

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

6 Aug, 11:52:17 AM

### #80212 gemma

**Email:** gemma@am.consulting +639178137837

**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:** 46 Secs

**City:** SANTA CRUZ

**State:** Bulacan

**Country:** PHILIPPINES

## Chat Transcript

Chat Duration : 19 Mins 9 Secs

gemma	Hello, I am your Acebuddy	6 Aug, 11:52:18 AM
Acebuddy	Hello Gemma Bayta, I'm your Ace Buddy. I'll be happy to assist you!	11:52:20 AM
	Whom Would You Like to Connect With?	11:52:20 AM
gemma	Technical Support (QB & App Hosting)	11:52:42 AM
Acebuddy	Welcome to Ace Support.	11:52:42 AM
	Please chose an option :	11:52:42 AM
gemma	I'd like to report an Issue	11:52:52 AM
Acebuddy	Please select an option!	11:52:52 AM
gemma	QuickBooks Issue	11:53:04 AM
Acebuddy	What type of QuickBooks Issue are you facing?	11:53:04 AM
gemma	QuickBooks is Frozen	11:53:20 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	11:53:21 AM
	Was that helpful?	11:53:21 AM
gemma	No	11:55:33 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	11:55:33 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	11:55:33 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	11:55:43 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	11:55:50 AM
gemma	Hi Ashutosh	11:56:08 AM
Ashutosh Mishra	Hello Gemma, I will be surely assisting you with this. Kindly help me with your server name and user name?	11:56:36 AM
gemma	AllianceManagement.myreldata.net	11:57:13 AM
	User Name: Gemma	11:57:23 AM
	or is it AllianceMgmt?	11:58:25 AM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	11:59:17 AM
	Is this the first time you are facing this issue?	12:02:07 PM
gemma	yes, the last time has been a while	12:02:24 PM
Ashutosh Mishra	Please try now to open QuickBooks.	12:03:21 PM
gemma	wow! it's working now!	12:05:10 PM
Ashutosh Mishra	The space on the server is very low, I would also suggest adding space on the server too as that could potentially lead to more slowdowns and freezing issues.	12:05:17 PM
gemma	thank you so much! you're a genius Ashutosh!	12:05:38 PM
Ashutosh Mishra	Thank you for the appreciation.	12:06:03 PM
gemma	we pay 2GB for RAM each month, is it different?	12:06:11 PM
Ashutosh Mishra	Yes, this is different i am referring to the storage space while RAM is actually system memory, storage space is required to install applications and updates. Any data that is saved or created on server requires this storage space.	12:07:51 PM
gemma	May I ask if it is still ideal that we are paying for the 2GB RAM each month? or should we pay for additional storage instead?	12:08:48 PM
Ashutosh Mishra	They both are different resources, however they both contribute to server performance and stability.	12:10:30 PM
gemma	oh okay! thanks for that info! I appreciate it!	12:10:52 PM
Ashutosh Mishra	Is there anything else I may help you with ?	12:10:58 PM
gemma	nothing more this time	12:11:10 PM
	thank you fo rht ehlp	12:11:17 PM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:11:18 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	

Thanks!

12:11:23 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/>)

gemma sure

12:11:24 PM

*Ashutosh Mishra has ended this chat session*

12:11:28 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

26 Aug, 3:20:16 AM

**#80827 amciver**

**Email:** amciver@nfppartners.com

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 33 Secs

**City:** TOWACO

**State:** New Jersey

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 35 Mins 27 Secs

amciver	Hello, I am your Acebuddy	26 Aug, 3:20:16 AM
Acebuddy	Hello Amciver, I'm your Ace Buddy. I'll be happy to assist you!	3:20:17 AM
	Whom Would You Like to Connect With?	3:20:17 AM
amciver	Technical Support (QB & App Hosting)	3:20:22 AM
Acebuddy	Welcome to Ace Support.	3:20:22 AM
	Please chose an option :	3:20:22 AM

