuddy	Welcome to Ace Support.	1:32:13 AM
	Please chose an option :	1:32:13 AM

Dev Vashi	I'd like to raise a Request	1:32:23 AM
Acebuddy	Please select your request type.	1:32:23 AM
Dev Vashi	Other Request	1:32:29 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.	1:32:29 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:32:29 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.	2:13:39 AM
	<i>Ended due to chat idle timeout</i>	2:13:39 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

22 Oct, 8:14:20 AM

#### #82821 Sayr Jamil

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

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 52 Secs

**City:** AGUADILLA

**State:** Puerto Rico

**Country:** PUERTO RICO

### Chat Transcript

Chat Duration : 36 Mins 13 Secs

Sayr Jamil	Hello, I am your Acebuddy	22 Oct, 8:14:21 AM
Acebuddy	Hello Midnightzonevi, I'm your Ace Buddy. I'll be happy to assist you!	8:14:22 AM
	Whom Would You Like to Connect With?	8:14:22 AM
Sayr Jamil	Technical Support (QB & App Hosting)	8:14:25 AM

Acebuddy	Welcome to Ace Support.	8:14:25 AM
	Please chose an option :	8:14:25 AM
Sayr Jamil	I'd like to report an Issue	8:14:30 AM
Acebuddy	Please select an option!	8:14:30 AM
Sayr Jamil	QuickBooks Issue	8:14:56 AM
Acebuddy	What type of QuickBooks Issue are you facing?	8:14:56 AM
Sayr Jamil	Other QB related issue	8:15:09 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:15:09 AM
Sayr Jamil	Good Evening,	8:15:48 AM
Acebuddy	Please wait while we connect you to a Support Representative	8:15:49 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:15:49 AM
	<i>Rohan accepted the chat transfer request.</i>	8:16:29 AM
Sayr Jamil	Sayr J Enterprise is frozen and CarolB Enterprise is not loading	8:16:42 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	8:16:46 AM
	Hello Midnight, how are you doing today ?	8:17:07 AM
	I will surely help you with this issue.	8:17:37 AM
	Are you getting any error too?	8:17:44 AM
Sayr Jamil	Im ok just trying to solve the issues	8:18:13 AM
Rohan	We will surely look into this	8:18:30 AM
	Could you please confirm this ?	8:18:44 AM
Sayr Jamil	Earlier in the day an icon popped up saying Windows 10 no longer supported	8:19:25 AM
Rohan	That is not related to the Server Environment rather it is for Local Devices	8:20:06 AM
	May I take the remote access of your server?	8:20:18 AM
Sayr Jamil	ok	8:20:28 AM
Rohan	This message has been deleted	8:20:35 AM
	May I take the remote access of your server?	8:20:43 AM
Sayr Jamil	yes	8:20:48 AM
Rohan	Please login back to the server	8:20:57 AM
Sayr Jamil	ok	8:21:03 AM
Rohan	Prior providing the access, I would suggest you to close any important documents at your end.	8:21:08 AM
	Are you having any issue while logging to the server ?	8:22:56 AM
Sayr Jamil	i cannot log on its notloading	8:24:17 AM

Rohan	Can you please share the screenshot of it ?	8:25:12 AM
Sayr Jamil	its just trying to load and nothing is happening	8:25:42 AM
Rohan	Okay let me reboot the server once	8:25:58 AM
Sayr Jamil	ok	8:26:08 AM
Rohan	Server will be rebooted in 5 minutes (Edited)	8:27:37 AM
Sayr Jamil	ok	8:29:09 AM
	hello	8:31:54 AM
	should i try now	8:31:59 AM
Rohan	You may try logging again in 2 mins	8:32:15 AM
Sayr Jamil	ok	8:32:21 AM
Rohan	Please try logging again	8:35:05 AM
Sayr Jamil	ok	8:35:11 AM
Rohan	Is it working fine now ?	8:37:22 AM
	Could you please provide the remote access of the user who is still having this issue ? (Edited)	8:40:42 AM
Sayr Jamil	It was loading on Carol B Enterprise and once loading we tried getting on to Sayr J Enterprise and it dropped	8:40:50 AM
Rohan	May I take the remote access of Carol's server?	8:41:37 AM
Sayr Jamil	yes	8:42:36 AM
Rohan	Prior providing the access, I would suggest you to close any important documents at your end.	8:42:44 AM
Sayr Jamil	ok	8:42:51 AM
Rohan	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.	8:43:26 AM
	Is there anything else I may help you with ?	8:50:04 AM
Sayr Jamil	No thats it	8:50:23 AM
	thank you	8:50:26 AM
Rohan	Thanks for the confirmation !	8:50:28 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:50:29 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	8:50:31 AM

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

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

*Rohan has ended this chat session*

8:50:34 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Oct, 6:37:02 PM

**#83111 Blessings Malizani**

**Email:** bmalizani@d-tree.org

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** MKULE

**State:** Central Region

**Country:** MALAWI

Chat Transcript

Chat Duration : 35 Mins 7 Secs

Blessings Malizani	Hello, I am your Acebuddy	30 Oct, 6:37:03 PM
Acebuddy	Hello Blessings Malizani, I'm your Ace Buddy. I'll be happy to assist you!	6:37:04 PM
	Whom Would You Like to Connect With?	6:37:04 PM
Blessings Malizani	Technical Support (QB & App Hosting)	6:37:16 PM
Acebuddy	Welcome to Ace Support.	6:37:16 PM
	Please chose an option :	6:37:16 PM
Blessings Malizani	I'd like to raise a Request	6:37:31 PM
Acebuddy	Please select your request type.	6:37:31 PM
Blessings Malizani	Other Request	6:37:42 PM

Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	6:37:42 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	6:37:42 PM
Blessings Malizani	Yes, I'm facing issues with my server	6:37:47 PM
Acebuddy	Please select an option!	6:37:47 PM
Blessings Malizani	QuickBooks Issue	6:37:53 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:37:53 PM
Blessings Malizani	Other QB related issue	6:37:58 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:37:58 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	7:12:10 PM
	<i>Ended due to chat idle timeout</i>	7:12:10 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

7 Oct, 8:11:07 PM

**#82309 marisol**

**Email:** marisol@craftemergency.org

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

**Operator:** Vikas Singh Chauhan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 16 Secs

**City:** AUSTIN

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 17 Mins

marisol

	Hello, I am your Acebuddy	7 Oct, 8:11:07 PM
Acebuddy	Hello Marisol, I'm your Ace Buddy. I'll be happy to assist you!	8:11:08 PM
	Whom Would You Like to Connect With?	8:11:08 PM
marisol	Technical Support (QB & App Hosting)	8:11:15 PM
Acebuddy	Welcome to Ace Support.	8:11:15 PM
	Please chose an option :	8:11:15 PM
marisol	I'd like to raise a Request	8:12:25 PM
Acebuddy	Please select your request type.	8:12:25 PM
marisol	Other Request	8:12:37 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:12:37 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:12:37 PM
marisol	Yes, I'm facing issues with my server	8:12:49 PM
Acebuddy	Please select an option!	8:12:49 PM
marisol	Other Issue	8:12:56 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:12:56 PM
marisol	i need help connecting Your PC to Your Server	8:13:23 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:13:23 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:13:23 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	8:13:31 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	8:13:46 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:14:21 PM
marisol	Craft Emergency Relief fund "Cerf" . Marisal.g	8:15:48 PM
Vikas Singh Chauhan	Thanks for the confirmation !	8:16:14 PM
	Kindly allow me two minutes to check the same.	8:16:19 PM
marisol	thank you	8:16:53 PM
Vikas Singh Chauhan	This is for the account QuickStart LLC ?	8:17:00 PM
marisol	yes	8:17:10 PM
Vikas Singh Chauhan	Okay	8:17:16 PM
	Are you getting any error while connecting to the server ?	8:17:41 PM
marisol	I dont have it on my desktop	8:17:57 PM
Vikas Singh Chauhan		8:18:03 PM

	Okay	
	May I take the remote access of your local computer?	8:18:08 PM
marisol	yes	8:19:14 PM
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.	8:19:32 PM
	<a href="https://assist.acecloudhosting.com/join/9802209214">https://assist.acecloudhosting.com/join/9802209214</a>	8:20:02 PM
	Kindly paste this link in the browser of local computer and join the session.	8:20:08 PM
marisol	sorry I will have to do this later I have a meeting in 8 minutes	8:22:15 PM
Vikas Singh Chauhan	No worries, please raise a chat session again.	8:22:50 PM
	Also, I will be sending you an email with ticket number, just share the ticket number	8:23:12 PM
	Are we still connected here?	8:23:22 PM
	Are we still connected here?	8:25:38 PM
	Are we still connected here?	8:26:05 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	8:28:03 PM
	<i>Vikas Singh Chauhan has ended this chat session</i>	8:28:08 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

