

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

7 Mar, 8:11:27 AM

#73697 samona

Email: samona@aabs.tax 7198200159

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 20 Secs

City: WEST UNITY

State: Ohio

Country: UNITED STATES

## Chat Transcript

Chat Duration : 27 Mins 37 Secs

7 Mar, 8:11:29 AM	samona	Hello, I am your Acebuddy
8:11:31 AM	Acebuddy	Hello Samona Pheils, I'm your Ace Buddy. I'll be happy to assist you!
8:11:31 AM		Whom Would You Like to Connect With?
8:11:35 AM	samona	Technical Support (QB & App Hosting)
8:11:35 AM	Acebuddy	Welcome to Ace Support.
8:11:35 AM		Please chose an option :
8:11:44 AM	samona	I'd like to raise a Request
8:11:44 AM	Acebuddy	Please select your request type.
8:12:00 AM	samona	Restart
8:12:00 AM	Acebuddy	Hello Samona Pheils, I'm your Ace Buddy. I'll be happy to assist you!
8:12:00 AM		Whom Would You Like to Connect With?
8:12:07 AM	samona	Technical Support (QB & App Hosting)
8:12:07 AM	Acebuddy	Welcome to Ace Support.
8:12:07 AM		Please chose an option :
8:12:11 AM	samona	I'd like to report an Issue

Acebuddy	Please select an option!	8:12:12 AM
samona	Other Issue	8:12:18 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:12:18 AM
samona	I keep geeting a windows security popup and wont let me in	8:12:52 AM
Acebuddy	Please wait while we connect you to a Support Representative	8:12:52 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:12:53 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	8:12:59 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	8:13:07 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:13:17 AM
samona	I cant login	8:13:20 AM
	AABS.myreldata.net	8:13:33 AM
	can you remote in	8:13:50 AM
Shubham Kataria	Could you please confirm if you're receiving any error while login	8:13:58 AM
samona	yes	8:14:12 AM
Shubham Kataria	May I know the error message, this information will help us to proceed further	8:14:52 AM
samona	can you remore in	8:16:50 AM
	remote	8:16:53 AM
Shubham Kataria	Sure	8:17:05 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:17:09 AM
samona	okay	8:17:25 AM
Shubham Kataria	<a href="https://assist.acecloudhosting.com/join/6722774878">https://assist.acecloudhosting.com/join/6722774878</a>	8:17:28 AM
	Kindly join this link	8:17:35 AM
	As per our remote conversation, your issue has been resolved.	8:37:29 AM
	Is there anything else I may help you with ?	8:37:32 AM
	Are we still connected here?	8:38:21 AM
	As you're disconnecting from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	8:39:04 AM
	<i>Shubham Kataria has ended this chat session</i>	8:39:07 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

6 Mar, 11:42:38 PM

### #73658 rcosta

**Email:** rcosta@episcopalhawaii.org  18085367776

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

**Operator:** Shivam Singh

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 17 Secs

**City:** LIHUE

**State:** Hawaii

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 12 Mins 22 Secs

rcosta	Hello, I am your Acebuddy	6 Mar, 11:42:39 PM
Acebuddy	Hello Rcosta, I'm your Ace Buddy. I'll be happy to assist you!	11:42:40 PM
	Whom Would You Like to Connect With?	11:42:40 PM
rcosta	Technical Support (QB & App Hosting)	11:42:48 PM
Acebuddy	Welcome to Ace Support.	11:42:48 PM
	Please chose an option :	11:42:48 PM
rcosta	I'd like to report an Issue	11:42:55 PM
Acebuddy	Please select an option!	11:42:55 PM
rcosta	Other Issue	11:42:59 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:42:59 PM
	<i>11:43:07 PMrcosta is sharing a file with you <a href="#">1_image.png</a> - ( Size:67.05 KB )</i>	11:43:07 PM
	Please wait while we connect you to a Support Representative	11:43:07 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:43:07 PM
	<i>Shivam accepted the chat transfer request.</i>	11:44:54 PM
Shivam	Thank you for contacting Ace Cloud Hosting. My name is Shivam. I will be assisting you today.	11:45:12 PM

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

11:45:20 PM

Are we still connected here?

11:50:29 PM

Are we still connected here?

11:52:31 PM

Are we still connected here?

11:54:42 PM

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

11:54:58 PM

*Shivam has ended this chat session*

11:55:02 PM



## Chat Transcript

Need to setup server on my computer

### Visitor Details

3 Mar, 9:07:48 PM

**#73424 april**

**Email:** april@edballdesigns.com 4238275854

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

**Operator:** Manish Singh

**Website:** <https://www.acecloudhosting.com/knowledgebase/new-ace-cloud-hosting-setup-guide-mac/>

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 38 Secs

**City:** CHATTANOOGA

**State:** Tennessee

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 41 Mins 14 Secs

april Need to setup server on my computer

3 Mar, 9:07:49 PM

Vatsal Thank you for contacting ACE. My name is Vatsal. I will be assisting you further.

9:07:51 PM

Hi April. How are you?

9:08:25 PM

april Good how are

9:08:37 PM

Vatsal I'm also doing good

9:08:45 PM

	Just to confirm, your company name is Verde Sources LLC?	9:09:04 PM
april	yes	9:09:13 PM
Vatsal	Alright. I'll be transferring this chat to the support team, they'll be assisting you further.	9:09:36 PM
	<i>Vatsal is transferring the chat to Support(QB &amp; App Hosting).</i>	9:09:42 PM
april	thank you	9:09:50 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:09:57 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:10:01 PM
april	Hi	9:10:15 PM
Manish Singh	Hii April	9:11:57 PM
april	I need help setting up the server on my computer	9:12:21 PM
Manish Singh	I will surely help you with this issue.	9:13:21 PM
	May I know your account name associated with us? (Edited)	9:13:45 PM
april	Are you able to look it up, its not something that I have	9:14:04 PM
Manish Singh	Ok	9:15:02 PM
	May I take the remote access of your local computer?	9:15:11 PM
april	yes	9:15:18 PM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/5682114895">https://assist.acecloudhosting.com/join/5682114895</a>	9:15:38 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:15:43 PM
april	Is it working	9:17:40 PM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:18:14 PM
	We need to update the MAC once, Reinitiate the chat once this is done.	9:36:20 PM
	Are we still connected here?	9:43:28 PM
	Are we still connected here?	9:47:15 PM
	Are we still connected here?	9:49:00 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.	9:49:05 PM
	<i>Manish Singh has ended this chat session</i>	9:49:06 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

29 Mar, 12:58:23 AM

### #74830 accounting

**Email:** accounting@podumentertainment.com  14153020689

**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:** NEWMARKET

**State:** Ontario

**Country:** CANADA

## Chat Transcript

Chat Duration : 31 Mins 8 Secs

accounting	Hello, I am your Acebuddy	29 Mar, 12:58:23 AM
Acebuddy	Hello Jessica, I'm your Ace Buddy. I'll be happy to assist you!	12:58:24 AM
	Whom Would You Like to Connect With?	12:58:24 AM
accounting	Technical Support (QB & App Hosting)	12:58:29 AM
Acebuddy	Welcome to Ace Support.	12:58:29 AM
	Please chose an option :	12:58:29 AM
accounting	I'd like to report an Issue	12:58:35 AM
Acebuddy	Please select an option!	12:58:35 AM
accounting	QuickBooks Issue	12:58:44 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:58:44 AM
accounting	QuickBooks Update	12:58:51 AM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	12:58:52 AM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	12:58:52 AM
	Do you need any further assistance on the topic?	12:58:52 AM

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

1:29:32 AM

*Ended due to chat idle timeout*

1:29:32 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

11 Mar, 4:11:47 PM

**#73871 mindy.bandiera**

**Email:** mindy.bandiera@gmail.com

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 2 Secs

**City:** DALLAS

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 23 Mins 2 Secs

mindy.bandiera	Hello, I am your Acebuddy	11 Mar, 4:11:49 PM
Acebuddy	Hello Mindy.bandiera, I'm your Ace Buddy. I'll be happy to assist you!	4:11:49 PM
	Whom Would You Like to Connect With?	4:11:49 PM
mindy.bandiera	Technical Support (QB & App Hosting)	4:11:59 PM
Acebuddy	Welcome to Ace Support.	4:11:59 PM
	Please chose an option :	4:11:59 PM
mindy.bandiera	I'd like to report an Issue	4:12:05 PM
Acebuddy	Please select an option!	4:12:06 PM
mindy.bandiera	Other Issue	4:12:13 PM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:12:13 PM
mindy.bandiera	Trying to connect but it keeps kicking me out or won't connect at all. When I finally get connected it kicks me off almost immediately	4:13:27 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:13:29 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:13:29 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	4:13:36 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	4:13:41 PM
	Hello Mindy, could you please let me know since when you are experiencing this issue	4:14:38 PM
mindy.bandiera	since yesterday afternoon	4:14:57 PM
	and now when I am able to connect, it kicks me out	4:15:23 PM
	I've tried restarting my computer as well, but that has not worked	4:16:08 PM
Sharath Kumar	I see, may I take a remote session of your local computer to check some settings	4:17:21 PM
mindy.bandiera	ok, yes	4:17:30 PM
Sharath Kumar	let me send you a link for this purpose, make sure to open it on your computer and not on the server	4:18:07 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	4:18:11 PM
	<a href="https://assist.acecloudhosting.com/join/7832468700">https://assist.acecloudhosting.com/join/7832468700</a>	4:18:16 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.	4:20:10 PM
	Hello Mindy, Since there are some changes that needs to be made to the server, I am disconnecting from the chat and will email you once I am done with the server	4:31:49 PM
	You may then try signing in and let us know if you are still encountering issues with the server	4:32:13 PM
	anything else that I may assist you with in the meantime?	4:32:31 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.	4:34:43 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:34:46 PM
	<i>Sharath Kumar has ended this chat session</i>	4:34:51 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Mar, 12:01:41 AM

#73331 Claire Speake

Email: corporate@sgwfresno.com ☎ 15593479965

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: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 7 Secs

Claire Speake	Hello, I am your Acebuddy	1 Mar, 12:01:42 AM
Acebuddy	Hello Claire Speake, I'm your Ace Buddy. I'll be happy to assist you!	12:01:43 AM
	Whom Would You Like to Connect With?	12:01:43 AM
Claire Speake	Technical Support (QB & App Hosting)	12:02:20 AM
Acebuddy	Welcome to Ace Support.	12:02:20 AM
	Please chose an option :	12:02:20 AM
Claire Speake	I'd like to raise a Request	12:02:24 AM
Acebuddy	Please select your request type.	12:02:24 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	12:35:49 AM
	<i>Ended due to chat idle timeout</i>	12:35:50 AM



## Chat Transcript

Hello, I am your Acebuddy

**Visitor Details****#74670 alex mizan****Email:** amizan@audiobeam.com 16462864332**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:** SOUTH GATE**State:** California**Country:** UNITED STATES**Chat Transcript**

Chat Duration : 33 Mins 16 Secs

alex mizan	Hello, I am your Acebuddy	26 Mar, 1:20:35 AM
Acebuddy	Hello Alexander Mizan, I'm your Ace Buddy. I'll be happy to assist you!	1:20:36 AM
	Whom Would You Like to Connect With?	1:20:36 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	1:53:52 AM
	<i>Ended due to chat idle timeout</i>	1:53:52 AM



# Chat Transcript

Hello, I am your Acebuddy

**Visitor Details**

13 Mar, 12:13:32 AM

**#74004 angela****Email:** angela@mainedyacht.com**Department:** Support(QB & App Hosting)**Operator:** Shashwat Verma**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Microsoft Edge**Device:** Desktop**Average Response Time:** 19 Secs

**City:** PORTLAND

**State:** Maine

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 14 Mins 18 Secs

angela	Hello, I am your Acebuddy	13 Mar, 12:13:33 AM
Acebuddy	Hello Angela, I'm your Ace Buddy. I'll be happy to assist you!	12:13:33 AM
	Whom Would You Like to Connect With?	12:13:33 AM
angela	Technical Support (QB & App Hosting)	12:13:40 AM
Acebuddy	Welcome to Ace Support.	12:13:40 AM
	Please chose an option :	12:13:40 AM
angela	I'd like to report an Issue	12:13:46 AM
Acebuddy	Please select an option!	12:13:46 AM
angela	QuickBooks Issue	12:13:52 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:13:52 AM
angela	Other QB related issue	12:13:58 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:13:58 AM
angela	I am trying to open a second company and am receiving an error message.	12:14:19 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:14:20 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:14:20 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	12:15:53 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:16:02 AM
	Hello Angela	12:16:08 AM
angela	Hello	12:16:17 AM
Shashwat Verma	I will surely help you with this issue.	12:16:58 AM
	May I take the remote access of your local computer?	12:17:02 AM
angela	sure	12:17:11 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	12:17:20 AM
	<a href="https://assist.aceclouddhosting.com/join/6182396483">https://assist.aceclouddhosting.com/join/6182396483</a>	12:17:28 AM
	Kindly Click on the link and open the downloaded file.	12:17:30 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:19:33 AM

issue resolved itself on remote session.

12:27:44 AM

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

12:27:46 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!

12:27:48 AM

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

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

*Shashwat Verma has ended this chat session*

12:27:51 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Mar, 10:50:18 AM

**#74883 Zoey Zhang**

**Email:** zoey@alsetinternational.com 3019703942

**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:** 11 Secs

**City:** GREAT FALLS

**State:** Virginia

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 29 Mins 28 Secs

Zoey Zhang

Hello, I am your Acebuddy

31 Mar, 10:50:19 AM

Acebuddy

	Hello Zoey, I'm your Ace Buddy. I'll be happy to assist you!	10:50:20 AM
	Whom Would You Like to Connect With?	10:50:20 AM
Zoey Zhang	Technical Support (QB & App Hosting)	10:50:27 AM
Acebuddy	Welcome to Ace Support.	10:50:27 AM
	Please chose an option :	10:50:27 AM
Zoey Zhang	I'd like to report an Issue	10:50:33 AM
Acebuddy	Please select an option!	10:50:33 AM
Zoey Zhang	Other Issue	10:50:40 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:50:40 AM
Zoey Zhang	Remote Desktop can't find the computer.	10:51:03 AM
Acebuddy	Please wait while we connect you to a Support Representative	10:51:03 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:51:03 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	10:51:10 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	10:51:16 AM
Zoey Zhang	Hi Shubham, I have trouble accessing the remote desktop	10:51:43 AM
Shubham Kataria	Hello Zoey	10:51:55 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:52:01 AM
Zoey Zhang	MyRealData\MagdalenaU.Q6	10:54:48 AM
Shubham Kataria	Kindly confirm your business name as well	10:55:14 AM
Zoey Zhang	SeD Development Management LLC	10:55:29 AM
Shubham Kataria	Thank you for the information.	10:55:43 AM
	Kindly confirm if you're the only user who is facing this issue	10:56:02 AM
Zoey Zhang	I'm not sure.	10:56:32 AM
Shubham Kataria	No problem	10:56:40 AM
	May I take the remote access of your local computer?	10:56:44 AM
Zoey Zhang	ok	10:56:56 AM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	10:57:05 AM
Zoey Zhang	done	10:57:22 AM
Shubham Kataria	<a href="https://assist.acecloudhosting.com/join/9972216163">https://assist.acecloudhosting.com/join/9972216163</a>	10:57:25 AM
	Kindly join this link	10:57:29 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till	
		10:59:22 AM

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.

Thank you for your patience.

11:15:34 AM

As per our remote conversation we have performed DNS flush on your local computer. Kindly reboot the server once and try to login again.

11:16:20 AM

Is it possible to stay connected via the remote session? Once the local computer reboots, we will lose this chat session.

11:17:37 AM

Are we still connected here?