amciver	I'd like to report an Issue	3:20:27 AM
Acebuddy	Please select an option!	3:20:27 AM
amciver	Password Reset	3:20:30 AM
Acebuddy	Please select an option below	3:20:30 AM
amciver	Not Enrolled to Selfcare Portal	3:20:36 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	3:20:36 AM
	Do you need any further assistance on the topic?	3:20:36 AM
amciver	Yes	3:32:20 AM
Acebuddy	Please wait while we connect you to our Support Representative	3:32:20 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:32:20 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	3:32:40 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	3:32:45 AM
	I will be surely assisting you with this.	3:33:37 AM
	Is this for account : <b>NFP Partners</b> ?	3:33:47 AM
amciver	yes	3:34:26 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	3:34:32 AM
	Could you please confirm me your username for the ACE server?	3:34:48 AM
amciver	alyse.m@myrealdata.net	3:35:16 AM
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.	3:35:36 AM
amciver	thank you	3:36:22 AM
Abhay Kumar Saraswat	Thank you for your patience.	3:37:02 AM
	I noticed that you are enrolled on the <b>Selfcare</b> portal.	3:37:57 AM
	<i>3:38:04 AMAbhay Kumar Saraswat is sharing a file with you <a href="#">image.png</a> - ( Size:5.57 KB )</i>	3:38:04 AM
amciver	I am not sure how to access it	3:39:26 AM
Abhay Kumar Saraswat	No worries. Let me share you the link to access.	3:40:02 AM
	<a href="#">Selfcare</a>	3:40:12 AM
	Your username will be: <b>Alyse.M</b>	3:40:32 AM
	You can reset your password from "Forgot your password" option.	3:41:12 AM

amciver	I was locked out so will you wait one second and let me see if I can access it	3:42:29 AM
Abhay Kumar Saraswat	Okay, please take you time.	3:43:14 AM
amciver	I am in! thank you!	3:45:51 AM
Abhay Kumar Saraswat	Great.	3:47:41 AM
	Is there anything else I may help you with ?	3:47:45 AM
	Are we still connected here?	3:48:48 AM
	Are we still connected here?	3:54:04 AM
	Are we still connected here?	3:55:04 AM
amciver	I am all set thank you	3:55:19 AM
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:55:27 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!	3:55:37 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> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:55:42 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	3:55:44 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Aug, 7:40:08 PM

#80495 AbdiKadir

Email: hopacurtains@gmail.com ☎ 254705532132

Department: Support(QB & App Hosting)

**Operator:** Acebuddy

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**City:** VANDOEUVRE-LES-NANCY

**State:** Grandest

**Country:** FRANCE

Chat Duration : 1 Min 48 Secs

### Chat Transcript

Abdikadir	Hello, I am your Acebuddy	14 Aug, 7:40:09 PM
Acebuddy	Hello Abdikadir, I'm your Ace Buddy. I'll be happy to assist you!	7:40:10 PM
	Whom Would You Like to Connect With?	7:40:10 PM
Abdikadir	Technical Support (QB & App Hosting)	7:41:00 PM
Acebuddy	Welcome to Ace Support.	7:41:00 PM
	Please chose an option :	7:41:00 PM
Abdikadir	I'd like to report an Issue	7:41:17 PM
Acebuddy	Please select an option!	7:41:19 PM
Abdikadir	Password Reset	7:41:29 PM
Acebuddy	Please select an option below	7:41:29 PM
Abdikadir	Not Enrolled to Selfcare Portal	7:41:36 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.	7:41:36 PM
	Do you need any further assistance on the topic?	7:41:36 PM
Abdikadir	No	7:41:57 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	7:41:57 PM
	<i>Acebuddy has ended this chat session</i>	7:41:58 PM



# Chat Transcript

Hello, I am your Acebuddy

29 Aug, 2:21:11 PM

## Visitor Details

### #80986 Scott Tynes

**Email:** rajita.t@conseroglobal.com 15127316188

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

**Operator:** Sujeeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 1 Min 9 Secs

**City:** BANGALORE

**State:** Karnataka

**Country:** INDIA

Chat Duration : 24 Mins 21 Secs

## Chat Transcript

Scott Tynes	Hello, I am your Acebuddy	29 Aug, 2:21:12 PM
Acebuddy	Hello Rajita.t, I'm your Ace Buddy. I'll be happy to assist you!	2:21:13 PM
	Whom Would You Like to Connect With?	2:21:13 PM
Scott Tynes	Technical Support (QB & App Hosting)	2:21:18 PM
Acebuddy	Welcome to Ace Support.	2:21:18 PM
	Please chose an option :	2:21:18 PM
Scott Tynes	I'd like to raise a Request	2:21:27 PM
Acebuddy	Please select your request type.	2:21:27 PM
Scott Tynes	Change in Users	2:21:36 PM
Acebuddy	Please select your desired option!	2:21:36 PM
Scott Tynes	User Addition	2:21:40 PM
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!	2:21:40 PM
	Do you need any further assistance on the topic?	2:21:40 PM
Scott Tynes	Yes	2:21:47 PM
Acebuddy	Please wait while we connect you to our Support Representative	2:21:47 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:21:47 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	2:21:54 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeeet Kumar Suman. I will be assisting you today.	2:21:59 PM