14 Oct, 11:19:56 PM

**#82596 Stephen Vlacancich**

**Email:** stephen@cartercpatax.com

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 2 Mins 13 Secs

**City:** ADAIRSVILLE

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 42 Mins 25 Secs

Stephen Vlacancich	Hello, I am your Acebuddy	14 Oct, 11:19:56 PM
Acebuddy	Hello Stephen Vlacancich, I'm your Ace Buddy. I'll be happy to assist you!	11:19:57 PM
	Whom Would You Like to Connect With?	11:19:57 PM
Stephen Vlacancich	Technical Support (QB & App Hosting)	11:20:07 PM
Acebuddy	Welcome to Ace Support.	11:20:07 PM
	Please chose an option :	11:20:07 PM
Stephen Vlacancich	I'd like to report an Issue	11:20:14 PM
Acebuddy	Please select an option!	11:20:14 PM
Stephen Vlacancich	QuickBooks Issue	11:20:19 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:20:20 PM
Stephen Vlacancich	QuickBooks Login Issue	11:20:26 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	11:20:26 PM
	Was that helpful?	11:20:26 PM
Stephen Vlacancich	No	11:21:52 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	11:21:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:21:52 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	11:22:21 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	11:22:25 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:22:29 PM
Stephen Vlacancich	Need help logging in to Quickbooks desktop. Receiving H505	11:22:56 PM
Yash Kalra	Kindly help me with your server name and user name?	11:23:33 PM
Stephen Vlacancich	CarterCPATX3	11:24:44 PM
Yash Kalra	Kindly allow me two minutes to check the same.	11:25:12 PM
	Stephen, please confirm if you are login to the server right now?	11:27:45 PM
	Please try to open the company file now.	11:28:37 PM
Stephen Vlacancich	ok...trying now	11:28:53 PM
Yash Kalra	Sure, please take your time	11:29:10 PM
Stephen Vlacancich	received H505 error code	11:29:38 PM
Yash Kalra		

	Stephen, please try to open some other company file once we just want to make sure that this error is occurring for a specific company file	11:30:44 PM
	Also please help us with the name of the company file you are trying to access.	11:31:23 PM
Stephen Vlacancich	same result with another company. Trying to access Scott Hanners Insurance & Financial Services file	11:32:07 PM
Yash Kalra	Stephen, please save your data and log out from the server for 2-3 minutes while we are making some changes from the backend.	11:34:41 PM
Stephen Vlacancich	ok...i'm out of server	11:35:16 PM
Yash Kalra	Thank you. Please allow us 2-3 minutes while we are making some changes from the backend,	11:36:04 PM
Stephen Vlacancich	ok	11:36:11 PM
Yash Kalra	Stephen, its taking more than expected please allow us 3-4 minutes more.	11:41:43 PM
Stephen Vlacancich	ok	11:41:56 PM
Yash Kalra	Stephen, please log back into the server and check the status of the issue we are encountering. (Edited)	11:47:06 PM
Stephen Vlacancich	stiil receiving H505 error when trying to login in to Quickbooks client file	11:48:54 PM
Yash Kalra	May I take the remote access of your server?	11:49:10 PM
Stephen Vlacancich	yes	11:49:18 PM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	11:49:22 PM
Stephen Vlacancich	ok	11:49:34 PM
Yash Kalra	Stephen, we assisted you with the QuickBooks file login issue. Is there anything else I may help you with ?	15 Oct, 12:01:18 AM
Stephen Vlacancich	All is working fine	12:02:08 AM
Yash Kalra	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.	12:02:14 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:02:18 AM
	<i>Yash Kalra has ended this chat session</i>	12:02:22 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Oct, 12:30:46 PM

**#83004 MIRANDA TSANG**

**Email:** miranda@trinityd.com

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 37 Secs

**City:** PASADENA

**State:** California

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 39 Secs

MIRANDA TSANG	Hello, I am your Acebuddy	28 Oct, 12:30:47 PM
Acebuddy	Hello Miranda Tsang, I'm your Ace Buddy. I'll be happy to assist you!	12:30:49 PM
	Whom Would You Like to Connect With?	12:30:49 PM
MIRANDA TSANG	Technical Support (QB & App Hosting)	12:31:11 PM
Acebuddy	Welcome to Ace Support.	12:31:11 PM
	Please chose an option :	12:31:11 PM
MIRANDA TSANG	I'd like to raise a Request	12:31:28 PM
Acebuddy	Please select your request type.	12:31:28 PM
MIRANDA TSANG	Other Request	12:31:38 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.	12:31:38 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:31:38 PM
MIRANDA TSANG	Yes, I'm facing issues with my server	12:31:47 PM
Acebuddy	Please select an option!	12:31:47 PM
MIRANDA TSANG	Other Issue	12:31:58 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:31:58 PM
MIRANDA TSANG	Unable to install the app and log in with a user name and password	12:33:37 PM
Acebuddy	Please wait while we connect you to a Support Representative	12:33:38 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:33:38 PM
	<i>Abhishek Rakwal declined the transfer request.</i>	12:33:46 PM

	<i>Rohan accepted the chat transfer request.</i>	12:34:12 PM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	12:34:19 PM
	Hello Miranda, how are you doing today ?	12:34:39 PM
MIRANDA TSANG	ok	12:34:48 PM
Rohan	I will surely help you with this.	12:35:09 PM
	Kindly allow me 3-4 minutes to check the same.	12:35:17 PM
MIRANDA TSANG	need help to log in to my server but no luck	12:35:19 PM
Rohan	May I know what error you are getting while logging to the server ?	12:35:36 PM
MIRANDA TSANG	user name and password is not accepting	12:36:05 PM
Rohan	Thanks for the confirmation !	12:36:59 PM
	Could you please confirm the username of yours ?	12:37:15 PM
MIRANDA TSANG	TD_Miranda	12:37:35 PM
Rohan	Thanks for the confirmation !	12:37:55 PM
	May I take the remote access of your local computer?	12:38:30 PM
MIRANDA TSANG	yes	12:38:41 PM
Rohan	Prior providing the access, I would suggest you to close any important documents at your end.	12:39:12 PM
MIRANDA TSANG	ok	12:39:29 PM
Rohan	Kindly Copy and Paste the below link in any browser of your Local PC and Join the session  <a href="https://assist.acecloudhosting.com/join/1642042223">https://assist.acecloudhosting.com/join/1642042223 (Edited)</a>	12:40:14 PM
MIRANDA TSANG	can you resend the link again?	12:43:28 PM
Rohan	Did you mean remote session link ?	12:43:55 PM
MIRANDA TSANG	already download	12:45:38 PM
Rohan	Yes. Please note that once the file is downloaded, you need to double click on that file to start the remote session	12:47:46 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.	12:47:56 PM
	Is there anything else I may help you with ?	1:04:25 PM
MIRANDA TSANG	That's all. Thank you	1:05:53 PM
Rohan	Thanks for the confirmation !	1:06:21 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:06:23 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

1:06:24 PM

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

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

*Rohan has ended this chat session*

1:06:27 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

10 Oct, 8:06:56 PM

#### #82458 Cesar Diaz

**Email:** cesardiaz98776@gmail.com 150499420028

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 11 Secs

**City:** SIGUATEPEQUE

**State:** Cortes

**Country:** HONDURAS

### Chat Transcript

Chat Duration : 20 Mins 15 Secs

Cesar Diaz	Hello, I am your Acebuddy	10 Oct, 8:06:57 PM
Acebuddy	Hello Cesar Diaz, I'm your Ace Buddy. I'll be happy to assist you!	8:06:57 PM
	Whom Would You Like to Connect With?	8:06:57 PM
Cesar Diaz	Technical Support (QB & App Hosting)	8:07:03 PM
Acebuddy	Welcome to Ace Support.	8:07:03 PM
	Please chose an option :	8:07:03 PM

Cesar Diaz	I'd like to report an Issue	8:07:10 PM
Acebuddy	Please select an option!	8:07:10 PM
Cesar Diaz	Other Issue	8:07:21 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:07:21 PM
Cesar Diaz	please help us to reboot both servers Intercentro and Intercentnew	8:07:46 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:07:47 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:07:47 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	8:08:48 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	8:08:54 PM
	Hello Cesar , how are you doing	8:09:06 PM
Cesar Diaz	fine and You, i need to reboot both servers	8:09:49 PM
Sanyam Madan	I am good	8:10:05 PM
	Kindly allow me two minutes to check the same.	8:10:10 PM
	Can you please tell me the reason for reboot ? is there any issue you are facing ?	8:10:53 PM
Cesar Diaz	we can not open quickbooks most of the time rebooting fix the problems	8:12:44 PM
Sanyam Madan	As we checked and found out that there is a Qb updates pending on the server.	8:14:09 PM
	Please tell all the users to log out for 5 minutes , we will patch the update and reboot the server	8:14:33 PM
Cesar Diaz	i ready talk the users to log out	8:16:11 PM
Sanyam Madan	We have made the changes, kindly log in now and let us know if everything is working fine on your end.	8:18:15 PM
Cesar Diaz	let me check	8:20:28 PM
	thanks now it working fine	8:22:29 PM
Sanyam Madan	Is there anything else I may help you with ?	8:22:35 PM
	Are we still connected here?	8:24:27 PM
	Are we still connected here?	8:26:04 PM
	Are we still connected here?	8:27:01 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	8:27:09 PM
	<i>Sanyam Madan has ended this chat session</i>	8:27:12 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