11:18:11 AM

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

11:19:45 AM

*Shubham Kataria has ended this chat session*

11:19:48 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

8 Mar, 8:28:31 AM

**#73748 Jamie Graham**

**Email:** j.graham@premiergroupmgmt.com 17862365364

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

**Operator:** Sandeep Kumar

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 34 Secs

**City:** NEW BRAUNFELS

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 13 Mins 50 Secs

Jamie Graham	Hello, I am your Acebuddy	8 Mar, 8:28:33 AM
Acebuddy	Hello Jamie Graham, I'm your Ace Buddy. I'll be happy to assist you!	8:28:34 AM

	Whom Would You Like to Connect With?	8:28:34 AM
Jamie Graham	Technical Support (QB & App Hosting)	8:28:40 AM
Acebuddy	Welcome to Ace Support.	8:28:40 AM
	Please chose an option :	8:28:40 AM
Jamie Graham	I'd like to report an Issue	8:28:49 AM
Acebuddy	Please select an option!	8:28:50 AM
Jamie Graham	Other Issue	8:28:56 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:28:56 AM
Jamie Graham	remote desktop not connecting-	8:29:32 AM
Acebuddy	Please wait while we connect you to a Support Representative	8:29:33 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:29:33 AM
	<i>Sandeep Kumar accepted the chat transfer request.</i>	8:29:37 AM
Sandeep Kumar	Hi again Jamie!!	8:30:04 AM
Jamie Graham	hi! are you working on our server-it is not connecting right now	8:30:19 AM
Sandeep Kumar	Not anymore....Im checking the server end right now.	8:30:54 AM
	Server seems to be up and running.	8:32:08 AM
	Please try again and see if you are able to get back in. (Edited)	8:32:36 AM
	<i>8:33:39 AM Jamie Graham is sharing a file with you</i>	8:33:39 AM
	<i><a href="#">Screenshot 2025-03-07 210316.jpg</a> - ( Size:29.64 KB )</i>	
Jamie Graham	this is error im getting	8:33:46 AM
Sandeep Kumar	Ok.	8:34:21 AM
	Im rebooting the server, if possible then reboot your local computer once and then try again.	8:35:06 AM
	Jamie, please try again now.	8:37:58 AM
	Jamie, are we still connected??	8:41:58 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.	8:42:16 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:42:21 AM
	<i>Sandeep Kumar has ended this chat session</i>	8:42:23 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

28 Mar, 4:49:46 AM

### #74789 Darshak Shah

**Email:** darshak@standardus.com  16302899614

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 57 Secs

**City:** HANOVER PARK

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 58 Mins 46 Secs

Darshak Shah	Hello, I am your Acebuddy	28 Mar, 4:49:47 AM
Acebuddy	Hello Frank Woitel, I'm your Ace Buddy. I'll be happy to assist you!	4:49:48 AM
	Whom Would You Like to Connect With?	4:49:48 AM
Darshak Shah	Technical Support (QB & App Hosting)	4:50:05 AM
Acebuddy	Welcome to Ace Support.	4:50:05 AM
	Please chose an option :	4:50:05 AM
Darshak Shah	I'd like to raise a Request	4:50:15 AM
Acebuddy	Please select your request type.	4:50:16 AM
Darshak Shah	Change in Users	4:50:33 AM
Acebuddy	Please select your desired option!	4:50:33 AM
Darshak Shah	User Addition	4:50:40 AM
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	4:50:40 AM
	Do you need any further assistance on the topic?	4:50:40 AM
Darshak Shah	Yes	4:50:49 AM
Acebuddy	Please wait while we connect you to our Support Representative	4:50:49 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	4:50:49 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	4:51:21 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	4:51:25 AM
	Hello Frank	4:51:28 AM
Darshak Shah	Hello... I am trying to set up a new employee using the self portal.	4:51:57 AM
	I set him up on the "Active Users" and then used his login to finish the setup, but I never saw the Google Authenticator pop up. He is currently set up with security question but there is no server name and I cannot download the rdp file	4:53:41 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	4:54:09 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:54:18 AM
Darshak Shah	CID69221	4:54:38 AM
	User Name is Mark Gonzales	4:54:55 AM
Anurag Sharma	Thanks for the confirmation !	4:56:22 AM
	May I take the remote access of your local computer?	4:58:46 AM
Darshak Shah	The computer I am typing on for this chat is not the computer I am trying to give access to. If you send request for remote access to MarkG@standardus.com that would be fine	5:00:08 AM
Anurag Sharma	Okay you can share the remote session request to him.	5:01:21 AM
	Prior providing the access, I would suggest you to close any important documents at his end. (Edited)	5:01:24 AM
	<a href="https://assist.acecloudhosting.com/join/1002552030">https://assist.acecloudhosting.com/join/1002552030</a>	5:01:46 AM
	Kindly paste this link in the browser of local computer and join the session.	5:01:49 AM
Darshak Shah	Give me a minute to transfer please	5:02:59 AM
Anurag Sharma	Sure, please take your time	5:03:19 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	5:04:58 AM
	<i>The visitor's email address was changed to darshak@standardus.com.</i>	5:21:01 AM
	The issue seems to be resolved.	5:45:46 AM
	Is there anything else I may help you with ?	5:45:48 AM
	Are we still connected here?	5:47:53 AM
Darshak Shah	Everything seems to be resolved...Excellant work!	5:48:11 AM
Anurag Sharma	Thanks for the confirmation !	5:48:25 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	5:48:28 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:48:30 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!

5:48:31 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/>)

*Anurag Sharma has ended this chat session*

5:48:34 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

6 Mar, 3:32:08 AM

**#73595 jae rodgers**

**Email:** jae@capriaviation.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:** SEASTIAN

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 36 Mins 7 Secs

jae rodgers	Hello, I am your Acebuddy	6 Mar, 3:32:10 AM
Acebuddy	Hello Jae Rodgers, I'm your Ace Buddy. I'll be happy to assist you!	3:32:11 AM
	Whom Would You Like to Connect With?	3:32:11 AM
jae rodgers	Technical Support (QB & App Hosting)	3:32:22 AM
Acebuddy		

	Welcome to Ace Support.	3:32:22 AM
	Please chose an option :	3:32:22 AM
jae rodgers	I'd like to raise a Request	3:32:46 AM
Acebuddy	Please select your request type.	3:32:46 AM
jae rodgers	Other Request	3:33:02 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	3:33:02 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:33:02 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	4:08:18 AM
	<i>Ended due to chat idle timeout</i>	4:08:18 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details	6 Mar, 10:19:34 AM
<b>#73608 Bright Tax Solutions LLC</b>	
<b>Email:</b> cathleenmanning@gmail.com	6 Mar, 10:19:34 AM
<b>Phone:</b> 12142436574	
<b>Department:</b> Support(QB & App Hosting)	
<b>Operator:</b> Varun Bisht	
<b>Website:</b> <a href="https://www.acecloudhosting.com/support-chat.php">https://www.acecloudhosting.com/support-chat.php</a>	
<b>Operating System:</b> Microsoft Windows	
<b>Browser:</b> Google Chrome	
<b>Device:</b> Desktop	
<b>Average Response Time:</b> 39 Secs	
<b>City:</b> PROSPER	
<b>State:</b> Texas	
<b>Country:</b> UNITED STATES	

Chat Transcript	Chat Duration : 13 Mins 43 Secs
Bright Tax Solutions LLC	6 Mar, 10:19:35 AM

Hello, I am your Acebuddy

Acebuddy	Hello Cathleen Manning, I'm your Ace Buddy. I'll be happy to assist you!	10:19:37 AM
	Whom Would You Like to Connect With?	10:19:37 AM
Bright Tax Solutions LLC	Technical Support (QB & App Hosting)	10:19:45 AM
Acebuddy	Welcome to Ace Support.	10:19:45 AM
	Please chose an option :	10:19:45 AM
Bright Tax Solutions LLC	I'd like to raise a Request	10:19:54 AM
Acebuddy	Please select your request type.	10:19:55 AM
Bright Tax Solutions LLC	Setup Ace Server	10:20:02 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	10:20:02 AM
Bright Tax Solutions LLC	Microsoft Windows	10:20:10 AM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	10:20:10 AM
	Do you need any further assistance on the topic?	10:20:10 AM
Bright Tax Solutions LLC	Yes	10:20:18 AM
Acebuddy	Please wait while we connect you to our Support Representative	10:20:18 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:20:18 AM
	<i>Rohit Kumar accepted the chat transfer request.</i>	10:20:48 AM
	<i>Rohit Kumar is transferring the chat to Varun Bisht.</i>	10:20:55 AM
	<i>Varun Bisht accepted the chat transfer request.</i>	10:20:56 AM
Bright Tax Solutions LLC	Hello Rohit, It's Cathleen Manning	10:21:00 AM
Varun Bisht	Thank you for contacting Ace Cloud Hosting. My name is Varun Bisht. I will be assisting you today.	10:21:02 AM
Bright Tax Solutions LLC	Oh, ok. I spoke with Rohit yesterday	10:21:30 AM
	Is he available?	10:21:35 AM
	I have the data he told me to get from my prior companyh	10:21:49 AM
	I need it uploaded to the ace RDP location	10:22:00 AM
Varun Bisht	Sure, I can help with that. Let me look into it for you.	10:22:21 AM
Bright Tax Solutions LLC	support ticket 653791	10:23:06 AM
	I have been trying to get someone to help me for 3 hours.	10:23:40 AM
Varun Bisht	I deeply apologize for the inconvenience caused to you.	10:23:55 AM

	Let me check the ticket number	10:24:02 AM
	Kindly allow couple of minutes	10:24:18 AM
Bright Tax Solutions LLC	Sure.	10:24:23 AM
Varun Bisht	Thank you for your patience.	10:24:53 AM
	Would like to inform you that your data download is in progress	10:25:47 AM
Bright Tax Solutions LLC	Ok, for Drake? Lacerte? Or both?	10:26:08 AM
Varun Bisht	As your account is still with the onboarding team.	10:26:30 AM
	Both	10:26:35 AM
Bright Tax Solutions LLC	Ok, the person I spoke with said they need to talk to me about lacerte for mapping.	10:27:19 AM
	I haven't heard from anyone	10:27:26 AM
	I also checked Drake24, and I don't see any data	10:27:44 AM
Varun Bisht	That might be someone from the Onboarding team, and data download is still in progress once done you will be able to see that	10:28:27 AM
	May I know the desired location where you want to keep the data	10:28:45 AM
Bright Tax Solutions LLC	Ok, I mentioned that I only need the following files: Drake23, Drake24, Drake DDM, Lacertetax23 and Lacertetax24.	10:29:18 AM
	The link I sent contained all the data from my server for 10 years	10:29:33 AM
	Was that noted?	10:29:39 AM
Varun Bisht	Yes, that is already noted, and our team is working on it according to your instructions. We will keep you updated on the progress.	10:30:29 AM
	This may take another 1-2 hours	10:30:39 AM
Bright Tax Solutions LLC	OK, Call me if you need me. 214-243-6574	10:30:49 AM
	I will leave my ringer on. Call any time of the night if you need me	10:31:07 AM
	Very important that I can start back working...	10:31:18 AM
	Thank you!	10:31:20 AM
Varun Bisht	Sure! we will give you a callback if required and we will make sure that you start back working as soon as possible.	10:31:59 AM
Bright Tax Solutions LLC	Thanks again.	10:32:07 AM
Varun Bisht	You're welcome	10:32:25 AM
	Is there anything else I may help you with ?	10:32:31 AM
Bright Tax Solutions LLC	No, have a good day.	10:33:01 AM
Varun Bisht	Thanks for the confirmation !	10:33:08 AM

Cathleen Manning has ended this chat session

10:33:19 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

8 Mar, 9:51:27 PM

**#73764 Javier Castillo**

**Email:** javier@hqbizservices.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:** LAS VEGAS

**State:** Maryland

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 8 Months 2 Weeks

Javier Castillo	Hello, I am your Acebuddy	8 Mar, 9:51:29 PM
Acebuddy	Hello Javier Castillo, I'm your Ace Buddy. I'll be happy to assist you!	9:51:31 PM
	Whom Would You Like to Connect With?	9:51:31 PM
Javier Castillo	Technical Support (QB & App Hosting)	9:51:37 PM
Acebuddy	Welcome to Ace Support.	9:51:37 PM
	Please chose an option :	9:51:37 PM
Javier Castillo	Setback	9:51:45 PM
Acebuddy	Hello Javier Castillo, I'm your Ace Buddy. I'll be happy to assist you!	9:51:45 PM
	Whom Would You Like to Connect With?	9:51:45 PM
Javier Castillo	Technical Support (QB & App Hosting)	9:51:56 PM
Acebuddy	Welcome to Ace Support.	9:51:56 PM

	Please chose an option :	9:51:56 PM
Javier Castillo	I'd like to raise a Request	9:52:03 PM
Acebuddy	Please select your request type.	9:52:03 PM
Javier Castillo	Password Reset	9:52:14 PM
Acebuddy	Please select an option below	9:52:14 PM
Javier Castillo	Not Enrolled to Selfcare Portal	9:52:22 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	9:52:22 PM
	Do you need any further assistance on the topic?	9:52:22 PM
Javier Castillo	Yes	9:57:58 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:57:58 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:57:58 PM
Javier Castillo	Ticket 655246	9:58:05 PM
	Hello????	10:05:03 PM
	<i>Chat request was not picked up by the operators</i>	10:08:22 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

31 Mar, 7:29:45 PM

**#74900 Kerry Durkin**

**Email:** kerrydurkincpa@lynndurkincpa.com  7813781845

**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 25 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 13 Mins 45 Secs

Kerry Durkin	Hello, I am your Acebuddy	31 Mar, 7:29:46 PM
Acebuddy	Hello Kerrydurkincpa, I'm your Ace Buddy. I'll be happy to assist you!	7:29:47 PM
	Whom Would You Like to Connect With?	7:29:47 PM
Kerry Durkin	Technical Support (QB & App Hosting)	7:29:54 PM
Acebuddy	Welcome to Ace Support.	7:29:54 PM
	Please chose an option :	7:29:54 PM
Kerry Durkin	I'd like to report an Issue	7:30:10 PM
Acebuddy	Please select an option!	7:30:10 PM
Kerry Durkin	Other Issue	7:30:13 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:30:13 PM
	<i>7:30:22 PM Kerry Durkin is sharing a file with you <a href="#">image.png</a> - ( Size:20.23 KB )</i>	7:30:22 PM
	Please wait while we connect you to a Support Representative	7:30:22 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:30:22 PM
	<i>Shubham Gupta declined the transfer request.</i>	7:30:26 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	7:30:27 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	7:30:33 PM
	Hello Kerry, How are you doing today ?	7:30:45 PM
Kerry Durkin	good how are you	7:32:30 PM
Rohan Prajapati	That's Great. I'm good too, thanks for asking	7:32:57 PM
	I will surely help you with this issue.	7:33:04 PM
	Kindly allow me 5-6 minutes to check the same.	7:33:11 PM
Kerry Durkin	ok	7:33:56 PM
Rohan Prajapati	Thank you for your patience	7:39:57 PM
	May I take the remote access of your server?	7:39:59 PM
Kerry Durkin	ok	7:40:04 PM
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.	7:40:35 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.	7:41:33 PM

	Is there anything else I may help you with ?	7:42:41 PM
Kerry Durkin	seems to be working	7:43:23 PM
	thank	7:43:25 PM
Rohan Prajapati	Thanks for the confirmation !	7:43:26 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:43:29 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	7:43:30 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> )	

*Rohan Prajapati has ended this chat session*

7:43:32 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

23 Mar, 5:58:48 PM

#### #74556 nhassan

**Email:** nhassan@columbiataxservice.com 4436357970

**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:** 50 Secs

**City:** HAGERSTOWN

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

nhassan	Hello, I am your Acebuddy	23 Mar, 5:58:50 PM
Acebuddy	Hello Nasimul Hassan, I'm your Ace Buddy. I'll be happy to assist you!	5:58:51 PM
	Whom Would You Like to Connect With?	5:58:51 PM
nhassan	Technical Support (QB & App Hosting)	5:59:00 PM
Acebuddy	Welcome to Ace Support.	5:59:00 PM
	Please chose an option :	5:59:00 PM
nhassan	I'd like to report an Issue	5:59:14 PM
Acebuddy	Please select an option!	5:59:14 PM
nhassan	Other Issue	5:59:21 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:59:21 PM
nhassan	Printboss is not working properly	5:59:38 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:59:39 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:59:39 PM
	<i>Dipanshu Dewan accepted the chat transfer request.</i>	5:59:51 PM
Dipanshu Dewan	Thank you for contacting Ace Cloud Hosting. My name is Dipanshu Dewan. I will be assisting you today.	6:00:07 PM
	Hi Nasimul, how are you doing today?	6:00:23 PM
nhassan	Hi, We are unable to print checks from Quickbooks using printboss	6:00:52 PM
	<i>6:01:09 PM nhassan is sharing a file with you</i>	6:01:09 PM
	<i><a href="#">Printing Trouble-2025-03-23(4) 1.png</a> - ( Size:690.19 KB )</i>	
	<i>6:01:13 PM nhassan is sharing a file with you</i>	6:01:13 PM
	<i><a href="#">Printing Trouble-2025-03-23(3) 1.png</a> - ( Size:432.18 KB )</i>	
Dipanshu Dewan	Okay, is there any error message appearing on the screen while printing the checks?	6:01:44 PM
nhassan	yes	6:01:49 PM
Dipanshu Dewan	Sure, we can proceed with the reinstallation of the Program	6:02:05 PM
nhassan	We have a specific version for us. the instalis located at d:/clientdata folder	6:04:12 PM
Dipanshu Dewan	May I take the remote access of your Screen and try reinstalling the program?	6:04:19 PM
nhassan	installer*	6:04:25 PM
	yes	6:04:38 PM
Dipanshu Dewan	Sounds good! I would request you to login to the server. We would perform the installation together.	6:04:57 PM
nhassan	ok	6:05:14 PM

Dipanshu Dewan	Thank you!	6:05:41 PM
	Let me know once you are logged in	6:05:55 PM
nhassan	yes, I am there	6:06:10 PM
Dipanshu Dewan	Would like to know if it worked after the reinstallation?	6:11:38 PM
	<i>Dipanshu Dewan is transferring the chat to Shashwat Verma.</i>	6:24:28 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	6:24:42 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	6:24:53 PM
	Nasimul. let me check the issue from backend.	6:26:20 PM
	Nasimul, we have checked and found that the same issue persists from our end too, looks like we have to re-install the application as application setting stops to configure the settings.	6:31:38 PM
	Are we still connected here?	6:33:47 PM
	Are we still connected here?	6:37:54 PM
	Are we still connected here?	6:43:32 PM
nhassan	yes	6:43:42 PM
	Hi	6:44:28 PM
Shashwat Verma	Nasimul, we have checked and found that the same issue persists from our end too, looks like we have to re-install the application as application setting stops to configure the settings.	6:44:38 PM
nhassan	ok. I need to go to a meeting. can you resolve it by yourself?	6:45:03 PM
Shashwat Verma	Sure, we'll do the needful and inform you on email	6:45:25 PM
nhassan	I put the new installer file in d:/Printboss folder	6:45:38 PM
	d:/clientdata i mean	6:45:51 PM
Shashwat Verma	Okay	6:46:25 PM
nhassan	thanks. pls send me an email when it is fixed	6:46:40 PM
Shashwat Verma	Sure	6:46:41 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:46:47 PM
nhassan	bye	6:46:47 PM
Shashwat Verma	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!	6:46:50 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 (<https://www.acecloudhosting.com/knowledgebase/>)\

*Shashwat Verma has ended this chat session*

6:46:54 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

1 Mar, 5:45:27 AM

### #73354 Maria Serratos

**Email:** mariafelix@aztecamultiservice.com 15596610067

**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:** STOCKTON

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 43 Mins 4 Secs

Maria Serratos	Hello, I am your Acebuddy	1 Mar, 5:45:28 AM
Acebuddy	Hello Mariafelix, I'm your Ace Buddy. I'll be happy to assist you!	5:45:29 AM
	Whom Would You Like to Connect With?	5:45:29 AM
Maria Serratos	Technical Support (QB & App Hosting)	5:45:42 AM
Acebuddy	Welcome to Ace Support.	5:45:42 AM
	Please chose an option :	5:45:42 AM
Maria Serratos	I'd like to raise a Request	5:45:51 AM
Acebuddy	Please select your request type.	5:45:51 AM
Maria Serratos	Password Reset	5:46:01 AM
Acebuddy	Please select an option below	5:46:01 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.