	Hello Rajita	2:22:03 PM
Scott Tynes	Hi Sujeet - Anjainay Singh had emailed me . This is with regard to ticket no 756181	2:22:43 PM
Sujeet Kumar Suman	Let me check that for you.	2:23:06 PM
Scott Tynes	I had requested some changes and Vishakha from customer executive has helped me to do those but everything is not fully done	2:23:33 PM 2:23:44 PM
Sujeet Kumar Suman	I deeply apologize for that.	2:23:58 PM
Scott Tynes	its all half way and right now I am unable to work on the QB  User is disabled- Tynes.ad(CG (Tynes.ad(CG@myrealdata.net))  new user is added Jeff.Hotz_DK  but link is not created  and still the account name has not been changed from Consero to DataKeeper	2:24:03 PM 2:24:41 PM 2:25:08 PM 2:25:16 PM 2:26:11 PM
	I had submitted the W9 yesterday for the same  currently please create the new user remote server access  I have replied to Anjainay singh email  with the details to create the new user link	2:26:23 PM 2:26:47 PM 2:27:09 PM 2:27:26 PM
Sujeet Kumar Suman	Sorry for the inconvenience. Let me check what I can do from my end to resolve your issue at the earliest	2:27:46 PM
Scott Tynes	ok thanks Sujeet	2:27:58 PM
Sujeet Kumar Suman	Kindly allow me two minutes to check the same.	2:28:23 PM
Scott Tynes	please see if you received my email few minutes back with details for the user creation  creation	2:28:26 PM 2:28:32 PM
Sujeet Kumar Suman	Thank you for your patience.	2:35:31 PM
	As checked, we found that our team is already working on the user creation. Once it is completed, our team will share the details with you.	2:36:26 PM
Scott Tynes	ok when will the company name be changed to DataKeeper	2:36:56 PM
Sujeet Kumar Suman	Regarding the account name change, the ticket is already with the Customer Executive team. Once it is completed, the team will inform you.	2:37:22 PM
Scott Tynes	ok thanks	2:37:30 PM
Sujeet Kumar Suman	Is there anything else I may help you with ?	2:37:36 PM
Scott Tynes	yes my email address rajita.t@conseroglobal.com will be deactivated shortly  I have already given my new email rtatpati@data-keeper.com  however OTP and chats everything is still reflecting in old email address  How much time will it take for the new user to be created	2:38:04 PM 2:38:31 PM 2:38:53 PM 2:39:31 PM

Sujeet Kumar Suman	Okay, we will keep this in mind. This is also related to changing the email ID in the account to the primary email: rtatpati@data-keeper.com	2:39:36 PM
Scott Tynes	my work is on hold	2:39:37 PM
	yes	2:40:09 PM
Sujeet Kumar Suman	You will be contacted shortly.	2:40:17 PM
Scott Tynes	ok thank you	2:40:24 PM
Sujeet Kumar Suman	Is there anything else I may help you with ?	2:40:35 PM
	Are we still connected here?	2:43:02 PM
	Are we still connected here?	2:44:57 PM
Scott Tynes	No nothing at the moment	2:45:13 PM
Sujeet Kumar Suman	Thanks for the confirmation !	2:45:18 PM
Scott Tynes	thanks	2:45:18 PM
Sujeet Kumar Suman	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	2:45:24 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	2:45:28 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.	2:45:30 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	2:45:33 PM



# Chat Transcript

Hello, I am your Acebuddy

**#80145 marlina****Email:** marlina@pcseinc.com**Department:** Support(QB & App Hosting)**Operator:** Shubham Kataria**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Apple iPhone**Browser:** Apple Safari**Device:** Mobile**Average Response Time:** 16 Secs**City:** SALT LAKE CITY**State:** Utah**Country:** UNITED STATES