10 Oct, 9:56:43 AM

### #82445 Gaurav Malhotra

**Email:** gaurav.malhotra@mmfcilc.com 13475925667

**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 1 Sec

**City:** SEATTLE

**State:** Washington

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 39 Mins 59 Secs

Gaurav Malhotra	Hello, I am your Acebuddy	10 Oct, 9:56:44 AM
Acebuddy	Hello Gaurav Malhotra, I'm your Ace Buddy. I'll be happy to assist you!	9:56:45 AM
	Whom Would You Like to Connect With?	9:56:45 AM
Gaurav Malhotra	Technical Support (QB & App Hosting)	9:56:54 AM
Acebuddy	Welcome to Ace Support.	9:56:54 AM
	Please chose an option :	9:56:54 AM
Gaurav Malhotra	I'd like to report an Issue	9:57:10 AM
Acebuddy	Please select an option!	9:57:10 AM
Gaurav Malhotra	Other Issue	9:58:00 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:58:00 AM
Gaurav Malhotra	Drake application is not working	9:58:15 AM
Acebuddy	Please wait while we connect you to a Support Representative	9:58:16 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:58:16 AM
	<i>Ankit Kumar accepted the chat transfer request.</i>	9:58:46 AM
	<i>Ankit Kumar is transferring the chat to Support(QB &amp; App Hosting).</i>	9:58:55 AM

	<i>Rohan accepted the chat transfer request.</i>	9:59:01 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	9:59:04 AM
	Hello Gaurva, how are you doing today ?	9:59:20 AM
Gaurav Malhotra	yes	9:59:22 AM
	I am good	9:59:25 AM
	hoping same for you	9:59:30 AM
	I reported an issue yesterday I can show you	9:59:38 AM
Rohan	I will surely help you with this issue.	9:59:55 AM
Gaurav Malhotra	drake application is not working	9:59:57 AM
Rohan	Kindly allow me 3-4 minutes to check the same.	10:00:05 AM
Gaurav Malhotra	k	10:00:10 AM
	It is annurag and gurpartap's computer	10:00:23 AM
Rohan	Okay. So, it is not only working for two specific user right ?	10:01:07 AM
Gaurav Malhotra	yes	10:01:16 AM
Rohan	And other users are able to use it without any issue ?	10:01:21 AM
Gaurav Malhotra	only working on my computer	10:01:46 AM
	Michael does not need those applications	10:01:55 AM
Rohan	Thanks for the confirmation !	10:01:56 AM
	May I take the remote access of annurag's server session to look into this issue ?	10:02:27 AM
Gaurav Malhotra	yes, please	10:02:39 AM
Rohan	Prior providing the access, I would suggest you to close any important documents at your end.	10:02:43 AM
Gaurav Malhotra	yes, all is closed	10:02:54 AM
Rohan	Thanks for the confirmation !	10:03:17 AM
	Please accept the remote access request.	10:04:16 AM
	Gaurav, Could you please ask the user to log off and login back ?	10:13:17 AM
	Please ask the user to login back	10:13:37 AM
Gaurav Malhotra	okay I will log back give me minute	10:13:53 AM
	I am on his computer	10:13:56 AM
Rohan	Gaurav, we have tried a few solutions; however, none of them worked. Therefore, we believe that resetting the profiles of these two users would be required to resolve the issue.	10:18:35 AM
	May I proceed with the same ?	10:18:45 AM
Gaurav Malhotra	yes, you can	10:19:50 AM

Rohan	No, you won't lose any data, everything will remain same	10:20:27 AM
	Thanks for the confirmation !	10:20:33 AM
Gaurav Malhotra	okay yes, please	10:20:39 AM
Rohan	Please do not login with those users until I confirm	10:21:15 AM
Gaurav Malhotra	okay	10:21:40 AM
Rohan	Thank you for your patience.	10:25:47 AM
	Please ask the both users to login back now (Edited)	10:25:56 AM
Gaurav Malhotra	lets do it	10:26:36 AM
Rohan	Please ask other user to login as well	10:29:30 AM
Gaurav Malhotra	I am check that one too	10:30:54 AM
	give me a minute	10:30:57 AM
Rohan	Okay take your time	10:31:12 AM
Gaurav Malhotra	I am in gurpartap remote network	10:32:51 AM
Rohan	Thanks for the confirmation !	10:33:16 AM
	Please note that required changes have been made, you can now check the issue and let me know the status of the same	10:33:47 AM
Gaurav Malhotra	Other one is also working	10:34:21 AM
	thanks for your help	10:34:30 AM
Rohan	Is there anything else I may help you with ?	10:35:14 AM
Gaurav Malhotra	Thanks for your kind help	10:36:15 AM
	appreciate it	10:36:17 AM
Rohan	Thanks for the confirmation !	10:36:38 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:36:40 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	10:36:41 AM
	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 has ended this chat session</i>	10:36:44 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

14 Oct, 12:35:49 AM

### #82549 selena.gaines

**Email:** selena.gaines@ani-tek.net ☎ 15732319230

**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:** SHELBYNA

**State:** Missouri

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 2 Mins 10 Secs

selena.gaines	Hello, I am your Acebuddy	14 Oct, 12:35:49 AM
Acebuddy	Hello Selena Gaines, I'm your Ace Buddy. I'll be happy to assist you!	12:35:50 AM
	Whom Would You Like to Connect With?	12:35:50 AM
selena.gaines	Technical Support (QB & App Hosting)	12:35:57 AM
Acebuddy	Welcome to Ace Support.	12:35:57 AM
	Please chose an option :	12:35:57 AM
selena.gaines	I'd like to raise a Request	12:36:04 AM
Acebuddy	Please select your request type.	12:36:04 AM
selena.gaines	Office 365 Addition	12:36:12 AM
Acebuddy	Please specify if you already have an Office365 subscription	12:36:12 AM
selena.gaines	I already have O365 license	12:36:16 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 :	12:36:16 AM
	• O365 E3	

	<ul style="list-style-type: none"> <li>• O365 E5</li> <li>• O365 Apps for Enterprise</li> </ul>	12:36:16 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.	12:36:16 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.	12:36:16 AM
	Do you need any further assistance on the topic?	12:36:16 AM
selena.gaines	No	12:37:59 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	12:37:59 AM
	<i>Acebuddy has ended this chat session</i>	12:38:00 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details 17 Oct, 8:32:39 PM

**#82719 Marty Jones**

**Email:** marty@amowcs.com ☎ 8133412600

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

**Operator:** Sujeeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 10 Secs

**City:** TAMPA

**State:** Florida

**Country:** UNITED STATES

Chat Transcript Chat Duration : 44 Mins 23 Secs

Marty Jones	Hello, I am your Acebuddy	17 Oct, 8:32:39 PM
Acebuddy	Hello Marty Jones, I'm your Ace Buddy. I'll be happy to assist you!	8:32:40 PM
	Whom Would You Like to Connect With?	8:32:40 PM

Marty Jones	Technical Support (QB & App Hosting)	8:32:45 PM
Acebuddy	Welcome to Ace Support.	8:32:45 PM
	Please chose an option :	8:32:45 PM
Marty Jones	I'd like to report an Issue	8:32:51 PM
Acebuddy	Please select an option!	8:32:51 PM
Marty Jones	Other Issue	8:32:57 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:32:58 PM
	<i>8:33:10 PM Marty Jones is sharing a file with you <a href="#"><u>image.png</u></a> - ( Size:34.71 KB )</i>	8:33:10 PM
	Please wait while we connect you to a Support Representative	8:33:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:33:10 PM
	<i>Gaurava Tyagi declined the transfer request.</i>	8:33:21 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:33:43 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	8:33:47 PM
	Hello Marty	8:33:52 PM
Marty Jones	Hello	8:34:38 PM
Sujeet Kumar Suman	How are your doing?	8:34:54 PM
Marty Jones	Good	8:35:26 PM
Sujeet Kumar Suman	Thank you for the screenshot.	8:35:41 PM
	I will surely help you with this issue.	8:35:47 PM
	Are you the only one experiencing this issue, or are others affected as well?	8:35:56 PM
Marty Jones	Just me	8:36:05 PM
Sujeet Kumar Suman	When was the last time you were able to access the server?	8:36:19 PM
Marty Jones	Yesterday	8:36:25 PM
Sujeet Kumar Suman	Thanks for all of the information's.	8:36:44 PM
	May I take the remote access of your local computer?	8:36:48 PM
Marty Jones	Yes	8:36:56 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	8:37:02 PM
Marty Jones	Okay.	8:37:25 PM
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/7522175447">https://assist.acecloudhosting.com/join/7522175447</a>	8:37:26 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till	

the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.