6:28:33 AM

*Ended due to chat idle timeout*

6:28:33 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

26 Mar, 1:16:27 AM

**#74669 april**

**Email:** april@edballdesigns.com 4238275854

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

**Operator:** Shashwat Verma

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 20 Secs

**City:** CHATTANOOGA

**State:** Tennessee

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 21 Mins 36 Secs

april	Hello, I am your Acebuddy	26 Mar, 1:16:28 AM
Acebuddy	Hello April, I'm your Ace Buddy. I'll be happy to assist you!	1:16:28 AM
	Whom Would You Like to Connect With?	1:16:28 AM
april	Technical Support (QB & App Hosting)	1:16:38 AM
Acebuddy	Welcome to Ace Support.	1:16:38 AM
	Please chose an option :	1:16:38 AM
april	I'd like to raise a Request	1:16:59 AM
Acebuddy	Please select your request type.	1:16:59 AM
april	Setup Ace Server	1:18:08 AM

Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	1:18:08 AM
april	MacOS	1:18:13 AM
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.	1:18:13 AM
	Do you need any further assistance on the topic?	1:18:13 AM
april	Yes	1:18:23 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:18:23 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:18:23 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	1:19:33 AM
	<i>Ashutosh Mishra is transferring the chat to Shashwat Verma.</i>	1:19:47 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	1:19:49 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1:19:53 AM
	Hello	1:19:57 AM
april	HI, I need to setup a time where you can remote into my computer and setup quickbooks server onto my computer	1:20:18 AM
Shashwat Verma	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:20:36 AM
	April, are we still connected?	1:23:35 AM
april	Are you able to look that up?	1:23:43 AM
Shashwat Verma	Kindly help me with your business name associated with us?	1:24:07 AM
april	Ed Ball Designs	1:24:16 AM
Shashwat Verma	Is it registered with us as a Verde Sources LLC?	1:25:05 AM
april	Yes!	1:25:10 AM
Shashwat Verma	Thanks for the confirmation !	1:25:21 AM
	May I take the remote access of your local computer?	1:25:36 AM
april	Yes	1:25:48 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	1:25:52 AM
	<a href="https://assist.acecloudhosting.com/join/3192144082">https://assist.acecloudhosting.com/join/3192144082</a>	1:26:06 AM
	Kindly Click on the link and open the downloaded file.	1:26:10 AM
	Are we still connected here?	1:34:12 AM
	Issue resolved on remote session by configuring the windows app.	1:36:32 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:38:00 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!

1:38:02 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/>)

*Shashwat Verma has ended this chat session*

1:38:04 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

15 Mar, 6:21:24 AM

**#74149 jbarbersingh**

**Email:** jbarbersingh@biofluidica.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:** SAN DIEGO

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 34 Mins 3 Secs

jbarbersingh	Hello, I am your Acebuddy	15 Mar, 6:21:25 AM
Acebuddy	Hello Jennifer Barber-singh, I'm your Ace Buddy. I'll be happy to assist you!	6:21:26 AM
	Whom Would You Like to Connect With?	6:21:26 AM
jbarbersingh	Technical Support (QB & App Hosting)	6:21:42 AM
Acebuddy	Welcome to Ace Support.	6:21:42 AM

	Please chose an option :	6:21:42 AM
jbarbersingh	I'd like to report an Issue	6:21:52 AM
Acebuddy	Please select an option!	6:21:53 AM
jbarbersingh	Password Reset	6:21:55 AM
Acebuddy	Please select an option below	6:21:55 AM
jbarbersingh	Already Enrolled to Selfcare Portal	6:22:01 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	6:22:01 AM
	Do you need any further assistance on the topic?	6:22:01 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.	6:55:28 AM
	<i>Ended due to chat idle timeout</i>	6:55:28 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

5 Mar, 9:55:32 PM

#### #73569 Darron Bates

**Email:** dapcosommer@gmail.com ☎ 15867330783

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 2 Secs

**City:** WARREN

**State:** Michigan

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 19 Mins 52 Secs

Darron Bates

Hello, I am your Acebuddy

5 Mar, 9:55:33 PM

Acebuddy	Hello Darron Bates, I'm your Ace Buddy. I'll be happy to assist you!	9:55:34 PM
	Whom Would You Like to Connect With?	9:55:34 PM
Darron Bates	Managed Security	9:56:52 PM
Acebuddy	Please wait while we connect you to an available Representative.	9:56:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:56:52 PM
	<i>mayank accepted the chat transfer request.</i>	9:58:48 PM
mayank	Hi Thank you for contacting aceacloudhosting my name is Mayank How can I help you today?	9:59:41 PM
Darron Bates	Hello,  Having a hard time resetting my password	10:01:52 PM 10:02:49 PM
mayank	Can you pleaseprovide me with your account name?	10:04:00 PM
Darron Bates	Dapco Construction Group	10:04:17 PM
mayank	Thank you. Let me transfer this chat to the concerned team so that they can assist you with the issue  <i>mayank is transferring the chat to Support(QB &amp; App Hosting).</i>	10:05:01 PM 10:05:19 PM
Darron Bates	Thanks  <i>Sharath Kumar accepted the chat transfer request.</i>	10:05:32 PM 10:05:45 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.  Hello Darron, one moment while I look into the details regarding your account	10:05:57 PM 10:06:18 PM
Darron Bates	ok	10:07:10 PM
Sharath Kumar	Thank you for your patience. Could you please let me know when the last time was that you were able to sign into your account	10:08:39 PM
Darron Bates	Not possible for us to remember that just know it was in 2024	10:10:15 PM
Sharath Kumar	I see, no worries, making some changes to your account  could you confirm if you remember your last known password	10:10:48 PM 10:11:03 PM
	Are we still connected here?	10:13:02 PM
	Are we still connected here?	10:14:41 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:15:14 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:15:21 PM
	<i>Sharath Kumar has ended this chat session</i>	10:15:25 PM



# Chat Transcript

can someone assist me

## Visitor Details

11 Mar, 7:05:19 AM

#73865 maryrosedemdam

Email: maryrosedemdam@gmail.com ☎ 7185985151

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

Website: <https://www.acecloudhosting.com/quickbooks-hosting/>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 24 Secs

City: CAINGIN

State: Laguna

Country: PHILIPPINES

## Chat Transcript

Chat Duration : 15 Mins 8 Secs

maryrosedemdam	can someone assist me	11 Mar, 7:05:21 AM
Dev Dubey	Thank you for contacting ACE. My name is Dev Dubey. I will be assisting you further.	7:05:25 AM
maryrosedemdam	my quickbooks pro is freeze	7:05:37 AM
Dev Dubey	Hello there, my apologies for missing your previous chat.	7:05:44 AM
maryrosedemdam	I already disconnect and restart it	7:05:46 AM
	its okay	7:05:52 AM
	but its still not working	7:05:58 AM
Dev Dubey	I am quickly transferring you to support.	7:06:04 AM
	Before that could you please confirm the Business Name you have with us?	7:06:19 AM
maryrosedemdam	what business name?	7:06:28 AM
Dev Dubey	Your registered Account Name or CID Number	7:06:44 AM
maryrosedemdam	I think I clicked on something then I saw something on below	7:07:02 AM
Dev Dubey	Is it Infinite Accounting Services?	7:07:05 AM
maryrosedemdam	it says cd.optimizely.com	7:07:11 AM
	yes	7:07:13 AM

	sorry	7:07:16 AM
Dev Dubey	Thanks.	7:07:19 AM
maryrosedemdam	It is infinite accounting services	7:07:24 AM
	<i>Dev Dubey is transferring the chat to Support(QB &amp; App Hosting).</i>	7:07:29 AM
	What do you think is the problem and how should I fix this?	7:07:57 AM
	<i>Rohit Kumar accepted the chat transfer request.</i>	7:08:09 AM
Rohit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Rohit Kumar. I will be assisting you today.	7:08:31 AM
maryrosedemdam	thank you	7:08:41 AM
	Did you see my previous chat	7:08:53 AM
	I'm doing something on quickbooks pro so I hope you can help me	7:09:20 AM
Rohit Kumar	Please allow me sometime.	7:09:21 AM
maryrosedemdam	okay thank you	7:09:31 AM
	sure	7:09:32 AM
	take your time	7:09:34 AM
	<i>Rohit Kumar is transferring the chat to Shubham Kataria.</i>	7:09:38 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	7:09:42 AM
Shubham Kataria	Hello, My name is Shubham Kataria. I will be assisting you today.	7:10:32 AM
maryrosedemdam	Oh	7:10:38 AM
	Thank you	7:10:40 AM
Shubham Kataria	Could you please confirm if you're only user who is facing QB freezing issue	7:10:58 AM
maryrosedemdam	yes	7:11:06 AM
	our other desktop is working	7:11:25 AM
Shubham Kataria	Okay, let me check. Please allow me two minutes	7:11:47 AM
maryrosedemdam	sure, take your time thank you	7:12:03 AM
Shubham Kataria	Could you also confirm your username for server login	7:13:05 AM
maryrosedemdam	myrealdata\IASAdmin.NPRO1	7:13:13 AM
	do you also need the password?	7:13:21 AM
Shubham Kataria	No, thank you. username will work for me	7:13:46 AM
maryrosedemdam	myrealdata\IASAdmin.NPRO1	7:13:56 AM
	here is it	7:13:58 AM
Shubham Kataria	Thank you	7:14:09 AM
	Could you please try to access now	7:14:18 AM

maryrosedemdam	okay I'll try	7:14:25 AM
	give me a minure	7:14:29 AM
	minute	7:14:31 AM
Shubham Kataria	Sure, please take your time	7:14:49 AM
maryrosedemdam	It's now working	7:16:11 AM
	You are a big help	7:16:15 AM
Shubham Kataria	Great	7:16:16 AM
maryrosedemdam	Thank you so much ^^	7:16:22 AM
	Have a great day	7:16:26 AM
Shubham Kataria	You're welcome	7:16:26 AM
	Also would like to inform you that you can also unfreeze your QB from the QB reset icon which is placed on your desktop taskbar	7:16:29 AM
maryrosedemdam	oh okay, thank you so much	7:16:42 AM
	take care	7:16:45 AM
Shubham Kataria	you're welcome	7:16:51 AM
	Is there anything else I may help you with ?	7:16:54 AM
maryrosedemdam	nothing, It's all good. thank you so much. I'll reach out to you once I need some help when my quickbooks is having an issue	7:17:36 AM
Shubham Kataria	Sure, we are here to assist you 24/7	7:17:39 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	7:17:44 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:19:37 AM
maryrosedemdam	You're such a big help! Even though Ace Cloud took some time to reply because they missed my chat, it's still a great website that helped fix my QuickBooks Pro issue. All my QuickBooks Pro problems were resolved thanks to your help. I really appreciate it! You guys never fail to amaze me with your service.	7:20:01 AM
Shubham Kataria	Thank you, you may connect with us anytime over chat or call. We will be happy to assist you.	7:20:25 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:20:28 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!	7:20:31 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 (<https://www.acecloudhosting.com/knowledgebase/>)

*Shubham Kataria has ended this chat session*

7:20:34 AM



## Chat Transcript

I am having issues connecting to the network

### Visitor Details

31 Mar, 10:49:49 PM

**#74937 admin**

**Email:** admin@consultingctx.com ☎ 17609568500

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 5 Secs

**City:** RIVERSIDE

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 20 Mins 5 Secs

admin	I am having issues connecting to the network	31 Mar, 10:49:49 PM
Vatsal	Thank you for contacting ACE. My name is Vatsal. I will be assisting you further.	10:49:51 PM
admin	Hello, I need help my network is not coneting	10:50:11 PM
Vatsal	Hi! I am transferring this chat to our support team, they'll assist you.	10:50:20 PM
	<i>Vatsal is transferring the chat to Support(QB &amp; App Hosting).</i>	10:50:25 PM
admin	my cid 72524	10:50:31 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	10:51:03 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	10:52:21 PM
admin	thank you	10:54:13 PM
	are you still there?	10:55:12 PM

Shivam Singh	yes	10:55:47 PM
	Allow 2 minutes to check the server end for you.	10:56:00 PM
	I will be right back with you.	10:56:09 PM
admin	thank you	10:56:24 PM
Shivam Singh	So, what issue exactly are you facing?	10:56:47 PM
	Is this a server accessibility issue	10:57:04 PM
admin	yes correct	10:57:15 PM
	we cant connect	10:57:18 PM
Shivam Singh	or you are facing slowness while accessing the sever?	10:57:23 PM
admin	and when we connect is really slow	10:57:24 PM
	both	10:57:28 PM
Shivam Singh	Okay	10:59:50 PM
	We sincerely apologize for the inconvenience caused by the server slowness issue you reported. Please be assured that our team has escalated the case to the highest level and is working promptly to resolve it.	11:00:14 PM
	Your patience and cooperation are greatly appreciated. Please feel free to reach out if you have any further concerns.	11:00:29 PM
admin	thank you	11:00:32 PM
	we have clients today and we cant work	11:00:41 PM
	are we able to connect now?	11:01:07 PM
Shivam Singh	I really understand and You can be assured, that the team is prioritizing this issue.	11:01:27 PM
admin	ok	11:02:19 PM
Shivam Singh	You will be updated over the email.	11:03:49 PM
admin	ok	11:04:02 PM
	are you sending me something?	11:04:36 PM
Shivam Singh	You will be updated over the email with the latest updates.	11:05:17 PM
admin	are you sending me somthing to the email?	11:06:18 PM
Shivam Singh	Team is still working on resolution at priority, and I will share the email after the chat.	11:07:18 PM
admin	ok	11:08:24 PM
Shivam Singh	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	11:08:59 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/>)

*Shivam Singh has ended this chat session*

11:09:57 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

1 Mar, 1:02:35 AM

#### #73341 Eric Berg

**Email:** cchalfin@mocproducts.com 18187943544

**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:** 1 Min 57 Secs

**City:** SAN FERNANDO

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 1 Hour 51 Mins

Eric Berg	Hello, I am your Acebuddy	1 Mar, 1:02:36 AM
Acebuddy	Hello Cchalfin, I'm your Ace Buddy. I'll be happy to assist you!	1:02:37 AM
	Whom Would You Like to Connect With?	1:02:37 AM
Eric Berg	Technical Support (QB & App Hosting)	1:02:51 AM
Acebuddy	Welcome to Ace Support.	1:02:51 AM
	Please chose an option :	1:02:51 AM
Eric Berg	I'd like to raise a Request	1:02:58 AM
Acebuddy		