Chat Duration : 42 Mins 5 Secs

**Chat Transcript**

marlina	Hello, I am your Acebuddy	5 Aug, 6:13:24 AM
Acebuddy	Hello Marlina Washington, I'm your Ace Buddy. I'll be happy to assist you!	6:13:25 AM
	Whom Would You Like to Connect With?	6:13:25 AM
marlina	Technical Support (QB & App Hosting)	6:13:32 AM
Acebuddy	Welcome to Ace Support.	6:13:32 AM
	Please chose an option :	6:13:32 AM
marlina	I'd like to report an Issue	6:13:43 AM
Acebuddy	Please select an option!	6:13:43 AM
marlina	QuickBooks Issue	6:13:47 AM
Acebuddy	What type of QuickBooks Issue are you facing?	6:13:47 AM
marlina	Other QB related issue	6:13:58 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:13:58 AM
marlina	When I double click on the icon it gives a back screen for several minutes before it opens. Should it take this long?	6:15:12 AM
Acebuddy	Please wait while we connect you to a Support Representative	6:15:13 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:15:13 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	6:15:29 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	6:15:35 AM
	hello Marlina	6:15:47 AM
marlina	Hi Shubham!	6:15:48 AM
Shubham Kataria		

	How are you doing today?	6:15:55 AM
marlina	I'm good thank you! And you?	6:16:06 AM
Shubham Kataria	I'm also fine. thank you for asking.	6:16:23 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:16:30 AM
marlina	Oh gosh...is that the Marlina.nent?	6:17:14 AM
Shubham Kataria	Could you please provide me your business name which is registered with ACE.	6:17:47 AM
marlina	Power control systems engineering	6:18:00 AM
Shubham Kataria	Thank you for the information.	6:18:17 AM
marlina	You're welcome!	6:18:38 AM
Shubham Kataria	Please confirm if you're currently logging into the remote desktop and if it's taking longer than usual to complete the login process	6:19:14 AM
marlina	Yes that is correct. I am in now, but it took forever to open. I just worry it won't open tomorrow when I have to do payroll.	6:19:53 AM
Shubham Kataria	Alright, let me check	6:20:07 AM
	May I take the remote access of your local computer?	6:20:10 AM
marlina	Thank you. And yes!	6:20:16 AM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	6:20:22 AM
marlina	Ok!	6:20:30 AM
Shubham Kataria	<a href="https://assist.acecloudhosting.com/join/9092932105">https://assist.acecloudhosting.com/join/9092932105</a>	6:20:40 AM
	Kindly paste this link in the browser of local computer and join the session.	6:20:44 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:23:19 AM
	Thank you for your patience.	6:54:39 AM
	As the chat got disconnected but we are still connected on the remote session hence ending the chat session now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	6:55:27 AM
	<i>Shubham Kataria has ended this chat session</i>	6:55:30 AM



## Chat Transcript

# Hello, I am your Acebuddy

## Visitor Details

14 Aug, 8:31:43 PM

### #80499 info

**Email:** info@brkimcpa.com ☎ 9729724930

**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:** 6 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 3 Mins 40 Secs

info	Hello, I am your Acebuddy	14 Aug, 8:31:44 PM
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	8:31:45 PM
	Whom Would You Like to Connect With?	8:31:45 PM
info	Technical Support (QB & App Hosting)	8:31:49 PM
Acebuddy	Welcome to Ace Support.	8:31:49 PM
	Please chose an option :	8:31:49 PM
info	I'd like to report an Issue	8:31:55 PM
Acebuddy	Please select an option!	8:31:56 PM
info	QuickBooks Issue	8:32:02 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:32:02 PM
info	QuickBooks Update	8:32:05 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	8:32:05 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	8:32:05 PM
	Do you need any further assistance on the topic?	8:32:05 PM
info	Yes	8:32:16 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:32:16 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	8:32:16 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	8:32:32 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:32:35 PM
	Hello	8:32:43 PM
info	Hello, could you update the QB today midnight?	8:32:51 PM
Shashwat Verma	I will surely help you with this issue.	8:33:06 PM
	We have noted your request and will do the same and will inform you on email	8:34:43 PM
	Is that work for you?	8:34:48 PM
info	yes.	8:35:01 PM
	Thank you.	8:35:03 PM
Shashwat Verma	Is there anything else I may help you with ?	8:35:05 PM
info	no. that was all.	8:35:18 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	8:35:20 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:35:23 PM
	<i>Shashwat Verma has ended this chat session</i>	8:35:25 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