8:38:39 PM

Thank you for your patience.

9:00:03 PM

Please stay connected; we are working on remote session.

9:00:11 PM

Thank you for your patience.

9:10:41 PM

As per discussion over the remote session, The issue is resolved.

9:10:47 PM

Is there anything else I may help you with ?

9:10:52 PM

Are we still connected here?

9:12:17 PM

Are we still connected here?

9:14:03 PM

Are we still connected here?

9:16:57 PM

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

9:17:01 PM

*Sujeet Kumar Suman has ended this chat session*

9:17:02 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

31 Oct, 9:55:48 AM

**#83153 Morgan Hansow**

**Email:** morgan@lgh.tv 19706236464

**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:** LOS ANGELES

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 32 Mins 16 Secs

Morgan Hansow	Hello, I am your Acebuddy	31 Oct, 9:55:49 AM
Acebuddy	Hello Morgan Hansow, I'm your Ace Buddy. I'll be happy to assist you!	9:55:51 AM
	Whom Would You Like to Connect With?	9:55:51 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.	10:28:06 AM
	<i>Ended due to chat idle timeout</i>	10:28:06 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 15 Oct, 12:38:21 AM

**#82602 Erika Root**

**Email:** admin@knottcpa.com

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

**Operator:** Sujeeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 16 Secs

**City:** RENO

**State:** Nevada

**Country:** UNITED STATES

Chat Transcript Chat Duration : 24 Mins 2 Secs

Erika Root	Hello, I am your Acebuddy	15 Oct, 12:38:22 AM
Acebuddy	Hello Erika Root, I'm your Ace Buddy. I'll be happy to assist you!	12:38:22 AM
	Whom Would You Like to Connect With?	12:38:22 AM
Erika Root	Technical Support (QB & App Hosting)	12:39:43 AM
Acebuddy	Welcome to Ace Support.	12:39:43 AM
	Please chose an option :	12:39:43 AM

Erika Root	I'd like to report an Issue	12:39:49 AM
Acebuddy	Please select an option!	12:39:49 AM
Erika Root	Other Issue	12:39:53 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:39:54 AM
Erika Root	let me see if my local IT company can help first	12:45:50 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:45:51 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:45:51 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	12:46:10 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	12:46:14 AM
	Hello Erika	12:46:19 AM
Erika Root	Hi Sujeet, I'm having issues with printed returns from Proseries. The PDF is saving weird, and I can't print to my printer	12:48:36 AM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	12:48:43 AM
	I will surely help you with this issue.	12:48:49 AM
	Are you the only one experiencing this issue, or are others affected as well?	12:48:59 AM
Erika Root	another user is experiencing the PDF issue as well	12:49:26 AM
Sujeet Kumar Suman	Are you encountering any errors when trying to print?	12:49:42 AM
Erika Root	yes	12:50:48 AM
Sujeet Kumar Suman	Could you please share a screenshot of the prompt that appears when you click on it?	12:50:58 AM
	Are we still connected here?	12:52:34 AM
	Are we still connected here?	12:55:02 AM
Erika Root	hi sorry, I was troubleshooting something else, give me just a second	12:55:33 AM
Sujeet Kumar Suman	It is okay, please take your time.	12:55:56 AM
	Hi Erika, Please let us know if you need any assistance from our side. We can disconnect the chat for now, and you may reinstate it whenever you are available.	12:59:51 AM
Erika Root	okay thank you lets do that	1:00:02 AM
Sujeet Kumar Suman	Thank you for the confirmation. We will now disconnect the chat from our side. (Edited)	1:00:38 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:02:16 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	

Thanks!

1:02:23 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/>)

*Sujeet Kumar Suman has ended this chat session*

1:02:25 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Oct, 11:26:21 PM

**#82843 invert eccasv**

**Email:** invert eccasv@gmail.com ☎ 78566846

**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:** 58 Secs

**City:** COLONIA SAN BENITO

**State:** San Salvador

**Country:** EL SALVADOR

Chat Transcript

Chat Duration : 30 Mins 4 Secs

invert eccasv	Hello, I am your Acebuddy	22 Oct, 11:26:21 PM
Acebuddy	Hello Inverteccasv, I'm your Ace Buddy. I'll be happy to assist you!	11:26:22 PM
	Whom Would You Like to Connect With?	11:26:22 PM
invert eccasv	Technical Support (QB & App Hosting)	11:27:37 PM
Acebuddy	Welcome to Ace Support.	11:27:37 PM
	Please chose an option :	11:27:37 PM
invert eccasv	I'd like to report an Issue	11:27:47 PM

Acebuddy	Please select an option!	11:27:47 PM
inverteccasv	QuickBooks Issue	11:27:58 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:27:58 PM
inverteccasv	QuickBooks Login Issue	11:28:10 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	11:28:10 PM
	Was that helpful?	11:28:10 PM
inverteccasv	No	11:28:14 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	11:28:14 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:28:14 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:28:29 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:28:34 PM
	Hello	11:28:39 PM
inverteccasv	hello	11:28:55 PM
Shashwat Verma	Are you able to login to the server?	11:29:01 PM
inverteccasv	one moments	11:29:30 PM
Shashwat Verma	Sure	11:29:35 PM
	Are we still connected here?	11:32:37 PM
inverteccasv	yes	11:32:46 PM
Shashwat Verma	Let me know, are you able to connect to server?	11:33:12 PM
	Also. kindly confirm the username you are using?	11:33:38 PM
inverteccasv	ok	11:33:52 PM
	If there is an error, it does not access	11:34:41 PM
	no user enters	11:35:40 PM
Shashwat Verma	If you are unable to share the details, let me have your remote access, we will get details from the older login rdp	11:36:01 PM
	I will surely help you with issue.	11:36:13 PM
inverteccasv	Hannah Distributor LLC	11:36:41 PM
Shashwat Verma	Yes, I noted that but need your username by which you usually login to server?	11:37:18 PM
inverteccasv	all users	11:37:20 PM
	ok	11:37:42 PM
	HD_supervision	11:38:26 PM
Shashwat Verma		

	Thanks for the confirmation !	11:39:19 PM
	Everything is looking fine from our end, let have your remote access, to help you login the user	11:42:09 PM
	Our billing team have recently activated your account	11:42:28 PM
	You can ask all users to login the server with existing credentials	11:42:48 PM
	Shall I help you on remote session to login/	11:43:18 PM
	?	11:43:20 PM
inverteccasv	I will review	11:43:54 PM
Shashwat Verma	Okay, also if you forgot password for any user, then you can use myportal for the same	11:44:27 PM
	Is there anything else I may help you with ?	11:46:15 PM
	Are we still connected here?	11:47:42 PM
inverteccasv	yes	11:48:45 PM
Shashwat Verma	Let me know, if you need any further assistance?	11:49:05 PM
	Or shall we proceed with closing this chat?	11:50:57 PM
inverteccasv	one moment	11:51:17 PM
	yes ready	11:54:06 PM
	fine thanks	11:54:33 PM
Shashwat Verma	Great!	11:54:43 PM
	This message has been deleted	11:54:45 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:56:17 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	11:56:22 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>Shashwat Verma has ended this chat session</i>	11:56:25 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

13 Oct, 9:06:09 AM

### #82517 Angelo Bocacao

Email: info@clmqbp.com ☎ 639157602689

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 43 Secs

City: SAN MIGUEL

State: Rizal

Country: PHILIPPINES

## Chat Transcript

Chat Duration : 11 Mins 6 Secs

Angelo Bocacao	Hello, I am your Acebuddy	13 Oct, 9:06:10 AM
Acebuddy	Hello Angelo Bocacao, I'm your Ace Buddy. I'll be happy to assist you!	9:06:10 AM
	Whom Would You Like to Connect With?	9:06:10 AM
Angelo Bocacao	Technical Support (QB & App Hosting)	9:06:15 AM
Acebuddy	Welcome to Ace Support.	9:06:15 AM
	Please chose an option :	9:06:15 AM
Angelo Bocacao	I'd like to report an Issue	9:06:21 AM
Acebuddy	Please select an option!	9:06:21 AM
Angelo Bocacao	Other Issue	9:06:26 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:06:26 AM
Angelo Bocacao	We cant connect to the server	9:06:37 AM
Acebuddy	Please wait while we connect you to a Support Representative	9:06:37 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:06:37 AM
	<i>9:06:51 AM Angelo Bocacao is sharing a file with you <a href="#">IMG_4010.jpeg</a> - ( Size:613.52 KB )</i>	9:06:51 AM
Angelo Bocacao	Hi	9:07:10 AM