	Please select your request type.	1:02:58 AM
Eric Berg	Application Update	1:03:01 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	1:03:01 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	1:03:01 AM
Eric Berg	Yes	1:03:09 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:03:09 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:03:09 AM
	<i>Ashutosh accepted the chat transfer request.</i>	1:03:45 AM
Ashutosh	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh. I will be assisting you today.	1:04:03 AM
Eric Berg	hello	1:04:07 AM
	i need to install the new version of my program on the server today	1:04:22 AM
Ashutosh	I will surely help you with the application installation.	1:05:57 AM
Eric Berg	i pointed others to where the file is located and they cant seem to find it	1:06:18 AM
	649635 is the ticket	1:06:38 AM
Ashutosh	Kindly allow me two minutes to check the same.	1:07:20 AM
Eric Berg	ok	1:13:54 AM
Ashutosh	Please allow me to inform i cannot find the setup file on the server.	1:17:06 AM
Eric Berg	are you on the autoedge server	1:17:51 AM
Ashutosh	I am not on the autoedge server, if you have multiple accounts, please share the CID for the autoedge account.	1:19:32 AM
Eric Berg	autoedge.myreldata.net	1:20:06 AM
Ashutosh	Kindly allow me two minutes to check on the autoedge.myreldata.net	1:20:27 AM
Eric Berg	ok	1:21:06 AM
Ashutosh	Yes, I can see the setup on the autoedge server.	1:24:00 AM
Eric Berg	2025 version	1:24:08 AM
	need to uninstall the current version and reinstall the new	1:24:22 AM
Ashutosh	Please confirm if we have to uninstall Zed Axis 2024.	1:26:13 AM
Eric Berg	yes you have to uninstall	1:26:26 AM
	what ever is currently installed	1:26:37 AM
Ashutosh	Kindly allow me few minutes to uninstall older version and install new version.	1:26:58 AM

Eric Berg	ok	1:27:03 AM
Ashutosh	I have installed the Zed Axis 2025, kindly check and confirm.	1:28:46 AM
Eric Berg	I will. give me a few	1:31:08 AM
Ashutosh	Sure, please take your time	1:33:33 AM
	Are we still connected here?	1:36:59 AM
Eric Berg	yes	1:37:09 AM
Ashutosh	Are you able to access the application?	1:37:38 AM
Eric Berg	no	1:37:53 AM
	you have to run the installation	1:37:59 AM
	i get a messa	1:38:02 AM
	error essage	1:38:08 AM
	<i>1:41:02 AM Ashutosh is sharing a file with you <a href="#">image.png</a> - ( Size:12.0 KB )</i>	1:41:02 AM
	<i>I have run the application; it is asking to activate the application with a serial number and password.</i>	
	D153FEA0-25ED-4706-BBE8-D16E5BCD3FA0	1:41:44 AM
	Password we need to set at this point	1:42:16 AM
Ashutosh	Are you able to activate the software on your end.	1:42:54 AM
	Are we still connected here?	1:45:56 AM
Eric Berg	yes	1:46:20 AM
	<i>1:46:40 AM Eric Berg is sharing a file with you <a href="#">image.png</a> - ( Size:5.21 KB )</i>	1:46:40 AM
Ashutosh	Are you able to activate the software ? As it is suggested to do it yourself due to privacy concerns since the activation also required to setup a password.	1:47:24 AM
	I see that you are getting error while running the application.	1:48:01 AM
Eric Berg	yes	1:48:08 AM
Ashutosh	Kindly allow me two minutes to check the same.	1:48:14 AM
	<i>1:49:18 AM Ashutosh is sharing a file with you <a href="#">image.png</a> - ( Size:1.95 KB )</i>	1:49:18 AM
	<i>Are you clicking on the following icon.</i>	
Eric Berg	yes	1:50:00 AM
Ashutosh	Kindly allow me few minutes to resolve the issue.	1:51:48 AM
	Please share the password you want to set.	1:55:41 AM
Eric Berg	Chalfin69!	1:55:59 AM
Ashutosh		1:57:36 AM

	I have activated the application, and it is accessible now. Please check if you are able to access it.	
Eric Berg	still getting the same message	1:58:03 AM
Ashutosh	We feel this could be best assisted over the phone. Please share your call back number and a good time to reach you along with time zone and we will help you immediately.	2:00:18 AM
Eric Berg	626-373-6597	2:00:42 AM
	call now so we can get this resolved please	2:00:52 AM
Ashutosh	Sure, I am arranging the callback right now. Kindly allow me few minutes to hand it over to the agent for further assistance so you don't have to repeat anything.	2:02:22 AM
	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh. I will be assisting you today.	2:05:39 AM
Eric Berg	I know	2:05:58 AM
	the program is blocked	2:08:34 AM
	can you unblock it	2:08:50 AM
Ashutosh	My apologies for the delay in response, we would have to take remote access of the server to check for the concern.	2:11:29 AM
Eric Berg	ok	2:11:43 AM
	lets do it	2:11:47 AM
	im waiting	2:14:47 AM
Ashutosh	I have sent you an email with the link for remote access, please click on the link.	2:17:48 AM
Eric Berg	ok	2:21:31 AM
	its done	2:21:32 AM
Ashutosh	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.	2:54:11 AM
	<i>Ended due to chat idle timeout</i>	2:54:11 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Mar, 7:42:54 PM

#74865 SHARIDA YASSIN

**Email:** hello@teamupgrp.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:** 16 Secs

**City:** NEW ROCHELLE

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 34 Mins 21 Secs

SHARIDA YASSIN	Hello, I am your Acebuddy	30 Mar, 7:42:55 PM
Acebuddy	Hello Sharida Yassin, I'm your Ace Buddy. I'll be happy to assist you!	7:42:56 PM
	Whom Would You Like to Connect With?	7:42:56 PM
SHARIDA YASSIN	Technical Support (QB & App Hosting)	7:44:29 PM
Acebuddy	Welcome to Ace Support.	7:44:29 PM
	Please chose an option :	7:44:29 PM
SHARIDA YASSIN	I'd like to report an Issue	7:44:33 PM
Acebuddy	Please select an option!	7:44:33 PM
SHARIDA YASSIN	Other Issue	7:44:37 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:44:37 PM
SHARIDA YASSIN	I am having issues accessing my server and I need to download and application to my remote desktop	7:45:05 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:45:05 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:45:05 PM
	<i>Sandeep Kumar accepted the chat transfer request.</i>	7:45:22 PM
Sandeep Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sandeep Kumar. I will be assisting you today.	7:45:30 PM
	Hi Sharida , How are you doing today?	7:45:42 PM
SHARIDA YASSIN	Hi Sandeep I am good thank you	7:45:49 PM
	how are you	7:45:50 PM
Sandeep Kumar	im good ,thanks for asking	7:46:08 PM
SHARIDA YASSIN	I am having issues with my remote desktop and I need to download and access a tax software on the desktop but when I tried last night it wasn't working	7:46:18 PM
Sandeep Kumar	I will surely help you with this issue.	7:46:34 PM

	Kindly help me with your server name and user name?	7:46:57 PM
SHARIDA YASSIN	Here is my server details User Name : VA_Sharida Server Name :- Victor.myrealdata.net	7:47:52 PM
Sandeep Kumar	Thanks for the confirmation !	7:48:02 PM
	May I take the remote access of your local computer to help you with the RDP setup?	7:48:17 PM
SHARIDA YASSIN	YES	7:49:27 PM
Sandeep Kumar	Prior providing the access, I would suggest you to close any important documents at your end.	7:49:38 PM
	Kindly paste this link in the browser of local computer and join the session.	7:49:49 PM
	<a href="https://assist.acecloudhosting.com/join/2452002202">https://assist.acecloudhosting.com/join/2452002202</a>	7:49:51 PM
SHARIDA YASSIN	ok it is loading	7:50:34 PM
Sandeep Kumar	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:51:09 PM
	As per discussion over the remote session, The issue is resolved now.	8:16:33 PM
	Is there anything else I may help you with ?	8:16:45 PM
SHARIDA YASSIN	no that is all	8:16:55 PM
	thank you!	8:16:56 PM
Sandeep Kumar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:17:09 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!	8:17:12 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>	8:17:17 PM



# Chat Transcript

Hello, I am your Acebuddy

**Visitor Details****#73911 Bill Cohn****Email:** wcohn@hersheys.com ☎ 18326939686**Department:** Support(QB & App Hosting)**Operator:** Anurag Sharma**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 33 Secs**City:** AUSTIN**State:** Texas**Country:** UNITED STATES**Chat Transcript**

Chat Duration : 53 Mins 34 Secs

Bill Cohn	Hello, I am your Acebuddy	11 Mar, 10:55:46 PM
Acebuddy	Hello William Cohn, I'm your Ace Buddy. I'll be happy to assist you!	10:55:47 PM
	Whom Would You Like to Connect With?	10:55:47 PM
Bill Cohn	Technical Support (QB & App Hosting)	10:55:59 PM
Acebuddy	Welcome to Ace Support.	10:55:59 PM
	Please chose an option :	10:55:59 PM
Bill Cohn	I'd like to report an Issue	10:56:12 PM
Acebuddy	Please select an option!	10:56:12 PM
Bill Cohn	Other Issue	10:56:19 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:56:20 PM
Bill Cohn	I changed the passwords for 2 users but the RDP login fails for both.	10:56:46 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:56:46 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:56:46 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	10:56:52 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	10:56:55 PM
	Hello William	10:56:59 PM
Bill Cohn	Hello	10:57:05 PM
	I changed the passwords for 2 users but the RDP login fails for both.	10:57:18 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	10:57:22 PM

	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:57:28 PM
Bill Cohn	user01.pre@myrealdata.net	10:57:52 PM
	<i>10:58:24 PM Bill Cohn is sharing a file with you <a href="#">image.png</a> - ( Size:14.4 KB )</i>	10:58:24 PM
	Is that enough?	10:58:59 PM
Anurag Sharma	Thanks for the confirmation !	10:59:03 PM
	Kindly allow me 2-3 minutes to check the same.	10:59:11 PM
Bill Cohn	Of course. Thank you.	10:59:59 PM
Anurag Sharma	Thank you for your patience.	11:03:06 PM
	Please allow me two more minutes.	11:03:18 PM
	I am still working on your issue.	11:03:25 PM
	May I take the remote access of your local computer?	11:04:12 PM
Bill Cohn	Yes.	11:04:46 PM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	11:04:56 PM
Bill Cohn	Sorry. I was on other machine.	11:04:57 PM
Anurag Sharma	No problem William	11:05:04 PM
	<a href="https://assist.acecloudhosting.com/join/6262888291">https://assist.acecloudhosting.com/join/6262888291</a>	11:05:11 PM
	Kindly paste this link in the browser of local computer and join the session.	11:05:15 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:06:02 PM
	Please stay connected	11:30:53 PM
	Please stay connected	11:46:10 PM
	The issue seems to be resolved now	11:47:50 PM
	Is there anything else I may help you with ?	11:47:53 PM
Bill Cohn	No, not at this time.	11:48:54 PM
Anurag Sharma	Thanks for the confirmation !	11:48:56 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	11:49:02 PM
Bill Cohn	Thank you very much. Great support.	11:49:05 PM
Anurag Sharma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:49:07 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!

11:49:11 PM

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

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

Bill Cohn I will gladly. 11:49:14 PM

Anurag Sharma Thank you 11:49:19 PM

*Anurag Sharma has ended this chat session* 11:49:21 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

11 Mar, 12:00:38 AM

#### #73832 Amy Strong

Email: strongbookkeepers@gmail.com 12172594792

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 9 Secs

City: BLUE ISLAND

State: Illinois

Country: UNITED STATES

### Chat Transcript

Chat Duration : 15 Mins 13 Secs

Amy Strong	Hello, I am your Acebuddy	11 Mar, 12:00:39 AM
Acebuddy	Hello Amy Strong, I'm your Ace Buddy. I'll be happy to assist you!	12:00:41 AM
	Whom Would You Like to Connect With?	12:00:41 AM
Amy Strong	Technical Support (QB & App Hosting)	12:00:47 AM

Acebuddy	Welcome to Ace Support.	12:00:47 AM
	Please chose an option :	12:00:47 AM
Amy Strong	I'd like to report an Issue	12:00:53 AM
Acebuddy	Please select an option!	12:00:53 AM
Amy Strong	QuickBooks Issue	12:00:56 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:00:56 AM
Amy Strong	QuickBooks is Frozen	12:01:03 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	12:01:03 AM
	Was that helpful?	12:01:03 AM
Amy Strong	No	12:01:07 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	12:01:08 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:01:08 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	12:01:30 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	12:01:33 AM
	Hello Amy	12:01:41 AM
Amy Strong	Hello	12:01:48 AM
	I am having some QB issues today and wondered if you could help please	12:02:01 AM
Shashwat Verma	I will surely help you with this issue.	12:02:06 AM
Amy Strong	I have had 2-3 times today that QB has had an error that ended up with QB shutting down. Just now QB closed again with out warning and will not reopen. I have tried to unfreeze QB but it still is not reopening.	12:02:13 AM
Shashwat Verma	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.	12:02:39 AM
Amy Strong	Not sure if it was you but I did receive a message to log out of the server just now.	12:03:09 AM
Shashwat Verma	Kindly allow me two minutes to check the same.	12:04:03 AM
Amy Strong	Thank you.	12:04:13 AM
Shashwat Verma	Kindly login to server and try now, we have just Defreese the Qb.	12:07:22 AM
	Try in 2mins.	12:08:17 AM
Amy Strong	Ok.	12:08:23 AM
Shashwat Verma	Kindly try now,	12:12:01 AM
Amy Strong	I am back in and logging back into QB now. Thank you!	12:13:07 AM
Shashwat Verma	Is your issue resolved.	12:13:30 AM
Amy Strong	It seems to be so far. I will know later today if I don't get another message crashing QB but so far so	

	goo.	12:13:50 AM
	good.	12:13:51 AM
Shashwat Verma	Is there anything else I may help you with ?	12:14:28 AM
Amy Strong	Nothing for now. Thank you!	12:14:37 AM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	12:15:37 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:15:46 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!	12:15:50 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>Shashwat Verma has ended this chat session</i>	12:15:52 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details ..... 23 Mar, 11:14:22 PM

**#74560 office**

**Email:** office@rkirkdev.com ☎ 4086861199

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 33 Secs

**City:** MORGAN HILL

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 19 Mins 29 Secs

office	Hello, I am your Acebuddy	23 Mar, 11:14:22 PM
Acebuddy	Hello Jody Siderits, I'm your Ace Buddy. I'll be happy to assist you!	11:14:23 PM
	Whom Would You Like to Connect With?	11:14:23 PM
office	Technical Support (QB & App Hosting)	11:14:28 PM
Acebuddy	Welcome to Ace Support.	11:14:28 PM
	Please chose an option :	11:14:28 PM
office	I'd like to report an Issue	11:14:35 PM
Acebuddy	Please select an option!	11:14:35 PM
office	QuickBooks Issue	11:14:38 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:14:38 PM
office	QuickBooks Update	11:14:44 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.	11:14:44 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.	11:14:44 PM
	Do you need any further assistance on the topic?	11:14:44 PM
office	Yes	11:14:55 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:14:55 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:14:55 PM
office	Ticket	11:15:12 PM
	<i>Manish Singh accepted the chat transfer request.</i>	11:15:14 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	11:15:25 PM
office	hello again	11:15:28 PM
Manish Singh	Hii Jody	11:15:41 PM
office	ticket 663508	11:15:42 PM
	I think I accidentally disconnected from our chat	11:16:13 PM
Manish Singh	May I take the remote access of your server?	11:16:15 PM
office	yes	11:16:20 PM
Manish Singh	I am resetting your server profile please wait for 5-10 minutes.	11:17:23 PM

	Log out from the server for the time being.	11:17:39 PM
	And stay connected on chat with us.	11:17:56 PM
office	ok	11:18:37 PM
Manish Singh	Kindly login once.	11:21:40 PM
office	please wait	11:22:05 PM
Manish Singh	Alright, Jody we have tried with Profile reset too.	11:29:29 PM
office	okay, I'll try to log on	11:29:55 PM
Manish Singh	Kindly provide us with your contact number and preferred time to arrange a call back with my senior.	11:30:05 PM
office	408-314-8033	11:31:34 PM
Manish Singh	Alright, I will arrange a callback accordingly.	11:32:47 PM
	Is there anything else I may help you with ?	11:32:56 PM
office	I don't thin so. I will wait for the phone call	11:33:33 PM
Manish Singh	Thanks for your Patience.	11:33:43 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:33:47 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	11:33:50 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>Manish Singh has ended this chat session</i>	11:33:52 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Mar, 9:35:19 AM