15 Aug, 11:04:24 PM

#### #80545 gina marks

**Email:** fmequipmentservices@yahoo.com ☎ 19165958806

**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:** 31 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 11 Mins 59 Secs

gina marks	Hello, I am your Acebuddy	15 Aug, 11:04:25 PM
Acebuddy	Hello Fmequipmentservices, I'm your Ace Buddy. I'll be happy to assist you!	11:04:25 PM
	Whom Would You Like to Connect With?	11:04:25 PM
gina marks	Technical Support (QB & App Hosting)	11:04:38 PM
Acebuddy	Welcome to Ace Support.	11:04:38 PM
	Please chose an option :	11:04:38 PM
gina marks	I'd like to raise a Request	11:04:51 PM
Acebuddy	Please select your request type.	11:04:51 PM
gina marks	Other Request	11:05:02 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:05:02 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:05:02 PM
gina marks	Restart	11:05:30 PM
Acebuddy	Hello Fmequipmentservices, I'm your Ace Buddy. I'll be happy to assist you!	11:05:31 PM
	Whom Would You Like to Connect With?	11:05:31 PM
gina marks	Technical Support (QB & App Hosting)	11:06:05 PM
Acebuddy	Welcome to Ace Support.	11:06:05 PM
	Please chose an option :	11:06:05 PM
gina marks	I'd like to report an Issue	11:06:25 PM
Acebuddy	Please select an option!	11:06:25 PM
gina marks	Other Issue	11:06:31 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:06:31 PM
gina marks	Need assistance in send over size limit QB file to new potential bookkeeper. Please reference #751239	11:07:27 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:07:27 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:07:27 PM
	<i>Gaurava Tyagi declined the transfer request.</i>	11:07:36 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:08:10 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:08:13 PM
	Hello	11:08:16 PM

	Kindly allow me two minutes to check the same.	11:08:20 PM
gina marks	Great	11:08:25 PM
Shashwat Verma	So you want to get the Qb file on the server?	11:09:58 PM
gina marks	I attempted to send a copy to the bookeeper but it's too large. I need a copy to send over.	11:10:47 PM
Shashwat Verma	Okay got it, you would like to send the accountant copy to the accountant, correct?	11:11:29 PM
	But the file is large, Have you used Wetransfer for the same?	11:11:56 PM
gina marks	Yes	11:11:57 PM
Shashwat Verma	I will surely help you with this issue.	11:12:05 PM
gina marks	No I hava not used Wetransfer	11:12:37 PM
Shashwat Verma	Kindly use acecloudhosting.wetransfer.com to transfer the file as a link	11:13:03 PM
	The other end of the accountant can download the same through the link	11:13:22 PM
	Let me share you the steps	11:13:54 PM
gina marks	Okay	11:14:11 PM
Shashwat Verma	<b>Steps to use acecloudhosting.wetransfer.com:</b> Go to <a href="http://acecloudhosting.wetransfer.com">acecloudhosting.wetransfer.com</a> . Click <b>Add your files</b> and select the files to send. In <b>Email to</b> , enter <b>support@acecloudhosting.com</b> (or recipient email). In <b>Your email</b> , enter your email address. (Optional) Add a message. Click <b>Transfer</b> and verify via the code sent to your email.	11:14:54 PM
	Here are the details	11:14:58 PM
	Is there anything else I may help you with ?	11:15:51 PM
gina marks	No not right now, I'll attempt. Thank you	11:16:10 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	11:16:17 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:16:21 PM
	<i>Shashwat Verma has ended this chat session</i>	11:16:24 PM



# Chat Transcript

Hello, I am your Acebuddy

14 Aug, 12:35:31 AM

## Visitor Details

#80463 kim

Email: k.kaur@mdsm.co

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

City: SPRING

State: Texas

Country: UNITED STATES

Chat Duration : 45 Mins 34 Secs

## Chat Transcript

kim	Hello, I am your Acebuddy	14 Aug, 12:35:32 AM
Acebuddy	Hello Kim, I'm your Ace Buddy. I'll be happy to assist you!	12:35:33 AM
	Whom Would You Like to Connect With?	12:35:33 AM
kim	Technical Support (QB & App Hosting)	12:35:43 AM
Acebuddy	Welcome to Ace Support.	12:35:43 AM
	Please chose an option :	12:35:43 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.	1:21:07 AM
	<i>Ended due to chat idle timeout</i>	1:21:07 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