	<i>Shubham Kataria accepted the chat transfer request.</i>	9:07:14 AM
	<i>9:07:25 AM Angelo Bocacao is sharing a file with you <a href="#">IMG_4010.jpeg</a> - ( Size:613.52 KB )</i>	9:07:25 AM
	<i>Shubham Kataria is transferring the chat to Rohan.</i>	9:07:25 AM
	<i>Rohan accepted the chat transfer request.</i>	9:07:27 AM
	We cant connect to the server	9:07:34 AM
	Hi Rohan	9:07:42 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	9:07:44 AM
	Hello Angelo, How are you doing today ?	9:08:03 AM
Angelo Bocacao	CID74631	9:08:15 AM
	We cant connect to the server	9:08:22 AM
Rohan	Thank you for Providing the details	9:08:31 AM
	<i>9:08:36 AM Angelo Bocacao is sharing a file with you <a href="#">IMG_4010.jpeg</a> - ( Size:613.52 KB )</i>	9:08:36 AM
	<i>This is the error</i>	
Angelo Bocacao	I sent the pic of the error on the support email	9:08:55 AM
Rohan	We have already escalated this to concerned department as other clients have also reported the same issue and they are looking into this issue (Edited)	9:09:22 AM
	We would request you to please allow 1-2 hrs max and we will update you once this is resolved. I hope you understand and cooperate in this matter	9:10:21 AM
Angelo Bocacao	Whats our resolution time?	9:10:24 AM
	Ok will advise the client thanks	9:11:16 AM
	Please send an email once resolved	9:11:31 AM
	Thanks and goodbye	9:11:38 AM
Rohan	Sure Aneglo, We will update you via email once it is resolved	9:11:47 AM
	Is there anything else I may help you with ?	9:11:49 AM
	Are we still connected here?	9:15:03 AM
	Are we still connected here?	9:15:09 AM
	Are we still connected here?	9:17:01 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.	9:17:14 AM
	<i>Rohan has ended this chat session</i>	9:17:16 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

16 Oct, 8:16:52 AM

### #82678 Lashanna Mann

Email: hello@fundfriendfinancial.com 16785252567

Department: Support(QB & App Hosting)

Operator: Karan Kanwal

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 26 Secs

City: SUN VALLEY

State: California

Country: UNITED STATES

## Chat Transcript

Chat Duration : 19 Mins 11 Secs

Lashanna Mann	Hello, I am your Acebuddy	16 Oct, 8:16:53 AM
Acebuddy	Hello Lashanna Mann, I'm your Ace Buddy. I'll be happy to assist you!	8:16:54 AM
	Whom Would You Like to Connect With?	8:16:54 AM
Lashanna Mann	Technical Support (QB & App Hosting)	8:17:05 AM
Acebuddy	Welcome to Ace Support.	8:17:05 AM
	Please chose an option :	8:17:05 AM
Lashanna Mann	I'd like to report an Issue	8:17:10 AM
Acebuddy	Please select an option!	8:17:10 AM
Lashanna Mann	Other Issue	8:17:16 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:17:16 AM
Lashanna Mann	Server issue	8:17:31 AM
Acebuddy	Please wait while we connect you to a Support Representative	8:17:31 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:17:31 AM

Lashanna Mann	Please hurry	8:18:25 AM
	<i>Karan Kanwal accepted the chat transfer request.</i>	8:19:14 AM
Karan Kanwal	Thank you for contacting Ace Cloud Hosting. My name is Karan Kanwal. I will be assisting you today.	8:19:21 AM
Lashanna Mann	Hello	8:19:29 AM
	I need access to my server asap	8:19:34 AM
Karan Kanwal	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:19:56 AM
Lashanna Mann	FFF.myrealdata.net	8:20:11 AM
	It is back online just now	8:20:42 AM
Karan Kanwal	That's great	8:21:27 AM
	Is there anything else I may help you with ?	8:21:33 AM
Lashanna Mann	My applications are moving slow however	8:21:47 AM
	Can you check that	8:23:06 AM
Karan Kanwal	Kindly logoff from the server, I'm applying some patches from the backend.	8:23:58 AM
Lashanna Mann	Disconnected	8:24:28 AM
Karan Kanwal	Alright, allow me 2-3 mins.	8:24:47 AM
Lashanna Mann	Ok	8:24:53 AM
Karan Kanwal	Your server is up and running, kindly access your server and share your feedback with us.	8:29:14 AM
	Are we still connected here?	8:31:17 AM
	Are we still connected here?	8:33:02 AM
	Are we still connected here?	8:35:28 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.	8:36:01 AM
	<i>Karan Kanwal has ended this chat session</i>	8:36:04 AM



# Chat Transcript

Hello, I am your Acebuddy

**#82660 Jennifer Schelhaas****Email:** jennifer@atysolutions.com**Department:** Support(QB & App Hosting)**Operator:** Sujeet Kumar Suman**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 56 Secs**City:** BRANDON**State:** South Dakota**Country:** UNITED STATES

Chat Duration : 53 Mins 1 Sec

**Chat Transcript**

Jennifer Schelhaas	Hello, I am your Acebuddy	16 Oct, 1:43:22 AM
Acebuddy	Hello Jennifer Schelhaas, I'm your Ace Buddy. I'll be happy to assist you!	1:43:23 AM
	Whom Would You Like to Connect With?	1:43:23 AM
Jennifer Schelhaas	Technical Support (QB & App Hosting)	1:43:40 AM
Acebuddy	Welcome to Ace Support.	1:43:40 AM
	Please chose an option :	1:43:40 AM
Jennifer Schelhaas	I'd like to report an Issue	1:43:47 AM
Acebuddy	Please select an option!	1:43:48 AM
Jennifer Schelhaas	Other Issue	1:44:02 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:44:02 AM
Jennifer Schelhaas	I had you remove a program from the server yesterday. Ticket ID 786259. Because it wasn't working and I redownloaded it today and I still can't get it to work. The EFTPS Batch Filer. When I download it and set up my username and password as soon as it is	1:45:31 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:45:31 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:45:31 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	1:45:40 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	1:45:47 AM
	Hello Jennifer	1:45:53 AM
Jennifer Schelhaas	Hello	1:46:02 AM
	I had you remove a program from the server yesterday. Ticket ID 786259. Because it wasn't working and I redownload it today and I still can't get it to work. The EFTPS Batch Filer. When I download it and set up my username and password as soon as it is Set up I try to login with the same username	1:46:31 AM

	and password and it tells me invalid	
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	1:47:10 AM
	I can help with that. Let me look into it for you.	1:47:29 AM
	Could you please share a screenshot of the prompt that appears when you click on it?	1:47:34 AM
	<i>1:48:08 AM Jennifer Schelhaas is sharing a file with you</i> <a href="#"><u>Screenshot 2025-10-15 151746.png</u></a> - ( Size:20.57 KB )	1:48:08 AM
	Thank you for the screenshot.	1:48:23 AM
Jennifer Schelhaas	This is what pops up and I know the username and password work because I just set it and I can use it on my local device	1:48:40 AM
	But I can't get it to work on the server	1:48:51 AM
Sujeet Kumar Suman	No worries, I will surely assist you with this.	1:49:28 AM
	Kindly allow me two minutes to check the same.	1:50:43 AM
Jennifer Schelhaas	No Problem	1:51:03 AM
Sujeet Kumar Suman	Thank you for your patience. Could you please help us with the file location of the application?	1:52:56 AM
	<i>1:53:26 AM Jennifer Schelhaas is sharing a file with you</i> <a href="#"><u>Screenshot 2025-10-15 152314.png</u></a> - ( Size:4.36 KB )	1:53:26 AM
	Could you please help us with the EFPTS setup file so that we can reinstall it from our end?	1:54:57 AM
Jennifer Schelhaas	You want me to attach the install file or show you where to download it?	1:56:59 AM
Sujeet Kumar Suman	Thank you for the information.	1:57:30 AM
	We need to reboot the server after uninstalling the EFPTS application."	1:57:32 AM
Jennifer Schelhaas	Okay	1:57:55 AM
Sujeet Kumar Suman	May I proceed to reboot the server from our end?	1:58:04 AM
Jennifer Schelhaas	yes	1:58:31 AM
Sujeet Kumar Suman	Thanks for the confirmation !	1:58:40 AM
	Kindly help me with your user name?	1:59:29 AM
Jennifer Schelhaas	ATYP1	1:59:36 AM
Sujeet Kumar Suman	Thank you for the information.	2:00:21 AM
	As some users are logged on to the server, we have already sent a message notifying that the server will reboot in 2 minutes.	2:02:25 AM
Jennifer Schelhaas	I think everyone should be out now	2:03:19 AM
Sujeet Kumar Suman	Thanks for letting us know.	2:04:00 AM
	We have rebooted the server from the backend. Once it is back online, we will inform you.	2:04:02 AM
Jennifer Schelhaas	sounds good	2:04:20 AM
Sujeet Kumar Suman		