#74555 Mohita Chadha

**Email:** mohita@kaurtax.com  19097099000

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

**Operator:** Sandeep Kumar

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 18 Secs

**City:** LAS VEGAS

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 10 Mins 37 Secs

Mohita Chadha	Hello, I am your Acebuddy	23 Mar, 9:35:20 AM
Acebuddy	Hello Mohita, I'm your Ace Buddy. I'll be happy to assist you!	9:35:20 AM
	Whom Would You Like to Connect With?	9:35:20 AM
Mohita Chadha	Technical Support (QB & App Hosting)	9:35:22 AM
Acebuddy	Welcome to Ace Support.	9:35:22 AM
	Please chose an option :	9:35:22 AM
Mohita Chadha	I'd like to report an Issue	9:35:29 AM
Acebuddy	Please select an option!	9:35:29 AM
Mohita Chadha	Other Issue	9:35:33 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:35:33 AM
Mohita Chadha	Hello - I updated my lacerte and it is now requiring a reboot. Can you please help with that immediately?	9:35:53 AM
Acebuddy	Please wait while we connect you to a Support Representative	9:35:53 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:35:53 AM
	<i>Sandeep Kumar accepted the chat transfer request.</i>	9:36:06 AM
Sandeep Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sandeep Kumar. I will be assisting you today.	9:36:12 AM
	Hi Mohita, How are you doing today?	9:36:16 AM
Mohita Chadha	Hi Sandeep	9:37:10 AM
Sandeep Kumar	Im rebooting the server right away!	9:37:13 AM
Mohita Chadha	Can you please help with rebooting Lacerte?	9:37:14 AM
	thank you	9:37:18 AM
Sandeep Kumar	Server will come back up in next couple of minutes.	9:37:37 AM

Mohita Chadha	okay please let me know when it is up and running	9:37:47 AM
	if possible, can you please check if 2023 lacerte also has updates required or a reboot?	9:37:59 AM
	that way it can all be done right now	9:38:04 AM
Sandeep Kumar	Sure!	9:38:08 AM
Mohita Chadha	thank you, i appreciate it!	9:38:19 AM
Sandeep Kumar	I'm checking for Lacerte 23 updates, if it also requires a reboot, I'll let you know. Please stay connected.	9:39:25 AM
	Meanwhile, please check if 24 is all good on your end.	9:40:34 AM
	Okay, the Lacerte 23 seems to be up to date and does not require a sever reboot.	9:43:02 AM
	Is 24 working fine on your end?	9:43:32 AM
Mohita Chadha	let me check now	9:43:38 AM
Sandeep Kumar	Ok.	9:43:45 AM
Mohita Chadha	it's working now!	9:44:48 AM
	thank you for all your help	9:44:50 AM
Sandeep Kumar	Great! and you are welcome!!	9:45:00 AM
	Is there anything else I may help you with ?	9:45:03 AM
Mohita Chadha	no, that's it	9:45:45 AM
	thank you!	9:45:46 AM
Sandeep Kumar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:45:51 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!	9:45:54 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>Sandeep Kumar has ended this chat session</i>	9:45:57 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

5 Mar, 2:41:49 AM

### #73535 Mariella Cashen

**Email:** mariella@integritybp.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:** LAS VEGAS

**State:** Maryland

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 16 Mins 20 Secs

Mariella Cashen	Hello, I am your Acebuddy	5 Mar, 2:41:50 AM
Acebuddy	Hello Mariella Cashen, I'm your Ace Buddy. I'll be happy to assist you!	2:41:51 AM
	Whom Would You Like to Connect With?	2:41:51 AM
Mariella Cashen	Technical Support (QB & App Hosting)	2:41:56 AM
Acebuddy	Welcome to Ace Support.	2:41:56 AM
	Please chose an option :	2:41:56 AM
Mariella Cashen	I'd like to report an Issue	2:42:02 AM
Acebuddy	Please select an option!	2:42:02 AM
Mariella Cashen	Other Issue	2:42:07 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:42:07 AM
Mariella Cashen	I am having trouble accessing folders directly. I am only set up for shortcuts.	2:42:35 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:42:36 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:42:36 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	2:43:17 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	2:43:20 AM

	Hello Mariella	2:43:28 AM
Mariella Cashen	Hello	2:43:59 AM
Shashwat Verma	I will surely help you with this issue.	2:44:01 AM
Mariella Cashen	Thank you	2:44:10 AM
Shashwat Verma	Do you need any particular folder permission or for any application?	2:44:31 AM
Mariella Cashen	I have the correct permissions, but I can only get to it through shortcuts so I am unable to get to it when downloading documents to save them there.	2:45:50 AM
Shashwat Verma	Okay, let see the folder path on remote session	2:46:24 AM
	May I take the remote access of your local computer?	2:46:28 AM
Mariella Cashen	Yes	2:46:30 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	2:46:42 AM
	<a href="https://assist.acecloudhosting.com/join/1892500403">https://assist.acecloudhosting.com/join/1892500403</a>	2:46:43 AM
	Kindly Click on the link and open the downloaded file.	2:46:46 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	2:48:25 AM
Mariella Cashen	Issue resolved. Thank you	2:57:58 AM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	2:58:05 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:58:07 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!	2:58:08 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>Shashwat Verma has ended this chat session</i>	2:58:11 AM



## Chat Transcript

# Hello, I am your Acebuddy

## Visitor Details

25 Mar, 10:16:08 AM

### #74622 HARDIK

**Email:** hardik@sktaxaddison.com

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

**Operator:** Rohit Kumar

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 50 Secs

**City:** AHMEDABAD

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

Chat Duration : 49 Mins 1 Sec

HARDIK	Hello, I am your Acebuddy	25 Mar, 10:16:09 AM
Acebuddy	Hello Hardik, I'm your Ace Buddy. I'll be happy to assist you!	10:16:10 AM
	Whom Would You Like to Connect With?	10:16:10 AM
HARDIK	Technical Support (QB & App Hosting)	10:16:16 AM
Acebuddy	Welcome to Ace Support.	10:16:17 AM
	Please chose an option :	10:16:17 AM
HARDIK	I'd like to raise a Request	10:16:26 AM
Acebuddy	Please select your request type.	10:16:26 AM
HARDIK	Other Request	10:16:36 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	10:16:36 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:16:36 AM
HARDIK	Yes, I'm facing issues with my server	10:16:55 AM
Acebuddy	Please select an option!	10:16:55 AM
HARDIK	Other Issue	10:16:59 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:17:00 AM
HARDIK	please let me know space used and available on all server... as well as let me know ATX installed serverwise with version of ATX	10:17:50 AM
Acebuddy	Please wait while we connect you to a Support Representative	10:17:51 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	10:17:51 AM
	<i>Rohit Kumar accepted the chat transfer request.</i>	10:17:54 AM
Rohit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Rohit Kumar. I will be assisting you today.	10:18:06 AM
HARDIK	please let me know space used and available on all server... as well as let me know ATX installed serverwise with version of ATX	10:18:19 AM
Rohit Kumar	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:18:41 AM
HARDIK	all servers	10:19:21 AM
	as i want remove atx version from certain servers so	10:19:40 AM
	you send serverwise c and d drive space details	10:20:03 AM
Rohit Kumar	May I know your business name?	10:20:07 AM
HARDIK	SK tax addison	10:20:16 AM
Rohit Kumar	Thank you.	10:21:11 AM
	Please provide me 7-8 minutes to check the information.	10:21:28 AM
HARDIK	ok waiting	10:21:36 AM
Rohit Kumar	Thank you for your patience. I need to check some information for you. I'll be placing you on a brief hold. Is that okay?	10:21:40 AM
	Thanks.	10:21:47 AM
HARDIK	ok	10:22:37 AM
Rohit Kumar	Thank you for your patience. I am still checking the information.	10:27:07 AM
HARDIK	yes	10:29:56 AM
Rohit Kumar	Thank you for your patience	10:31:51 AM
HARDIK	ya	10:31:57 AM
Rohit Kumar	Please check the information about all servers	10:32:09 AM
	SKTAXADDISON1 C Drive: 31 GB free out of 112 GB D Drive: 28 GB free out of 62 GB Applications installed: ATX 2018 - ATX 2024 and Payroll 2022 - 2024	
	SKTAXADDISON2 C Drive: 7 GB free out of 70 GB Applications installed: ATX 2021 - ATX 2024 and Payroll 2023 - 2024	
	SKTAXADDISON3 C Drive: 4 GB free out of 70 GB Applications installed: ATX 2018 - ATX 2024 and Payroll 2023 - 2024	
	SKTAXADDISON4 C Drive: 17 GB free out of 80 GB Applications installed: ATX 2021 - ATX 2024 and Payroll 2023 - 2024	
	SKTAXADDISON5 C Drive: 0 GB free out of 62 GB Applications installed: ATX 2023 - ATX 2024 and Payroll 2023 - 2024	10:32:11 AM
	SKTAXADDISON6 C Drive: 12 GB free out of 60 GB Applications installed: ATX 2021 - ATX 2024 and Payroll 2023 - 2024	
	SKTAXADDISON7 C Drive: 5 GB free out of 60 GB Applications installed: ATX 2021 - ATX 2024 and Payroll 2023 - 2024	
	SKTAXADDISON8 C Drive: 9 GB free out of 80 GB Applications installed: ATX 2021 - ATX 2024 and	

	Payroll 2023 - 2024	
	the secondary servers which are running low on space, if you remove applications from servers it wont impact the storage much.	10:33:27 AM
HARDIK	and which users are under which server	10:34:14 AM
Rohit Kumar	Let me check that.	10:34:53 AM
	Please provide me 3-4 minutes	10:35:00 AM
HARDIK	where quickbook is installed and where its data stored and also let me understand what's that payroll -2023-24 in all server	10:35:40 AM
Rohit Kumar	SKTAX1: Darshak SKTAX2: Fenil Shah SKTAX3: Monika	10:36:02 AM
HARDIK	please give details of space consumed and app or data of which app	10:37:25 AM
Rohit Kumar	SKTAX4: SKTAX1(User) SKTAX5: Hardik SKTAX6: SKTA3 SKTAX7: SKTA4 SKTAX8: SKTA2	10:38:01 AM
	Server 1 is the main server so ATX all versions and QB versions updates happen locally here.	10:38:41 AM
	QB 23 - 24 Premier is installed on server 1	10:39:32 AM
	QB applications are installed on all the servers as well. but D Drive is only on server 1 from there it is being shared to all servers.	10:40:14 AM
	Please let me know if you need more information on this?	10:40:39 AM
HARDIK	then why other server space is utilized where you said all data and everything will be on server 1	10:41:47 AM
	SKTAXADDISON1 C Drive: 31 GB free out of 112 GB D Drive: 28 GB free out of 62 GB Applications installed: ATX 2018 - ATX 2024 and Payroll 2022 - 2024 you said its free like this in server 1	10:42:48 AM
Rohit Kumar	Hardik, Applications are installed on all servers locally and updates installed on all servers locally as well.	10:43:30 AM
HARDIK	space they take?	10:43:43 AM
	share details of all server and application using space	10:44:19 AM
Rohit Kumar	Its only D Drive data which is being shared on other servers from server 1	10:44:25 AM
	not the C Drive	10:44:28 AM
HARDIK	agreed D drive holds data used by all servers	10:44:55 AM
Rohit Kumar	May I know what details you require.	10:45:18 AM
HARDIK	then give C drive break up of space used by which app ...server wise	10:45:37 AM
Rohit Kumar	Every server has a dedicated C Drive and there are applications installed (QB and ATX) and they update as well. There is windows folder in every C Drive which takes around 25-30 GB space	10:46:27 AM
HARDIK	SKTAX3: Monika SKTAX4: SKTAX1(User) SKTAX5: Hardik SKTAX6: SKTA3 SKTAX7: SKTA4 SKTAX8: SKTA2	10:47:25 AM

	from all above keep ATX 2023 and 2024	10:47:47 AM
Rohit Kumar	We need approval for same on email from tax@sktaxaddison.com	10:48:20 AM
	can we remove Payroll 23 - 24 ?	10:48:35 AM
HARDIK	send mail i will approve	10:48:35 AM
	right away	10:48:40 AM
Rohit Kumar	Sure I will share the email in next 5 - 10 minutes. We will remove the application you requested to remove and clean the C Drive once on all servers and share the report afterwards.	10:49:30 AM
HARDIK	ok	10:49:42 AM
	waiting	10:49:53 AM
Rohit Kumar	Give me 3-4 minutes.	10:50:04 AM
HARDIK	should i leave chat	10:50:07 AM
	or wait	10:50:10 AM
Rohit Kumar	Yes if you want to leave chat you can and I will send you an email.	10:50:20 AM
	Let me know how should we proceed?	10:50:39 AM
HARDIK	i prefer to wait and check ur prompt action	10:50:46 AM
Rohit Kumar	ok. Allow me some time.	10:50:50 AM
HARDIK	ok	10:51:13 AM
Rohit Kumar	Thank you, I have shared the email now.	10:55:23 AM
	Are we connected?	10:58:03 AM
HARDIK	yes	10:59:22 AM
Rohit Kumar	I have shared the email already. Please check and approve.	11:00:05 AM
HARDIK	sent	11:00:50 AM
	after doing this and c clean up send me refresh space available of allserver	11:01:14 AM
Rohit Kumar	I will send that once every server C Drive is cleaned up.	11:01:44 AM
	May I know what should be done on server SKTAX5 as that has 0 space free	11:02:09 AM
	and as per your response no ATX version should be there on SKTAXATX5	11:02:49 AM
HARDIK	yes	11:03:33 AM
Rohit Kumar	Are we connected?	11:03:35 AM
	ok	11:03:39 AM
HARDIK	remove ATX from it as i sent	11:03:45 AM
Rohit Kumar	sure.	11:03:50 AM
	Is there anything else I may help you with ?	11:03:58 AM

HARDIK	no	11:04:07 AM
Rohit Kumar	Yes I will.	11:04:23 AM
HARDIK	now u will mail me space available after its done	11:04:46 AM
	chat ends	11:04:48 AM
	thanks	11:04:50 AM
Rohit Kumar	I will email you once I complete the clean-up.	11:04:50 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:04:58 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!	11:05:07 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>Rohit Kumar has ended this chat session</i>	11:05:11 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

14 Mar, 1:08:34 AM

#### #74075 William Mays

**Email:** it@grafbro.com 17404643070

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

**Operator:** Shivam Singh

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 1 Min 51 Secs

**City:** SOUTH SHORE

**State:** Kentucky

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 56 Mins 9 Secs

William Mays	Hello, I am your Acebuddy	14 Mar, 1:08:35 AM
Acebuddy	Hello It, I'm your Ace Buddy. I'll be happy to assist you!	1:08:36 AM
	Whom Would You Like to Connect With?	1:08:36 AM
William Mays	Technical Support (QB & App Hosting)	1:08:39 AM
Acebuddy	Welcome to Ace Support.	1:08:39 AM
	Please chose an option :	1:08:39 AM
William Mays	I'd like to report an Issue	1:08:43 AM
Acebuddy	Please select an option!	1:08:43 AM
William Mays	Other Issue	1:08:47 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:08:47 AM
William Mays	Unable to copy files over. States files are open but I am the only one on the server when attempting to copy	1:09:10 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:09:11 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:09:11 AM
	<i>Manish Singh accepted the chat transfer request.</i>	1:11:11 AM
	<i>Manish Singh is transferring the chat to Shivam Singh.</i>	1:11:21 AM
	<i>Shivam Singh accepted the chat transfer request.</i>	1:11:28 AM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	1:12:32 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:13:03 AM
William Mays	GrafBrothers.myreldata.net:54369 is the server name username GB.TECHIT@myreldata.net	1:14:07 AM
Shivam Singh	Thank you for the information and allow 2 minutes to check the same.	1:15:27 AM
William Mays	I am trying to copy the files Graf Brothers flooring inc Graf Brothers flooring inc.qbw Graf Brothers flooring inc.qbw.ND Graf Brothers flooring inc.qbw.TLG they are located in this pc - d - client data - quickbooks	1:16:00 AM
Shivam Singh	Could you please let me know where you'd like to copy them to?	1:18:46 AM
William Mays	I'd like a copy in a folder called QB Backup on my desktop	1:19:03 AM
Shivam Singh	Please give me a moment to check. It will only take about 2 minutes	1:20:25 AM
William Mays	Thank you	1:20:30 AM
Shivam Singh	It is taking longer than expected, please stay connected.	1:27:02 AM
William Mays	no worries	1:27:08 AM