	Could you please confirm the username and password you want to set up for the EPTS user login?	2:05:20 AM
Jennifer Schelhaas	Mokerlund1	2:05:45 AM
	ATYsolutions26!\$	2:05:46 AM
Sujeet Kumar Suman	Thank you for the information.	2:05:59 AM
	Thank you for your patience.	2:14:10 AM
	The server is back online, and we have also reinstalled the application from our end. Please log into the server and let us know if you are still facing any issues with the EFPTS application	2:14:17 AM
Jennifer Schelhaas	I am still getting the same error	2:15:29 AM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you. let me check again.	2:16:16 AM
	Thank you for your patience.	2:27:33 AM
Jennifer Schelhaas	No problem	2:27:53 AM
Sujeet Kumar Suman	We also tried the same from our end and attempted multiple times to reinstall the application, but the same error persists. We suggest you contact the EFPTS application support team, as they will be able to assist you more effectively. Please note that we are not trained for this specific application.	2:28:52 AM
	We sincerely apologize for that.	2:29:21 AM
Jennifer Schelhaas	I tried the first but it isn't an issue with the application because it works on a local device	2:29:57 AM
Sujeet Kumar Suman	We also tried with the escalation team to install the application, but they suggested that we connect with the Application Support team for assistance.	2:34:04 AM
Jennifer Schelhaas	Okay	2:35:16 AM
Sujeet Kumar Suman	Thanks for understanding.	2:36:08 AM
	Is there anything else I may help you with ?	2:36:11 AM
	<i>Jennifer Schelhaas has ended this chat session</i>	2:36:24 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Oct, 6:51:15 PM

#82754 Charles Xavier

Email: support@coretechs.it ☎ 2259007448

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

**Operator:** Dushyant

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 30 Secs

**City:** BELLA VISTA

**State:** Panama

**Country:** PANAMA

Chat Duration : 13 Mins 47 Secs

### Chat Transcript

Charles Xavier	Hello, I am your Acebuddy	20 Oct, 6:51:15 PM
Acebuddy	Hello Charles Xavier, I'm your Ace Buddy. I'll be happy to assist you!	6:51:16 PM
	Whom Would You Like to Connect With?	6:51:16 PM
Charles Xavier	Technical Support (QB & App Hosting)	6:51:25 PM
Acebuddy	Welcome to Ace Support.	6:51:25 PM
	Please chose an option :	6:51:25 PM
Charles Xavier	I'd like to report an Issue	6:51:33 PM
Acebuddy	Please select an option!	6:51:33 PM
Charles Xavier	Other Issue	6:51:40 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:51:40 PM
Charles Xavier	Users are getting a Popup that says "Windows 10 no longer supported" on their server sessions	6:52:39 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:52:39 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:52:39 PM
	<i>Dushyant accepted the chat transfer request.</i>	6:53:30 PM
Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.	6:54:00 PM
Charles Xavier	Hi Dushyant	6:54:19 PM
Dushyant	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:54:24 PM
	Hi Charles	6:54:35 PM
Charles Xavier	Server Name: CD Services Group User name: Casey Keel	6:54:54 PM
	fyi, this message is being shown to anyone that connects to the server, not just Casey	6:55:20 PM
	<i>6:55:29 PM Charles Xavier is sharing a file with you <a href="#">image.png</a> - ( Size:22.66 KB )</i>	6:55:29 PM
Dushyant	Thank you for the details	6:55:57 PM

Thank you for bringing this notification to our attention.  
We would like to clarify that these update reminders from Intuit relate to QuickBooks Desktop installations running on local computers. Since you are accessing QuickBooks through the **Ace Cloud Hosting (ACH) server**, your application is hosted on a **server-based operating system**.

We assure you that:

The version of the operating system installed on our servers is **fully compatible** with your QuickBooks application.

6:57:09 PM

We **regularly apply all latest security patches and updates** released by Microsoft without any delay.

There is **no action required from your side** regarding this Windows 10 notification for your ACH-hosted QuickBooks.

Your hosted environment remains fully secure, compliant, and optimized for performance.

If you have any further questions or concerns, please feel free to contact our 24/7 support team.

Are we still connected here?

7:01:15 PM

Charles Xavier

yes

7:01:59 PM

so this means they can continue working on QuickBooks without having to worry about the message?  
Nothing is going to get blocked?

7:02:46 PM

Dushyant

Yes, Correct, this notification is for windows 10 machine, and your quickbooks application is hosted on server.

7:03:11 PM

So there is no impact on server machines, you can ignore this message

7:03:23 PM

Charles Xavier

any plans on upgrading to windows 11 any time soon?

7:03:45 PM

Dushyant

You are already working on server, so you no need to worry about the windows10 or 11 notifications

7:04:14 PM

Server is different than, windows 10 and 11 client machine.

7:04:32 PM

Charles Xavier

got it

7:04:33 PM

Dushyant

Sounds good.

7:04:39 PM

Is there anything else I may help you with ?

7:04:44 PM

Charles Xavier

thank you

7:04:46 PM

that would be all for now

7:04:53 PM

Dushyant

Anytime!

7:04:53 PM

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

7:04:57 PM

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

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

Thanks!

7:05:00 PM

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

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

Dushyant has ended this chat session

7:05:02 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

20 Oct, 7:42:29 PM

#### #82755 kemal

**Email:** kemal@kdtaxhub.com 17177374004

**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:** MECHANICSBURG

**State:** Pennsylvania

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 21 Secs

kemal	Hello, I am your Acebuddy	20 Oct, 7:42:29 PM
Acebuddy	Hello Kemal, I'm your Ace Buddy. I'll be happy to assist you!	7:42:30 PM
	Whom Would You Like to Connect With?	7:42:30 PM
	<i>kemal has ended this chat session</i>	7:42:50 PM



## Chat Transcript

Hello, I am your Acebuddy

1 Oct, 11:58:09 PM

## Visitor Details

### #82149 ELAINE BRAGA REGO

**Email:** tax@timeprotax.com  +15613444422

**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 6 Secs

**City:** FT LAUDERDALE

**State:** Florida

**Country:** UNITED STATES

Chat Duration : 33 Mins 46 Secs

## Chat Transcript

ELAINE BRAGA REGO	Hello, I am your Acebuddy	1 Oct, 11:58:10 PM
Acebuddy	Hello Elaine Braga, I'm your Ace Buddy. I'll be happy to assist you!	11:58:10 PM
	Whom Would You Like to Connect With?	11:58:10 PM
ELAINE BRAGA REGO	Technical Support (QB & App Hosting)	11:58:14 PM
Acebuddy	Welcome to Ace Support.	11:58:14 PM
	Please chose an option :	11:58:14 PM
ELAINE BRAGA REGO	I'd like to report an Issue	11:58:31 PM
Acebuddy	Please select an option!	11:58:31 PM
ELAINE BRAGA REGO	Other Issue	11:58:35 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:58:35 PM
ELAINE BRAGA REGO	Proseries not finding files	11:58:48 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:58:48 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:58:49 PM
	<i>11:58:53 PM ELAINE BRAGA REGO is sharing a file with you <a href="#">Screenshot 2025-10-01 142100.png</a> - ( Size:17.27 KB )</i>	11:58:53 PM
	<i>Adarsh.Shukla declined the transfer request.</i>	11:58:55 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	11:59:16 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	11:59:41 PM
ELAINE BRAGA REGO	Hi, I am having two problems with proseries	2 Oct, 12:00:05 AM
	<i>12:00:19 AM ELAINE BRAGA REGO is sharing a file with you</i>	12:00:19 AM

[Screenshot 2025-10-01 142100.png](#) - ( Size:17.27 KB )