Shivam Singh	oaky let me check for the same	1:28:39 AM
William Mays	Thanks	1:28:48 AM
Shivam Singh	Kindly confirm you want this file on public Desktop or your personal desktop ?	1:30:18 AM
William Mays	one moment	1:30:43 AM
Shivam Singh	Depending upon the target location we will try to make the changes.	1:31:07 AM
William Mays	Ultimately I will need to have the file locally on my computer but if you can place on the public desktop I can transfer it over myself.	1:31:55 AM
	This is just a copy of the files and not the actual files themselves	1:32:20 AM
Shivam Singh	okay. let me do that	1:32:41 AM
	only these mentioned file right ?	1:33:10 AM
William Mays	correct	1:33:18 AM
Shivam Singh	Great! Please give me some time to make the changes, and I'll update you once it's done so you can check it.	1:36:22 AM
William Mays	Thank you.	1:36:28 AM
	I just want to confirm that you are only copying the files and you are not moving them	1:36:42 AM
Shivam Singh	surely, I will keep that in mind.	1:37:28 AM
	Also, I don't see a QB backup folder available at the moment. If you'd like, we can create a QB backup folder to store these files	1:39:30 AM
William Mays	I have a folder called qbbackup you can move them there	1:40:40 AM
	copy them	1:40:49 AM
	sorry lol	1:40:50 AM
Shivam Singh	Could you please confirm if that backup folder is on public desktop or Client data folder	1:41:40 AM
William Mays	it's on the desktop of the gbtech account	1:42:33 AM
Shivam Singh	okay	1:42:48 AM
	okay so I will move it to GB.TECHIT account instead of putting in Public desktop	1:44:21 AM
William Mays	yeah that would be better. copy though, don't move	1:44:38 AM
Shivam Singh	surely	1:44:58 AM
William Mays	Yup, thank you.	1:45:06 AM
Shivam Singh	please allow me sometime. I will get back to you	1:47:31 AM
William Mays	No worries	1:47:37 AM
	<i>1:53:57 AM Shivam Singh is sharing a file with you <a href="#">image.png</a> - ( Size:10.19 KB )</i>	1:53:57 AM
	<i>Just a quick check, were you getting this prompt while moving the file?</i>	

	Yes	1:54:05 AM
Shivam Singh	Got, I want to assure as the user are logged in. They must be having the instance of QB opened which is proving to be the constraint.	1:55:44 AM
William Mays	Yesterday evening I tried to do it and ran into the same issue. Should I reach back out this evening when I am attempting again tonight?	1:56:11 AM
	I had everyone signed out last night when attempting to	1:56:18 AM
Shivam Singh	please let us know once all the users sign out from QB so that we can generate a task of adding the mentioned files in the QB Backup folder	1:57:15 AM
William Mays	Okay, it'll likely be in 3 to 4 hours	1:57:31 AM
	will someone be available to chat at that time?	1:57:37 AM
Shivam Singh	surely, you can even give us a call for get this resolved right away. As then user must have been logged out and it would be a seamless process.	1:58:33 AM
William Mays	Okay, thank you.	1:58:40 AM
Shivam Singh	Great! After this chat ends, I'll send you an email. You can refer to it during your next call.	2:00:02 AM
	Is there anything else I may help you with ?	2:00:14 AM
	Are we still connected here?	2:02:44 AM
	Are we still connected here?	2:03:48 AM
	Are we still connected here?	2:04:08 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	2:04:31 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!	2:04:38 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>Shivam Singh has ended this chat session</i>	2:04:44 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

30 Mar, 5:39:36 PM

#74863 chris

Email: chris@thesteelbreeze.com ☎ 12039945674

Department: Support(QB & App Hosting)

Operator: Sandeep Kumar

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min 4 Secs

City: SIMSBURY

State: Connecticut

Country: UNITED STATES

## Chat Transcript

Chat Duration : 31 Mins 30 Secs

chris	Hello, I am your Acebuddy	30 Mar, 5:39:37 PM
Acebuddy	Hello Chris, I'm your Ace Buddy. I'll be happy to assist you!	5:39:38 PM
	Whom Would You Like to Connect With?	5:39:38 PM
chris	Technical Support (QB & App Hosting)	5:39:44 PM
Acebuddy	Welcome to Ace Support.	5:39:45 PM
	Please chose an option :	5:39:45 PM
chris	I'd like to report an Issue	5:39:50 PM
Acebuddy	Please select an option!	5:39:50 PM
chris	Other Issue	5:39:54 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:39:55 PM
chris	EXTREME lag on server, tax program locks up for a few seconds, excel workbooks are not scrolling...it is BAD	5:40:31 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:40:31 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:40:31 PM
	<i>Sandeep Kumar accepted the chat transfer request.</i>	5:41:22 PM
Sandeep Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sandeep Kumar. I will be assisting you today.	5:41:37 PM

	Hi Chris, How are you doing today?	5:41:40 PM
chris	CID72767	5:41:41 PM
	good, how are you?	5:41:53 PM
Sandeep Kumar	im good too, thanks for asking!	5:42:09 PM
	I will surely help you with this issue.	5:42:16 PM
	Kindly allow me 3-5 minutes to check the server end first.	5:42:30 PM
chris	It's proving difficult to work on the cloud today. My brother is having the same issue, was bad yesterday too...	5:42:38 PM
Sandeep Kumar	Thank you for waiting.	5:46:12 PM
	Chris, is it okay if we reboot the server once, right now?	5:46:33 PM
	As I see that the server has not been rebooted in the last 22 days.	5:46:58 PM
	That might be the reason for the lag on your end.	5:47:16 PM
	<i>5:48:16 PMSandeep Kumar is sharing a file with you <a href="#">image.png</a> - ( Size:28.98 KB )</i>	5:48:16 PM
	Please save your all your work and log off of the server and also ask Jeremy for the same.	5:49:11 PM
chris	ok, one second	5:49:29 PM
	ok, we are off...	5:51:14 PM
Sandeep Kumar	Thanks, im rebooting the server and it will come back up in a couple of minutes.	5:51:39 PM
	The server is back up now.	5:55:45 PM
chris	thanks	5:55:50 PM
Sandeep Kumar	Please log back in and check if there is any difference.	5:56:06 PM
chris	still seems laggy	5:58:38 PM
Sandeep Kumar	May I know if you or Jeremy use DropBox regularly??	5:58:51 PM
chris	yes, all day	5:59:04 PM
	we have 100s of clients that submit paperwork using it	5:59:54 PM
Sandeep Kumar	Ok. I see that DropBox is consuming most of the RAM on server.	6:00:34 PM
chris	we just increased our RAM...	6:00:52 PM
Sandeep Kumar	I see that 2 GB RAM was added back in February.	6:01:43 PM
chris	the server was fine 3 days ago...	6:01:46 PM
	i get a low storage warning when i log on	6:02:15 PM
	can that be causing it?	6:02:20 PM
Sandeep Kumar	Yes, im checking the same and finding is anything can be removed like temp or trash files.	6:02:54 PM
chris		

	i just lost my connection to the server and it restarted...something is definitely wrong	6:03:06 PM
	same for jeremy	6:03:23 PM
	also, sometimes i try to log on and it take 3 or 4 attempts	6:03:44 PM
Sandeep Kumar	Chris, im adding 2 GB additional RAM just for testing purpose till the next weekend and also running a disk cleanup under C drive.	6:05:57 PM
	Once done, I will share the update over the email. I request you to please observe if there is any improvement in the performance.	6:06:41 PM
chris	can we continue working now?	6:06:59 PM
Sandeep Kumar	Yes, you can keep on working.	6:07:11 PM
	Also I request you and Jeremy, not to save any unwanted data under (Download, desktop and Documents) folder. That will help us free up space under C drive.	6:08:21 PM
	I will share the update as quickly as possible.	6:09:08 PM
chris	we are diligent with that...i delete the install files for our programs...most of the things we keep are small pdf and excel...	6:09:35 PM
Sandeep Kumar	Thats great!!	6:09:45 PM
	Kindly allow me some time to make the required changes and get back to you.	6:10:21 PM
chris	ok, thanks.	6:10:38 PM
Sandeep Kumar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:10:57 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.	
	Thanks!	6:11:02 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> )	
chris	you too	6:11:03 PM
	<i>Sandeep Kumar has ended this chat session</i>	6:11:07 PM



## Chat Transcript

# Hello, I am your Acebuddy

## Visitor Details

11 Mar, 3:56:01 AM

### #73856 Ana Moreno

**Email:** ana@svefoundation.org

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 45 Secs

**City:** SAN JOSE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 28 Mins 23 Secs

Ana Moreno	Hello, I am your Acebuddy	11 Mar, 3:56:02 AM
Acebuddy	Hello Ana Moreno, I'm your Ace Buddy. I'll be happy to assist you!	3:56:03 AM
	Whom Would You Like to Connect With?	3:56:03 AM
Ana Moreno	Technical Support (QB & App Hosting)	3:56:07 AM
Acebuddy	Welcome to Ace Support.	3:56:07 AM
	Please chose an option :	3:56:07 AM
Ana Moreno	I'd like to report an Issue	3:56:13 AM
Acebuddy	Please select an option!	3:56:14 AM
Ana Moreno	Password Reset	3:56:19 AM
Acebuddy	Please select an option below	3:56:19 AM
Ana Moreno	Already Enrolled to Selfcare Portal	3:56:24 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	3:56:24 AM
	Do you need any further assistance on the topic?	3:56:24 AM
Ana Moreno	Yes	3:56:39 AM
Acebuddy	Please wait while we connect you to our Support Representative	3:56:39 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:56:39 AM
	<i>Ashutosh accepted the chat transfer request.</i>	3:56:47 AM
Ashutosh	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh. I will be assisting you today.	3:56:56 AM

Ana Moreno	Thank you	3:57:17 AM
	I need to reset my password. I am not able to log in	3:57:40 AM
Ashutosh	I understand you are not able to reset password from SelfCare Portal, is that correct?	3:57:58 AM
Ana Moreno	yes	3:58:05 AM
Ashutosh	Could you please share a screenshot of any error you are getting on SelfCare as that would be helpful to pinpoint issue?	3:59:18 AM
	Are we still connected here?	4:03:08 AM
Ana Moreno	let me check	4:03:23 AM
	I don't know how to access SelfCare	4:04:17 AM
Ashutosh	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:04:32 AM
Ana Moreno	I don't know my server name my user mane is AnaMo.q10@myrealdata.net	4:05:16 AM
Ashutosh	May I take the remote access of your local computer?	4:06:01 AM
Ana Moreno	yes	4:06:07 AM
Ashutosh	Prior providing the access, I would suggest you to close any important documents at your end.	4:06:18 AM
Ana Moreno	will do	4:06:27 AM
Ashutosh	Please confirm once done.	4:07:51 AM
Ana Moreno	done	4:08:00 AM
Ashutosh	Please share your email address and I will send an invite to join remote session.	4:08:39 AM
Ana Moreno	ana@svefoundation.org	4:09:02 AM
Ashutosh	Invitation is sent over your email.	4:09:56 AM
	Please allow admin related prompts over your screen.	4:14:01 AM
Ana Moreno	I am not able to download to join	4:15:45 AM
	I don't have an admin login to allow me to	4:15:58 AM
Ashutosh	Kindly allow me two minutes to check the same.	4:17:01 AM
	Please consult your local IT team for admin related rights as we would require remote access of your computer for providing approriate troubleshooting and resolution.	4:20:03 AM
	I see we are connected now.	4:20:40 AM
	Please try to connect to server so i can identify the error.	4:21:37 AM
	I understand you are able to connect to the server.	4:22:59 AM
Ana Moreno	It looks like it's working	4:23:08 AM
	I wasnt able to earlier	4:23:20 AM
	thank you for assisting	4:23:31 AM
Ashutosh	Great to see that issue is resolved now.	4:23:51 AM

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

4:23:58 AM

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

4:24:04 AM

Ana Moreno will do thank you!

4:24:20 AM

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

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

Thanks!

4:24:22 AM

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

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

*Ashutosh has ended this chat session*

4:24:26 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

13 Mar, 3:29:11 AM

#### #74015 Maryann

**Email:** maryann@bluegoji.com

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 33 Secs

**City:** SUNNYVALE

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 16 Mins 11 Secs

Maryann	Hello, I am your Acebuddy	13 Mar, 3:29:12 AM
Acebuddy	Hello Maryann Gacayan, I'm your Ace Buddy. I'll be happy to assist you!	3:29:13 AM
	Whom Would You Like to Connect With?	3:29:13 AM
Maryann	Technical Support (QB & App Hosting)	3:29:23 AM
Acebuddy	Welcome to Ace Support.	3:29:23 AM
	Please chose an option :	3:29:23 AM
Maryann	I'd like to report an Issue	3:29:30 AM
Acebuddy	Please select an option!	3:29:30 AM
Maryann	Other Issue	3:29:37 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:29:37 AM
Maryann	I am getting this screen and just tried to reset my password but it is not working	3:30:15 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:30:16 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:30:16 AM
	<i>3:30:21 AM Maryann is sharing a file with you <a href="#">image.png</a> - ( Size:137.53 KB )</i>	3:30:21 AM
	<i>Manish Singh accepted the chat transfer request.</i>	3:30:49 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	3:30:55 AM
Maryann	Hello Manish	3:31:15 AM
	I just sent an email and got a ticket ID: 657992	3:31:42 AM
	I reset my password, but I am not sure if that was to reset the screenshot I am sending	3:32:07 AM
	<i>3:32:10 AM Maryann is sharing a file with you <a href="#">1_image.png</a> - ( Size:137.53 KB )</i>	3:32:10 AM
Manish Singh	Kindly allow me two minutes to check the same.	3:32:21 AM
	May I take the remote access of your local computer?	3:32:31 AM
Maryann	yes please	3:32:43 AM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/9772011921">https://assist.acecloudhosting.com/join/9772011921</a>	3:32:52 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	3:32:57 AM
Maryann	I am trying to download the folder but I am getting blocked by microsoft	3:35:27 AM
Manish Singh	Checking please wait.	3:36:36 AM
	Are you using Personal computer or Office computer manage by your IT team?	3:40:09 AM
Maryann	it is an office computer but it is not managed by IT	3:40:43 AM
Manish Singh	Seems like there is an Antivirus or Firewall which is causing this issue.	3:41:15 AM
Maryann	I don't have either, should I change settings somewhere to allow you to access my computer	3:41:58 AM

Manish Singh	Let me do one thing after this chat end, I will share the new RDP link over the email kindly use that RDP link with the new password and let us know if the issue is resolved.	3:42:44 AM
Maryann	ok	3:43:13 AM
Manish Singh	Is there anything else I may help you with ?	3:43:54 AM
Maryann	as long as the link you share works, then I will be ok. If it does not, I will send a new chat request	3:44:20 AM
Manish Singh	Sure	3:44:38 AM
	We will be happy to assist you.	3:44:45 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:44:53 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!	3:44:59 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> )	
Maryann	thank you for your assistance Manish	3:45:02 AM
Manish Singh	Thanks for your Patience, MaryAnn	3:45:17 AM
	<i>Manish Singh has ended this chat session</i>	3:45:24 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

11 Mar, 7:45:16 PM

#73885 zane

Email: [zane@duravel.com](mailto:zane@duravel.com) ☎ 7048377991

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

**Device:** Desktop

**Average Response Time:** 51 Secs

**City:** CHARLOTTE

**State:** North Carolina

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 22 Mins 9 Secs

zane	Hello, I am your Acebuddy	11 Mar, 7:45:17 PM
Acebuddy	Hello Zane, I'm your Ace Buddy. I'll be happy to assist you!	7:45:18 PM
	Whom Would You Like to Connect With?	7:45:18 PM
zane	Technical Support (QB & App Hosting)	7:45:21 PM
Acebuddy	Welcome to Ace Support.	7:45:21 PM
	Please chose an option :	7:45:21 PM
zane	I'd like to report an Issue	7:45:27 PM
Acebuddy	Please select an option!	7:45:27 PM
zane	QuickBooks Issue	7:45:33 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:45:33 PM
zane	QuickBooks is Frozen	7:45:39 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	7:45:39 PM
	Was that helpful?	7:45:39 PM
zane	No	7:54:01 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	7:54:01 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:54:02 PM
	<i>Tushar Pharswan accepted the chat transfer request.</i>	7:54:07 PM
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.	7:54:10 PM
zane	Hello, Tushar. Hope you are well!	7:54:18 PM
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:54:18 PM
zane	Company name is Duravel. Looks like the server is frozen	7:54:39 PM
	I am Zane Elrod	7:54:51 PM
Tushar Pharswan	Kindly allow me two minutes to check the same. Till then kindly tell me other users are facing the issue and is it the first time?	7:55:34 PM
zane	I closed the Company and now have the No Company Open screen. The screen is unresponsive to input. I tried rebooting my computer but that did not address the server issue.	7:57:49 PM
Tushar Pharswan		

Okay, as I can see there are two users' profile associated with your account and currently one user is logged in and the RAM utilization is high at around 89% to 95% high RAM utilization causes application freezing and if another user also log in the utilization will peak at max.

8:01:02 PM

For now, I will close your QuickBooks session from task manger after that kindly try to open it again.

8:01:36 PM

Also, I would suggest adding around 2 GB of RAM so that the RAM utilization is low, and this issue does not persist again.

8:02:22 PM

*8:02:26 PM Tushar Pharswan is sharing a file with you*

8:02:26 PM

[image.png](#) - ( Size:8.5 KB )

I can see QuickBooks is running, may I go ahead and close it?

8:03:14 PM

zane I do not see that QuickBooks is running. You may do what is needed, of course. Thank you.

8:03:43 PM

Awesome! Thank you

8:04:36 PM

Tushar Pharswan Kindly try to open QuickBooks again.

8:04:37 PM

zane Loggin in

8:04:59 PM

Tushar Pharswan Kindly let me know if it is working or not?

8:05:41 PM

zane Yes it is working now. Thank you again for your time!

8:05:53 PM

Tushar Pharswan Great, I will be emailing you after this chat end and if you wish to increase your RAM by 2 GB kindly approve on that email as the utilization is high with the just single user logged in.

8:06:52 PM

Is there anything else I may help you with ?

8:06:56 PM

zane We're done! Thanks again

8:07:07 PM

Tushar Pharswan Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.

8:07:15 PM

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

8:07:20 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!

8:07:23 PM

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

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

*Tushar Pharswan has ended this chat session*

8:07:27 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

11 Mar, 4:07:28 AM

### #73857 Francis Mc Kay

Email: fmckay@kinrossent.com 19548021744

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: SANTIAGO DE SURCO

State: Lima

Country: PERU

## Chat Transcript

Chat Duration : 33 Mins 16 Secs

Francis Mc Kay	Hello, I am your Acebuddy	11 Mar, 4:07:31 AM
Acebuddy	Hello Francis Mc Kay, I'm your Ace Buddy. I'll be happy to assist you!	4:07:32 AM
	Whom Would You Like to Connect With?	4:07:32 AM
Francis Mc Kay	Technical Support (QB & App Hosting)	4:07:36 AM
Acebuddy	Welcome to Ace Support.	4:07:36 AM
	Please chose an option :	4:07:36 AM
Francis Mc Kay	I'd like to report an Issue	4:07:50 AM
Acebuddy	Please select an option!	4:07:50 AM
Francis Mc Kay	QuickBooks Issue	4:07:54 AM
Acebuddy	What type of QuickBooks Issue are you facing?	4:07:54 AM
Francis Mc Kay	Retrasar	4:08:03 AM
Acebuddy	Please select an option!	4:08:03 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.	4:40:47 AM
	<i>Ended due to chat idle timeout</i>	4:40:47 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

9 Mar, 7:04:34 AM

### #73772 Bonnie Gentry

Email: qbhelp4u@aol.com ☎ 19168026802

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: AVENAL

State: California

Country: UNITED STATES

## Chat Transcript

Chat Duration : 37 Mins 10 Secs

Bonnie Gentry	Hello, I am your Acebuddy	9 Mar, 7:04:35 AM
Acebuddy	Hello Bonnie Gentry, I'm your Ace Buddy. I'll be happy to assist you!	7:04:37 AM
	Whom Would You Like to Connect With?	7:04:37 AM
Bonnie Gentry	Technical Support (QB & App Hosting)	7:04:58 AM
Acebuddy	Welcome to Ace Support.	7:04:58 AM
	Please chose an option :	7:04:58 AM
Bonnie Gentry	I'd like to raise a Request	7:05:06 AM
Acebuddy	Please select your request type.	7:05:13 AM
Bonnie Gentry	Other Request	7:05:24 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.	7:05:24 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:05:24 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.	7:41:46 AM
	<i>Ended due to chat idle timeout</i>	7:41:46 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

13 Mar, 4:31:26 AM

**#74020 Samantha Goldie**

**Email:** accounting@mgvinc.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:** 38 Secs

**City:** DUNCAN

**State:** British Columbia

**Country:** CANADA

## Chat Transcript

Chat Duration : 17 Mins 2 Secs

Samantha Goldie	Hello, I am your Acebuddy	13 Mar, 4:31:28 AM
Acebuddy	Hello Samantha Goldie, I'm your Ace Buddy. I'll be happy to assist you!	4:31:29 AM
	Whom Would You Like to Connect With?	4:31:29 AM
Samantha Goldie	Technical Support (QB & App Hosting)	4:31:34 AM
Acebuddy	Welcome to Ace Support.	4:31:34 AM
	Please chose an option :	4:31:34 AM
Samantha Goldie	I'd like to report an Issue	4:31:42 AM
Acebuddy	Please select an option!	4:31:42 AM
Samantha Goldie	Other Issue	4:31:46 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:31:46 AM
Samantha Goldie	One of our users is unable to open Quickbooks, saying there is not enough memory on C drive	4:32:08 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:32:08 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	4:32:09 AM
Samantha Goldie	CID7384	4:32:17 AM
	<i>Manish Singh accepted the chat transfer request.</i>	4:32:39 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	4:32:42 AM
	I will surely help you with this issue.	4:32:50 AM
	May I know the username which is having issue?	4:35:17 AM
Samantha Goldie	Pratik	4:35:22 AM
Manish Singh	Is this the first time user is facing this issue?	4:35:38 AM
Samantha Goldie	yes, it just happened today, we were trying to connect his outlook to QB so he could email invoices out	4:36:01 AM
Manish Singh	Alright, Checking	4:36:37 AM
	May I take the remote access of user server?	4:38:30 AM
Samantha Goldie	yes you can	4:38:42 AM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	4:38:58 AM
Samantha Goldie	should be okay now	4:39:47 AM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	4:39:53 AM
Samantha Goldie	it works!	4:41:58 AM
	thank you so much	4:41:59 AM
Manish Singh	As the disk space is low which is causing this issue.	4:44:32 AM
Samantha Goldie	that's what we figured	4:44:46 AM
	i don't have our documents at hand, the cost per month goes up with every 1GB right?	4:45:36 AM
Manish Singh	<b>Plan1: 200GB: \$120/Month</b> <b>Plan2: 100GB: \$60/Month</b> <b>Plan3: 80 GB: \$50/Month</b> <b>Plan4: 60 GB: \$40/Month</b>	4:46:28 AM
	<b>Plan 5: 40 GB - \$28/month</b>	
	These are the space plan we have	4:46:41 AM
	You can choose any for smooth functioning of server.	4:46:56 AM
Samantha Goldie	are you able to tell me what we have now?	4:47:06 AM
Manish Singh	I will share that information over the email.	4:47:49 AM
Samantha Goldie	that would be great	4:48:01 AM
Manish Singh	Yes	4:48:06 AM

	Is there anything else I may help you with ?	4:48:10 AM
Samantha Goldie	no, that was everything, thank you very much!	4:48:19 AM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	4:48:22 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:48:27 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!	4:48:30 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> )	

*Manish Singh has ended this chat session*

4:48:31 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

31 Mar, 5:32:38 PM

**#74892 Sahil Singh**

**Email:** it@cogneesol.com

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 40 Secs

**City:** JALANDHAR CITY

**State:** Punjab

**Country:** INDIA

### Chat Transcript

Chat Duration : 22 Mins 17 Secs

Sahil Singh	Hello, I am your Acebuddy	31 Mar, 5:32:39 PM
Acebuddy	Hello Anuj, I'm your Ace Buddy. I'll be happy to assist you!	5:32:40 PM
	Whom Would You Like to Connect With?	5:32:40 PM
Sahil Singh	Managed IT	5:32:52 PM
Acebuddy	Please wait while we connect you to an available Representative.	5:32:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:32:52 PM
	<i>Himanshu accepted the chat transfer request.</i>	5:33:05 PM
Himanshu	Thank you for choosing ACE cloud Hosting, my name is Himanshu Jha. I will be assisting you today. How may I help you.	5:33:17 PM
Sahil Singh	Hi	5:33:23 PM
	When connected with RDP we are facing internetissues	5:34:05 PM
	internet is working slow,	5:35:01 PM
Himanshu	Sorry for the inconvience, connecting with the concerned team	5:35:44 PM
	<i>Himanshu is transferring the chat to Support(QB &amp; App Hosting).</i>	5:35:54 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	5:36:03 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	5:36:13 PM
	Hello Anuj, could you please let me know if there are other users logged in on the server and if they are also facing the same issue	5:37:10 PM
Sahil Singh	only one is logged in for now	5:39:12 PM
Sharath Kumar	thank you for the confirmation, could you let me know the server name and I will check why this is happening	5:40:50 PM
Sahil Singh	DeMers.myrealdata.net	5:41:16 PM
	myrealdata	5:41:33 PM
Sharath Kumar	and it has been an issue since you logged in today? (Edited)	5:42:34 PM
Sahil Singh	Yes	5:43:30 PM
	right now its little better now	5:43:45 PM
	as other user have logged out	5:44:00 PM
Sharath Kumar	yes, I tried multiple times, and I am getting good results on the speed	5:46:23 PM
	is there a latency on server connection, slowness of anykind?	5:46:52 PM
	Are we still connected here?	5:51:04 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	5:54:50 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:54:53 PM

*Sharath Kumar has ended this chat session*

5:54:57 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

27 Mar, 7:54:54 PM

### #74754 Rubens S Jacob

**Email:** seflglass@gmail.com ☎ 13058233097

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 19 Secs

**City:** MIAMI

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 50 Mins 10 Secs

Rubens S Jacob	Hello, I am your Acebuddy	27 Mar, 7:54:54 PM
Acebuddy	Hello Seflglass, I'm your Ace Buddy. I'll be happy to assist you!	7:54:55 PM
	Whom Would You Like to Connect With?	7:54:55 PM
Rubens S Jacob	Technical Support (QB & App Hosting)	7:55:00 PM
Acebuddy	Welcome to Ace Support.	7:55:00 PM
	Please chose an option :	7:55:00 PM
Rubens S Jacob	I'd like to report an Issue	7:55:06 PM
Acebuddy	Please select an option!	7:55:06 PM
Rubens S Jacob	Other Issue	7:55:09 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:55:09 PM
Rubens S Jacob	Urgent: I tried to contact you yesterday because after you update QB in Miami, We saw ghtos	7:57:00 PM

	transacciots form 2022 so please help. Thank you	
Acebuddy	Please wait while we connect you to a Support Representative	7:57:01 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:57:01 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	7:57:26 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	7:57:32 PM
Rubens S Jacob	Hi	7:58:18 PM
	Thank you!!	7:58:19 PM
	You were working on the update of QB and it is showing ghost transacction from 2022 and it is very wear	7:59:50 PM
Anjainay Singh	I am looking into the issue , please allow me two minutes	8:00:05 PM
	<i>8:00:13 PM Rubens S Jacob is sharing a file with you</i>	8:00:13 PM
	<i><a href="#">WhatsApp Image 2025-03-27 at 10.28.09 AM.jpeg</a> - ( Size:202.99 KB )</i>	
Rubens S Jacob	Thank you. this is in the Margarita account	8:00:24 PM
Anjainay Singh	Just allow me two minutes I am discussing it with my seniors	8:01:59 PM
	May I take the remote access of your server?	8:03:29 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:06:12 PM
Rubens S Jacob	Yes but provide me two minutes please	8:06:13 PM
Anjainay Singh	<a href="https://assist.acecloudhosting.com/join/1162082423">https://assist.acecloudhosting.com/join/1162082423</a>	8:06:57 PM
Rubens S Jacob	Ok I will do it	8:07:10 PM
Anjainay Singh	Please copy the provided URL in server browser so that I can access your server remotely	8:09:24 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:45:04 PM
	<i>Ended due to chat idle timeout</i>	8:45:05 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Mar, 6:24:58 PM

#73875 zulma.argueta1

**Email:** zulma.argueta1@gmail.com  17048080362

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 57 Secs

**City:** CHARLOTTE

**State:** North Carolina

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 17 Mins 47 Secs

zulma.argueta1	Hello, I am your Acebuddy	11 Mar, 6:25:00 PM
Acebuddy	Hello Zulma Argueta, I'm your Ace Buddy. I'll be happy to assist you!	6:25:02 PM
	Whom Would You Like to Connect With?	6:25:02 PM
zulma.argueta1	Technical Support (QB & App Hosting)	6:25:45 PM
Acebuddy	Welcome to Ace Support.	6:25:48 PM
	Please chose an option :	6:25:48 PM
zulma.argueta1	I'd like to raise a Request	6:25:56 PM
Acebuddy	Please select your request type.	6:25:56 PM
zulma.argueta1	Password Reset	6:26:02 PM
Acebuddy	Please select an option below	6:26:03 PM
zulma.argueta1	Already Enrolled to Selfcare Portal	6:26:07 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	6:26:07 PM
	Do you need any further assistance on the topic?	6:26:07 PM
zulma.argueta1	Yes	6:26:13 PM
Acebuddy	Please wait while we connect you to our Support Representative	6:26:13 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:26:13 PM
zulma.argueta1	okay	6:26:17 PM
	I am trying to reset password via email but this is not my email, please help me, i dont know who's email this is	6:26:37 PM
	<i>6:26:42 PM zulma.argueta1 is sharing a file with you <a href="#">image.png</a> - (Size:34.02 KB )</i>	6:26:42 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	6:26:57 PM

Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	6:27:04 PM
	Could you confirm if it is selfcare portal that you are signing into	6:28:56 PM
zulma.argueta1	yes	6:29:16 PM
Sharath Kumar	I will get you disenrolled from this email address shortly	6:30:41 PM
	Once that is done, you will have to enroll to self care again and this time you may put in the correct email address	6:31:09 PM
zulma.argueta1	i did put my correct address	6:31:25 PM
	i have never had that email on there maybe your system or staff added that email	6:31:47 PM
	i dont control everything you do	6:31:56 PM
Sharath Kumar	That is strange!	6:33:28 PM
	But allow me a few minutes to do the required settings	6:33:51 PM
	May I keep you posted on email as the setting will make some time to take effect	6:35:15 PM
zulma.argueta1	ok	6:36:02 PM
Sharath Kumar	I will email you the details on how to enroll and you can reply to my email with the result	6:36:12 PM
	Is there anything else I may help you with in the meantime?	6:36:31 PM
zulma.argueta1	ok thank you	6:36:54 PM
Sharath Kumar	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!	6:38:00 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:38:03 PM
	<i>Sharath Kumar has ended this chat session</i>	6:42:48 PM



## Chat Transcript

Hello, I am your Acebuddy

26 Mar, 8:18:18 PM

## Visitor Details

### #74706 Venessa Bates

**Email:** venessa@policyandresearch.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:** NEW ORLEANS

**State:** Louisiana

**Country:** UNITED STATES

Chat Duration : 34 Mins 36 Secs

## Chat Transcript

Venessa Bates	Hello, I am your Acebuddy	26 Mar, 8:18:19 PM
Acebuddy	Hello Venessa Bates, I'm your Ace Buddy. I'll be happy to assist you!	8:18:19 PM
	Whom Would You Like to Connect With?	8:18:19 PM
Venessa Bates	Technical Support (QB & App Hosting)	8:18:31 PM
Acebuddy	Welcome to Ace Support.	8:18:31 PM
	Please chose an option :	8:18:31 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:52:56 PM
	<i>Ended due to chat idle timeout</i>	8:52:56 PM



## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

1 Mar, 10:33:28 PM

### #73379 Ryan Dozer

**Email:** ryan@burbacpa.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:** 46 Secs

**City:** NASHVILLE

**State:** Tennessee

**Country:** UNITED STATES

Chat Duration : 13 Mins 46 Secs

### Chat Transcript

Ryan Dozer	Hello, I am your Acebuddy	1 Mar, 10:33:30 PM
Acebuddy	Hello Ryan Dozer, I'm your Ace Buddy. I'll be happy to assist you!	10:33:31 PM
	Whom Would You Like to Connect With?	10:33:31 PM
Ryan Dozer	Technical Support (QB & App Hosting)	10:34:04 PM
Acebuddy	Welcome to Ace Support.	10:34:04 PM
	Please chose an option :	10:34:04 PM
Ryan Dozer	I'd like to report an Issue	10:34:12 PM
Acebuddy	Please select an option!	10:34:12 PM
Ryan Dozer	Other Issue	10:34:19 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:34:19 PM
Ryan Dozer	My account appears to be disabled and I am unable to reset my password or activate my account	10:35:01 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:35:02 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:35:02 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	10:35:10 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:35:15 PM
	Hello Ryan	10:35:20 PM
Ryan Dozer	Good afternoon	10:35:31 PM
Shashwat Verma	I will surely help you with this issue.	10:35:35 PM
	Kindly allow me two minutes to check the same.	10:35:40 PM
Ryan Dozer	No problem	10:36:04 PM
Shashwat Verma	When you have last login into server?	10:39:56 PM
Ryan Dozer	Last year I believe. I only access it during tax season	10:40:24 PM
Shashwat Verma	Looks like your account got locked due to multiple wrong password attempt.	10:40:45 PM

	Do you still want to reset it?	10:41:06 PM
Ryan Dozer	Yes please. I need to access the account	10:41:23 PM
Shashwat Verma	Sure	10:41:48 PM
	Kindly email us from hank@burbacpa.com mentioning password reset request for Ryand@myrealdata.net at support@acecloudhosting.com	10:42:44 PM
	Will share you the password, as we require POC authorization.	10:43:24 PM
	Or on the second option, you can ask Hank Burba, to change your password from myportal, as he has the access to the same.	10:44:29 PM
Ryan Dozer	Okay. I will have Hank email you or change the password	10:46:08 PM
Shashwat Verma	Sure	10:46:37 PM
	Is there anything else I may help you with ?	10:46:40 PM
Ryan Dozer	No, I appreciate your help.	10:46:57 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	10:47:05 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:47:11 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!	10:47:13 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>	10:47:16 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Mar, 9:37:35 PM