	This is in my side	12:00:27 AM
Ashutosh Mishra	Hello Elaine, I will surely help you with this issue.	12:00:35 AM
	<i>12:00:38 AM ELAINE BRAGA REGO is sharing a file with you</i>	12:00:38 AM
	<a href="#"><u>WhatsApp Image 2025-10-01 at 08.53.43_4498f1eb.jpg</u></a> - ( Size:125.72 KB )	
ELAINE BRAGA REGO	this is my assistant side	12:00:50 AM
	yesterday on my side everything was perfect	12:01:10 AM
Ashutosh Mishra	I understand this issue is occurring for other user too, is that correct?	12:02:11 AM
ELAINE BRAGA REGO	the first picture is in my side. and the second is in the other user	12:03:20 AM
Ashutosh Mishra	Thanks for the confirmation !	12:04:34 AM
	Kindly allow me two minutes to check the same.	12:05:36 AM
	Please try now.	12:06:35 AM
ELAINE BRAGA REGO	Mine is working	12:07:08 AM
	I will ask the other user to test	12:07:19 AM
Ashutosh Mishra	Sure	12:07:24 AM
ELAINE BRAGA REGO	she is opening	12:10:20 AM
	just give 2 minutes please	12:10:31 AM
Ashutosh Mishra	Sure	12:10:36 AM
ELAINE BRAGA REGO	looks like is "charging" but not opening	12:12:45 AM
	i will sent you the screenshot	12:12:56 AM
Ashutosh Mishra	Sure, please share the screenshot.	12:13:24 AM
ELAINE BRAGA REGO	one minute	12:14:03 AM
	she is struggling	12:16:59 AM
Ashutosh Mishra	I would suggest for her to initiate the chat session as that would help us efficiently isolate the issue and assist further.	12:18:06 AM
ELAINE BRAGA REGO	her internet is unstable	12:18:25 AM
	she is restarting her computer	12:18:42 AM
	I will ask her to check later in the chat	12:18:54 AM
	thanks for your help	12:19:04 AM
	she just sent me	12:19:15 AM
	the same problem on her side	12:19:24 AM
Ashutosh Mishra	Sure, that would be great. We can also schedule callback if that is preferred.	12:19:30 AM
ELAINE BRAGA REGO	and honestly does not make sense since we are at the same server	12:19:42 AM

	<i>12:19:55 AM</i> ELAINE BRAGA REGO is sharing a file with you <a href="#">WhatsApp Image 2025-10-01 at 14.49.04_ef47b56b.jpg</a> - ( Size:231.1 KB )	12:19:55 AM
	and is just like this since early morning	12:20:30 AM
Ashutosh Mishra	May I know where you access these files on server? (Edited)	12:21:49 AM
ELAINE BRAGA REGO	the Path and file name are the same as mine	12:21:51 AM
Ashutosh Mishra	The issue you were facing is different from this one.	12:22:54 AM
ELAINE BRAGA REGO	yes, this is on her side	12:23:16 AM
	since this morning	12:23:20 AM
	she asked help at the chat but did not have it fixed	12:23:37 AM
	C:\ProSeries\ProNet24\24Data	12:23:49 AM
	this is where can I see the files on mi side	12:23:58 AM
	my side	12:24:02 AM
Ashutosh Mishra	Thanks for the confirmation !	12:25:04 AM
	Kindly allow me two minutes to check the same.	12:25:08 AM
	This issue has already been escalated to senior team member.	12:28:35 AM
ELAINE BRAGA REGO	ok	12:29:13 AM
Ashutosh Mishra	I will be scheduling a callback on priority basis since this would also require input from the application support team to identify the issue.	12:29:23 AM
ELAINE BRAGA REGO	do you have any ideia when will have a response. We are close to a deadline on the 15th	12:29:39 AM
Ashutosh Mishra	Rest assured within two hours you will receive the callback, if you have any preferred time frame please let us know and we will reach out at the earliest. (Edited)	12:30:54 AM
ELAINE BRAGA REGO	ok. I will let her know	12:31:27 AM
	thanks	12:31:29 AM
Ashutosh Mishra	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.	12:31:42 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:31:47 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:31:51 AM
	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> )	



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

29 Oct, 8:32:34 PM

**#83072 Brett Wolfe**

**Email:** bwolfe@wilkinsonwolfecpa.com 18606082028

**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:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 30 Mins 38 Secs

Brett Wolfe	Hello, I am your Acebuddy	29 Oct, 8:32:34 PM
Acebuddy	Hello Brett Wolfe, I'm your Ace Buddy. I'll be happy to assist you!	8:32:35 PM
	Whom Would You Like to Connect With?	8:32:35 PM
Brett Wolfe	Technical Support (QB & App Hosting)	8:32:42 PM
Acebuddy	Welcome to Ace Support.	8:32:42 PM
	Please chose an option :	8:32:42 PM
Brett Wolfe	I'd like to raise a Request	8:32:51 PM
Acebuddy	Please select your request type.	8:32:51 PM
Brett Wolfe	Other Request	8:32:58 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:32:58 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:32:58 PM

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

9:03:12 PM

*Ended due to chat idle timeout*

9:03:12 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

16 Oct, 8:30:41 PM

**#82694 Kari Floyd**

**Email:** kari@newcitycompanies.com 17272880444

**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:** PALM HARBOR

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 2 Mins 35 Secs

Kari Floyd	Hello, I am your Acebuddy	16 Oct, 8:30:42 PM
Acebuddy	Hello Kari C. Floyd, I'm your Ace Buddy. I'll be happy to assist you!	8:30:43 PM
	Whom Would You Like to Connect With?	8:30:43 PM
Kari Floyd	Technical Support (QB & App Hosting)	8:30:48 PM
Acebuddy	Welcome to Ace Support.	8:30:48 PM
	Please chose an option :	8:30:48 PM
Kari Floyd	I'd like to report an Issue	8:30:53 PM
Acebuddy	Please select an option!	8:30:53 PM
Kari Floyd	QuickBooks Issue	8:31:02 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:31:02 PM

Kari Floyd	QuickBooks is Frozen	8:31:06 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	8:31:06 PM
	Was that helpful?	8:31:06 PM
Kari Floyd	Yes	8:33:17 PM
Acebuddy	I'm glad to hear that! Should you need further assistance, please do not hesitate to reach out to me!	8:33:17 PM
	<i>Acebuddy has ended this chat session</i>	8:33:17 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

2 Oct, 4:34:44 PM

#### #82164 George Fowler

**Email:** gpmfowler@gmail.com 8478991763

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

**Operator:** Vikas Singh Chauhan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 34 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 21 Mins 31 Secs

George Fowler	Hello, I am your Acebuddy	2 Oct, 4:34:45 PM
Acebuddy	Hello George Fowler, I'm your Ace Buddy. I'll be happy to assist you!	4:34:46 PM
	Whom Would You Like to Connect With?	4:34:46 PM
George Fowler	Technical Support (QB & App Hosting)	4:37:00 PM
Acebuddy	Welcome to Ace Support.	4:37:00 PM

	Please chose an option :	4:37:00 PM
George Fowler	I'd like to report an Issue	4:37:06 PM
Acebuddy	Please select an option!	4:37:06 PM
George Fowler	Other Issue	4:37:14 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:37:14 PM
George Fowler	i am missing documents on my desktop	4:38:09 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:38:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:38:10 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	4:38:19 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	4:38:29 PM
George Fowler	hello vikas. i am missing some excel files on my rdp. can you help me retrieve them	4:39:31 PM
Vikas Singh Chauhan	I deeply apologize for the inconvenience caused to you.	4:39:46 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:39:52 PM
George Fowler	GeorgeF, Candleelite	4:40:15 PM
Vikas Singh Chauhan	Thanks for the confirmation !	4:40:40 PM
	Kindly allow me 3-4 minutes to check the same on the server.	4:40:56 PM
George Fowler	ok thanks	4:41:12 PM
Vikas Singh Chauhan	Could you help me with the name of the Excel file ?	4:41:40 PM
George Fowler	i dont remember the exact name, but it appears my excel files from about february to june 2025 are missing	4:42:37 PM
	most of the files start with the names "BS P & L....." and "CL P & L ...." and "CLW P & L...."	4:43:06 PM
Vikas Singh Chauhan	Okay and when was the last time you accessed these missing files ?	4:43:15 PM
George Fowler	back between february - june of this year	4:43:37 PM
Vikas Singh Chauhan	Okay, my apologies, but we only retain backups of all data for the past 45 days.	4:45:01 PM
	If the data was within last 45 days from today, I can help you to retrieve it.	4:45:38 PM
George Fowler	ok, is it possible to recover any in the last 45 days. it is possible i opened these files in that timeframe	4:46:59 PM
Vikas Singh Chauhan	Let me check once.	4:47:43 PM
	<i>4:48:11 PM Vikas Singh Chauhan is sharing a file with you <a href="#">image.png</a> - ( Size:258.47 KB )</i>	4:48:11 PM
	I have taken the snippet from few backups, do you see any missing files here ?	4:48:45 PM
	Are we still connected here?	4:50:45 PM
	Are we still connected here?	4:52:14 PM

Are we still connected here?

4:54:16 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.

4:55:24 PM

*Vikas Singh Chauhan has ended this chat session*

4:56:16 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

24 Oct, 2:07:54 AM

#### #82891 Jay Lode

**Email:** jay@lodestaraz.com ☎ 9283082010

**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:** HARLOWTON

**State:** Montana

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 1 Min 37 Secs

Jay Lode	Hello, I am your Acebuddy	24 Oct, 2:07:55 AM
Acebuddy	Hello Jay Lode, I'm your Ace Buddy. I'll be happy to assist you!	2:07:56 AM
	Whom Would You Like to Connect With?	2:07:56 AM
Jay Lode	Technical Support (QB & App Hosting)	2:08:10 AM
Acebuddy	Welcome to Ace Support.	2:08:10 AM
	Please chose an option :	2:08:10 AM
Jay Lode	I'd like to raise a Request	2:08:18 AM
Acebuddy	Please select your request type.	2:08:18 AM
Jay Lode	Change in Applications	2:08:38 AM

Acebuddy	Please select your desired option!	2:08:38 AM
Jay Lode	Restart	2:08:51 AM
Acebuddy	Hello Jay Lode, I'm your Ace Buddy. I'll be happy to assist you!	2:08:51 AM
	Whom Would You Like to Connect With?	2:08:51 AM
Jay Lode	Technical Support (QB & App Hosting)	2:08:56 AM
Acebuddy	Welcome to Ace Support.	2:08:56 AM
	Please chose an option :	2:08:56 AM
Jay Lode	I'd like to raise a Request	2:09:03 AM
Acebuddy	Please select your request type.	2:09:03 AM
Jay Lode	Other Request	2:09:16 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.	2:09:16 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:09:16 AM
Jay Lode	No, That'll be all!	2:09:32 AM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	2:09:32 AM
	<i>Acebuddy has ended this chat session</i>	2:09:32 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Oct, 10:56:36 PM

**#83131 office**

**Email:** office@pricecontracting.com 14062743064

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 23 Secs

**City:** STEVENSVILLE

**State:** Montana

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 40 Mins 41 Secs

office	Hello, I am your Acebuddy	30 Oct, 10:56:36 PM
Acebuddy	Hello Office, I'm your Ace Buddy. I'll be happy to assist you!	10:56:37 PM
	Whom Would You Like to Connect With?	10:56:37 PM
office	Technical Support (QB & App Hosting)	10:56:40 PM
Acebuddy	Welcome to Ace Support.	10:56:40 PM
	Please chose an option :	10:56:40 PM
office	I'd like to raise a Request	10:56:45 PM
Acebuddy	Please select your request type.	10:56:45 PM
office	Other Request	10:56:55 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.	10:56:55 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:56:55 PM
office	Yes, I'm facing issues with my server	10:58:44 PM
Acebuddy	Please select an option!	10:58:44 PM
office	QuickBooks Issue	10:58:53 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:58:53 PM
office	QuickBooks Login Issue	10:59:01 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	10:59:01 PM
	Was that helpful?	10:59:01 PM
office	No	10:59:08 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	10:59:08 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:59:08 PM
	<i>Gaurav kumar declined the transfer request.</i>	10:59:20 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	10:59:37 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	10:59:41 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:59:45 PM
office	nicolerainwater@myrealdatal.com	11:00:00 PM

	NicoleRainwater	11:00:06 PM
Yash Kalra	Kindly allow me two minutes to check the same.	11:00:21 PM
office	someone was helping me earlier download remote server on my computer, but now that I'm logged in, I realize i don't have access to my company anymore. Please assist on getting logged into Price contracting Inc	11:01:10 PM
Yash Kalra	May I take the remote access of your local computer to get this issue resolved?	11:02:15 PM
office	yes	11:03:14 PM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	11:03:19 PM
	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/2722730940">https://assist.acecloudhosting.com/join/2722730940</a>	11:03:23 PM
	We assisted you with the rdp issue. Is there anything else I may help you with ?	11:35:03 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:37:13 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	11:37:16 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>Yash Kalra has ended this chat session</i>	11:37:18 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

31 Oct, 7:25:31 PM

#83160 rminaya

Email: rminaya@calldad.com

Department: Support(QB & App Hosting)

Operator: Sandeep Kumar

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 56 Secs

**City:** SANTO DOMINGO ESTE

**State:** Santo Domingo

**Country:** DOMINICAN REPUBLIC

Chat Duration : 48 Mins 33 Secs

### Chat Transcript

rminaya	Hello, I am your Acebuddy	31 Oct, 7:25:32 PM
Acebuddy	Hello Rminaya, I'm your Ace Buddy. I'll be happy to assist you!	7:25:33 PM
	Whom Would You Like to Connect With?	7:25:33 PM
rminaya	Technical Support (QB & App Hosting)	7:25:36 PM
Acebuddy	Welcome to Ace Support.	7:25:36 PM
	Please chose an option :	7:25:36 PM
rminaya	I'd like to report an Issue	7:26:34 PM
Acebuddy	Please select an option!	7:26:34 PM
rminaya	QuickBooks Issue	7:26:37 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:26:37 PM
rminaya	Other QB related issue	7:26:43 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:26:43 PM
rminaya	we use Service Titan as our CRM to export transactions to QB, but after the update of QB last week, the customers in QB vs customers in ST are not matching when we try to export. is that something you can help with?	7:28:21 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:28:22 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:28:22 PM
	<i>Sandeep Kumar accepted the chat transfer request.</i>	7:28:30 PM
Sandeep Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sandeep Kumar. I will be assisting you today.	7:28:42 PM
	Hi Rminaya, How are you doing today?	7:28:50 PM
rminaya	I am good, thanks	7:29:01 PM
Sandeep Kumar	I will surely help you with this issue.	7:29:17 PM
	Kindly allow me 3-5 minutes to check the same.	7:29:28 PM
rminaya	ok	7:31:37 PM

Sandeep Kumar	May I take the remote access of your server?	7:33:04 PM
rminaya	yes	7:33:25 PM
Sandeep Kumar	Please accept the remote prompt on your server end.	7:33:37 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:34:00 PM
rminaya	ok, that process is not changing anything on the QB data, right?	7:35:57 PM
Sandeep Kumar	Rminaya...do you have Admin login details for the company file?	7:38:53 PM
	Are we still connected here?	7:43:54 PM
rminaya	yes, I am connected	7:44:11 PM
	what would you need so I can ask Barb who is the admin?	7:44:36 PM
Sandeep Kumar	We need to check the webconnector setup...on the users end where it was setup for the first time...usually its the QB company file admin. (Edited)	7:45:40 PM
rminaya	how can we get that so I can ask Barb?	7:46:38 PM
Sandeep Kumar	We might have to check on Barb's server session assuming that she has the webconnector setup on her end.	7:47:55 PM
	Will that be possible?	7:48:14 PM
rminaya	one minute	7:48:22 PM
Sandeep Kumar	Also if you can check with her if she can check the data sync is working between QB and service titan.	7:48:54 PM
rminaya	try to log into Barb account, I just told her to allow access so you can check	7:49:46 PM
Sandeep Kumar	ok	7:50:31 PM
	Please ask her to accept the server remote prompt on her end.	7:51:09 PM
rminaya	give me a few minutes please, she hasn't seen my message	7:52:13 PM
Sandeep Kumar	Ok....let me know when we I can try to take remote session again.	7:52:57 PM
rminaya	ok, still waiting, I will let you know	7:56:17 PM
Sandeep Kumar	Rminaya... is it possible to connect with Barb directly..does she have a contact number where we can call her and check the connections in real time??	7:58:20 PM
rminaya	try again to log in to Barb QB	7:58:47 PM
Sandeep Kumar	Ok	7:58:50 PM
	This message has been deleted	7:58:53 PM
	She's still not accepting the remote session prompt.	8:00:15 PM
	Rminaya..it will be better if we connect with Barb over the call so that we can check the issue.	8:05:00 PM
rminaya		

	ok, let me tell her to connect with you	8:05:32 PM
Sandeep Kumar	Sure...if you have her direct line..you can share the same with me..I can arrange a callback from our side.	8:06:49 PM
	Please let me know how to proceed?	8:07:33 PM
	Or if I can help you with anything else apart from this?	8:07:54 PM
rminaya	she is on a meeting I will tell her to call. is there any direct link to this chat so you can continue this conversation?	8:08:45 PM
	so it is easier for her?	8:08:50 PM
Sandeep Kumar	I will be sharing a Ticket ID over the email..you can share the same with her when she will connect back with us and refer to the same.	8:10:01 PM
rminaya	ok, thanks	8:10:13 PM
Sandeep Kumar	rminaya@calldad.com this is your email..correct?	8:10:22 PM
rminaya	yes	8:11:55 PM
Sandeep Kumar	Ok. i'll be sharing the details of this conversation over the email and you can share the same with Barb when she will call us.	8:12:46 PM
	Is there anything else I may help you with ?	8:12:57 PM
rminaya	no, thanks	8:13:09 PM
Sandeep Kumar	You are welcome!	8:13:46 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:13:54 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 quality@acecloudhosting.com. Thanks!	8:13:59 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>Sandeep Kumar has ended this chat session</i>	8:14:05 PM