#73641 Ezra Dilger

Email: reception@rortax.com ☎ 7633189052

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 14 Secs

**City:** MINNEAPOLIS

**State:** Minnesota

**Country:** UNITED STATES

Chat Duration : 31 Mins 57 Secs

### Chat Transcript

Ezra Dilger	Hello, I am your Acebuddy	6 Mar, 9:37:36 PM
Acebuddy	Hello Reception, I'm your Ace Buddy. I'll be happy to assist you!	9:37:38 PM
	Whom Would You Like to Connect With?	9:37:38 PM
Ezra Dilger	Technical Support (QB & App Hosting)	9:37:48 PM
Acebuddy	Welcome to Ace Support.	9:37:49 PM
	Please chose an option :	9:37:49 PM
Ezra Dilger	I'd like to report an Issue	9:37:55 PM
Acebuddy	Please select an option!	9:37:55 PM
Ezra Dilger	Other Issue	9:38:11 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:38:11 PM
Ezra Dilger	Lacerte is frozen and another one of our users has a black screen	9:38:38 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:38:38 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:38:38 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	9:38:57 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	9:39:41 PM
Ezra Dilger	Hello	9:40:02 PM
Sharath Kumar	could you please confirm the server name on which the issue is occurring	9:41:23 PM
Ezra Dilger	RORTAX2	9:43:47 PM
Sharath Kumar	thank you for the confirmation, am signing into it	9:44:12 PM
Ezra Dilger	Oh sorry, it's RORTAX	9:44:57 PM
Sharath Kumar	I see, got the server now	9:45:13 PM
Ezra Dilger	Ok	9:45:24 PM
Sharath Kumar		

	could you let me know the user for which lacerte is stuck	9:46:56 PM
Ezra Dilger	reception	9:47:08 PM
	and also Brad N	9:47:15 PM
Sharath Kumar	I have closed Lacerte for both these user accounts. Try reopening the application.	9:48:30 PM
Ezra Dilger	Okay, thank you we will try to reopen it	9:48:56 PM
Sharath Kumar	what about the user with black screen? is that still an issue?	9:49:21 PM
Ezra Dilger	I've just re-opened it and my screen is still black	9:50:44 PM
Sharath Kumar	checking once more	9:52:18 PM
	is it happening with just you now or with Brad as well?	9:52:48 PM
Ezra Dilger	Both	9:53:07 PM
Sharath Kumar	I am not seeing the app open for either of you	9:55:35 PM
	could you sign out from the server using the log out icon provided on the desktop and sign back in again	9:55:53 PM
	see if that resolves your concern	9:56:08 PM
Ezra Dilger	The log out button from the desktop is now missing	9:56:42 PM
	But I am not signed in anymore	9:57:10 PM
Sharath Kumar	you were both in a disconnected state, I request you to sign out using the icon on desktop from now on	9:58:07 PM
	I have logged you off for now	9:58:19 PM
Ezra Dilger	ok, should I try to log back in?	9:58:37 PM
Sharath Kumar	yes, please go ahead	9:59:02 PM
Ezra Dilger	ok, I am signing in now	9:59:23 PM
	Okay, I think it's working now	10:00:54 PM
Sharath Kumar	glad to hear that	10:01:28 PM
	could you please check with Brad as well	10:01:34 PM
Ezra Dilger	Yes, checking right now. Thanks	10:01:47 PM
Sharath Kumar	Are we still connected here?	10:05:53 PM
Ezra Dilger	Brad is in a meeting and I haven't heard back yet.	10:06:19 PM
Sharath Kumar	I see, I am sure that once he signs back in, he should be able to access Lacerte	10:07:37 PM
	we are available on chat and call if he requires further assistance	10:08:06 PM
Ezra Dilger	Okay, thank you.	10:08:20 PM
Sharath Kumar	Is there anything else I may help you with ?	10:08:21 PM
Ezra Dilger		10:08:27 PM

NOt right now, thanks

Sharath Kumar

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!

10:08:56 PM

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

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

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

10:09:01 PM

*Sharath Kumar has ended this chat session*

10:09:34 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Mar, 8:53:29 PM

**#74226 mady**

**Email:** mady@pyurebrands.com 2396458112

**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:** CAPE CORAL

**State:** Florida

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 32 Secs

mady

Hello, I am your Acebuddy

17 Mar, 8:53:29 PM

Acebuddy

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

8:53:31 PM

	Whom Would You Like to Connect With?	8:53:31 PM
mady	Technical Support (QB & App Hosting)	8:53:38 PM
Acebuddy	Welcome to Ace Support.	8:53:38 PM
	Please chose an option :	8:53:38 PM
mady	I'd like to raise a Request	8:53:46 PM
Acebuddy	Please select your request type.	8:53:46 PM
mady	Password Reset	8:53:50 PM
Acebuddy	Please select an option below	8:53:50 PM
mady	Already Enrolled to Selfcare Portal	8:53:56 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	8:53:56 PM
	Do you need any further assistance on the topic?	8:53:56 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.	9:25:02 PM
	<i>Ended due to chat idle timeout</i>	9:25:02 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

17 Mar, 11:47:53 PM

**#74257 alberto**

**Email:** alberto@robertsrc.com

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 35 Secs

**City:** AUSTIN

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 33 Mins 34 Secs

alberto	Hello, I am your Acebuddy	17 Mar, 11:47:54 PM
Acebuddy	Hello Alberto, I'm your Ace Buddy. I'll be happy to assist you!	11:47:55 PM
	Whom Would You Like to Connect With?	11:47:55 PM
alberto	Technical Support (QB & App Hosting)	11:59:02 PM
Acebuddy	Welcome to Ace Support.	11:59:02 PM
	Please chose an option :	11:59:02 PM
alberto	I'd like to report an Issue	11:59:11 PM
Acebuddy	Please select an option!	11:59:11 PM
alberto	Other Issue	11:59:17 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:59:17 PM
alberto	Remote connection not working	11:59:33 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:59:33 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:59:33 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	18 Mar, 12:01:05 AM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	12:01:56 AM
alberto	Hi Thanks	12:02:03 AM
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:02:32 AM
alberto	I am trying to remote into the server for QB	12:02:35 AM
	trying*	12:02:43 AM
	but the rdp connection is not working	12:02:54 AM
Shivam Singh	Kindly help me with the information, so that I can check the same on my end	12:04:31 AM
alberto	RobertsResorts.myrealdata.net	12:04:47 AM
	RDG.myrealdata.net	12:05:01 AM
	that the server and the gateway	12:05:10 AM
Shivam Singh	thanks	12:06:42 AM
	for the information	12:06:48 AM
alberto	of course	12:07:25 AM
Shivam Singh	are you the only one who is facing the issue, or all the users are facing the same issue.	12:07:25 AM
alberto	it seems like it is everyone	12:07:42 AM
	I've tried with 2 users out of 3	12:07:53 AM

Shivam Singh	Okay, allow me 2 minutes to check on my end.	12:08:40 AM
alberto	ok	12:08:46 AM
Shivam Singh	Hi Alberto, sorry for the long hold time.	12:16:09 AM
	Could you please check as we have made some changes from the backend.	12:16:33 AM
alberto	no problem	12:16:36 AM
	Let me test real quick	12:16:47 AM
	I just checked and it is working. Do you know what happened?	12:17:54 AM
Shivam Singh	We have rebooted the server as you mentioned you were facing issue with all the user. It must have restarted all the inactive services.	12:19:54 AM
alberto	alright	12:20:09 AM
Shivam Singh	Is there anything else I may help you with ?	12:20:24 AM
alberto	nope	12:20:58 AM
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	12:21:02 AM
alberto	that is it, thanks so much	12:21:03 AM
	ok	12:21:18 AM
Shivam Singh	really appreciated .	12:21:19 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:21:23 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!	12:21:25 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>Shivam Singh has ended this chat session</i>	12:21:29 AM



## Chat Transcript

# Hello, I am your Acebuddy

## Visitor Details

21 Mar, 2:02:10 AM

### #74463 Tim

Email: tim@metromechanical.co ☎ 7573907602

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 23 Secs

City: VIRGINIA BEACH

State: Virginia

Country: UNITED STATES

## Chat Transcript

Chat Duration : 23 Mins 34 Secs

Tim	Hello, I am your Acebuddy	21 Mar, 2:02:11 AM
Acebuddy	Hello Tim, I'm your Ace Buddy. I'll be happy to assist you!	2:02:11 AM
	Whom Would You Like to Connect With?	2:02:11 AM
Tim	Technical Support (QB & App Hosting)	2:02:16 AM
Acebuddy	Welcome to Ace Support.	2:02:16 AM
	Please chose an option :	2:02:16 AM
Tim	I'd like to report an Issue	2:02:23 AM
Acebuddy	Please select an option!	2:02:23 AM
Tim	Other Issue	2:02:27 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:02:27 AM
Tim	unable to log into remote desktop	2:02:41 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:02:42 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:02:42 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	2:02:51 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	2:02:57 AM
Tim	Thank you	2:03:04 AM
	I have had my password reset and am still having issues logging into my remote desktop	2:03:21 AM
	Server Metro.myreldata and username TimothyB	2:03:34 AM

Ashutosh Mishra	I will surely help you with this issue.	2:03:39 AM
	Please share screenshot of the error message.	2:03:50 AM
Tim	Thank you	2:03:55 AM
	I don't get an error it just keeps asking for the credentials as though I never typed them	2:04:19 AM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	2:05:21 AM
Tim	ok, ty	2:05:51 AM
	are you still there?	2:11:59 AM
	Hello?	2:13:24 AM
Ashutosh Mishra	Thank you for your patience.	2:13:37 AM
	Yes, we are connected.	2:13:44 AM
Tim	Ok, just checking	2:13:54 AM
Ashutosh Mishra	Please try to login again.	2:15:03 AM
Tim	still doing the same hing	2:15:40 AM
	thing	2:15:41 AM
Ashutosh Mishra	I see, server is accessible on our end.	2:17:28 AM
	Allow me a minute i am checking for your account.	2:17:41 AM
	May I take the remote access of your local computer?	2:18:43 AM
Tim	yes	2:18:58 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	2:19:09 AM
Tim	already closed	2:19:17 AM
Ashutosh Mishra	I will send you an invite over the email <b>[tim@metromechanical.co]</b> <b>(mailto:tim@metromechanical.co)</b>	2:19:52 AM
Tim	ok	2:20:20 AM
Ashutosh Mishra	Please click on the link to join the session.	2:20:23 AM
Tim	That fixed it	2:25:18 AM
	Thank you	2:25:20 AM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:25:34 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	2:25:42 AM

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

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

*Ashutosh Mishra has ended this chat session*

2:25:46 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

20 Mar, 12:05:35 AM

#### #74385 Michael Gough

**Email:** wmg1166@gmail.com 14083733376

**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:** ORINDA

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 39 Mins 15 Secs

Michael Gough	Hello, I am your Acebuddy	20 Mar, 12:05:36 AM
Acebuddy	Hello Michael Gough, I'm your Ace Buddy. I'll be happy to assist you!	12:05:36 AM
	Whom Would You Like to Connect With?	12:05:36 AM
Michael Gough	Technical Support (QB & App Hosting)	12:05:41 AM
Acebuddy	Welcome to Ace Support.	12:05:41 AM
	Please chose an option :	12:05:41 AM
Michael Gough	I'd like to raise a Request	12:05:48 AM
Acebuddy	Please select your request type.	12:05:48 AM
Michael Gough	Other Request	12:05:55 AM

Acebuddy Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance. 12:05:56 AM

If you are facing any issue/problem with your server, Please select the appropriate option below : 12:05:56 AM

As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat. 12:44:51 AM

*Ended due to chat idle timeout* 12:44:51 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 26 Mar, 9:01:08 PM

**#74710 Mark Rumpke**

**Email:** admin@rdesincorporated.onmicrosoft.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:** 28 Secs

**City:** LOVELAND

**State:** Ohio

**Country:** UNITED STATES

Chat Transcript Chat Duration : 22 Mins 55 Secs

Mark Rumpke	Hello, I am your Acebuddy	26 Mar, 9:01:10 PM
Acebuddy	Hello Mark Rumpke, I'm your Ace Buddy. I'll be happy to assist you!	9:01:11 PM
	Whom Would You Like to Connect With?	9:01:11 PM
Mark Rumpke	Technical Support (QB & App Hosting)	9:01:43 PM
Acebuddy	Welcome to Ace Support.	9:01:43 PM
	Please chose an option :	9:01:43 PM
Mark Rumpke		

	I'd like to report an Issue	9:01:50 PM
Acebuddy	Please select an option!	9:01:50 PM
Mark Rumpke	Other Issue	9:01:57 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:01:57 PM
Mark Rumpke	I was told to use this email address in order to get a copy of Microsoft Office for a User. Told you need a Granular Delegated Admin Privileges (GDAP) agreement and was sent a link. When trying to login to the link I am asked for a password.	9:03:27 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:03:27 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:03:27 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	9:03:32 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	9:03:40 PM
	Hello Mark	9:03:49 PM
Mark Rumpke	Hello	9:04:20 PM
Shashwat Verma	Kindly allow me two minutes to check the same.	9:04:35 PM
	So as far I understand your concern, you got the credentials from our side to login the Office 365 but you don't remember the password, right?	9:06:46 PM
Mark Rumpke	No I got an email that you need a Granular Delegated Admin Privileges (GDAP) agreement signed before I can get the user a copy of Microsoft Office for his login in Ace Cloud	9:07:40 PM
Shashwat Verma	Okay, got the reference of your issue.	9:08:05 PM
	I will surely help you with this issue.	9:08:08 PM
Mark Rumpke	It told me to login in under the email admin@RDESIncorporated.onmicrosoft.com	9:08:51 PM
	I can ask for a password reset but I don't have access to this email address.	9:09:10 PM
Shashwat Verma	May I take the remote access of your local computer?	9:10:13 PM
Mark Rumpke	Yes	9:10:23 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	9:10:37 PM
	<a href="https://assist.acecloudbhosting.com/join/2142366922">https://assist.acecloudbhosting.com/join/2142366922</a>	9:10:42 PM
	Kindly Click on the link and open the downloaded file.	9:10:44 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:12:24 PM
	As per remote session, we have successfully help you out to make Microsoft relationship and will share you the new user credentials soon.	9:23:48 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:24:00 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!

9:24:02 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/>)

*Shashwat Verma has ended this chat session*

9:24:05 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

17 Mar, 10:51:34 PM

**#74251 Fenil Shah**

**Email:** tax@sktaxaddison.com ☎ 8473508121

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 46 Secs

**City:** BHIMRAD

**State:** Gujarat

**Country:** INDIA

### Chat Transcript

Chat Duration : 15 Mins 46 Secs

Fenil Shah	Hello, I am your Acebuddy	17 Mar, 10:51:35 PM
Acebuddy	Hello Het Sanghavi, I'm your Ace Buddy. I'll be happy to assist you!	10:51:36 PM
	Whom Would You Like to Connect With?	10:51:36 PM
Fenil Shah	Managed IT	10:51:44 PM
Acebuddy	Please wait while we connect you to an available Representative.	10:51:44 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	10:51:44 PM
	<i>Pradeep Kumar accepted the chat transfer request.</i>	10:51:58 PM
Pradeep Kumar	Thank you for contacting acecloudbhosting. My name is Pradeep how may I help you for today?	10:52:07 PM
Fenil Shah	So Many of our rdps are not working	10:52:25 PM
	hello?	10:53:24 PM
	Am I still connected?	10:53:25 PM
Pradeep Kumar	Alright, Let me connect you with the concerned team.	10:53:59 PM
Fenil Shah	ok	10:54:03 PM
	<i>Pradeep Kumar is transferring the chat to Support(QB &amp; App Hosting).</i>	10:54:07 PM
	<i>Manish Singh accepted the chat transfer request.</i>	10:54:35 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	10:54:39 PM
Fenil Shah	So Many of our rdps are not working	10:55:04 PM
Manish Singh	May I know the server's name in which you are facing this issue?	10:55:30 PM
Fenil Shah	Sktax4, Sktax3, Sktax1	10:56:00 PM
Manish Singh	Kindly allow me two minutes to check the same.	10:56:14 PM
Fenil Shah	sure	10:56:21 PM
Manish Singh	May I know the error you are getting while accessing the server.	10:58:00 PM
	All servers are up and running and users are also there	10:59:36 PM
	In SKTax3 user Monika is active and SKTax1user Darshak is active	11:00:14 PM
	And In SKTax4 user SKTax1 is active	11:00:55 PM
	Are we still connected here?	11:03:04 PM
	Are we still connected here?	11:05:08 PM
	Are we still connected here?	11:07:13 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	11:07:19 PM
	<i>Manish Singh has ended this chat session</i>	11:07:22 PM