28 Aug, 7:50:44 PM

#80950 lauro lopez

Email: laurojr@me.com 19567237245

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

**Operating System:** Mac OS

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 41 Secs

**City:** LAREDO

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 14 Mins 48 Secs

lauro lopez	Hello, I am your Acebuddy	28 Aug, 7:50:44 PM
Acebuddy	Hello Lauro Lopez Jr, I'm your Ace Buddy. I'll be happy to assist you!	7:50:45 PM
	Whom Would You Like to Connect With?	7:50:45 PM
lauro lopez	Technical Support (QB & App Hosting)	7:51:07 PM
Acebuddy	Welcome to Ace Support.	7:51:07 PM
	Please chose an option :	7:51:07 PM
lauro lopez	I'd like to raise a Request	7:51:18 PM
Acebuddy	Please select your request type.	7:51:18 PM
lauro lopez	Other Request	7:51:29 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	7:51:29 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:51:29 PM
lauro lopez	Restart	7:51:59 PM
Acebuddy	Hello Lauro Lopez Jr, I'm your Ace Buddy. I'll be happy to assist you!	7:51:59 PM
	Whom Would You Like to Connect With?	7:51:59 PM
lauro lopez	Technical Support (QB & App Hosting)	7:52:05 PM
Acebuddy	Welcome to Ace Support.	7:52:05 PM
	Please chose an option :	7:52:05 PM
lauro lopez	I'd like to report an Issue	7:52:10 PM
Acebuddy	Please select an option!	7:52:10 PM
lauro lopez	Other Issue	7:52:15 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:52:15 PM
lauro lopez	Not able to install Ace Connect on my computer	7:52:33 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:52:34 PM

Acebuddy (bot) forwarded the chat request

7:52:34 PM

Yash Kalra accepted the chat transfer request.

7:53:16 PM

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

7:53:21 PM

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

7:53:26 PM

lauro lopez server name.....LAPC.myrealdatalnet

7:54:01 PM

User name.....myrealdatalLauroL

7:54:31 PM

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

7:54:38 PM

lauro lopez and .....myrealdatalStephenRL

7:54:53 PM

Thank you

7:55:03 PM

Yash Kalra Lauro, is there any error message you are receiving on your end while installing the ace connect.  
(Edited)

7:55:56 PM

lauro lopez No am just unsure to do the install myself. Would appreciate it you can do it for me

7:56:27 PM

Yash Kalra May I take the remote access of your local computer?

7:57:54 PM

lauro lopez you may

7:58:01 PM

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

7:58:19 PM

Kindly Click on the link and open the downloaded file.

7:58:35 PM

<https://assist.aceclouddhosting.com/join/1422623227>

Lauro, I will be disconnecting this chat session since we are already connected on another chat session.

8:05:31 PM

*Yash Kalra has ended this chat session*

8:05:32 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

5 Aug, 4:23:43 AM

#80141 jason

Email: jason@cortezbusinesssolutions.com ☎ 17605056897

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 50 Secs

**City:** SAN DIEGO

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 2 Hours 6 Mins

jason	Hello, I am your Acebuddy	5 Aug, 4:23:43 AM
Acebuddy	Hello Jason, I'm your Ace Buddy. I'll be happy to assist you!	4:23:44 AM
	Whom Would You Like to Connect With?	4:23:44 AM
jason	Sales & Solutions	4:24:01 AM
Acebuddy	Please wait while we connect you to one of our Sales Representative.	4:24:01 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:24:01 AM
	<i>Aayush accepted the chat transfer request.</i>	4:24:04 AM
Aayush	Hi Jason	4:24:26 AM
	May I know if you require assistance from the sales department or support?	4:24:57 AM
jason	Well, mostly sales and or billing. I wanted to make sure we are subscribed to the correct app hosting plans	4:25:46 AM
Aayush	I am checking details on my end.	4:32:54 AM
	Apologies for the delay.	4:33:15 AM
	You are currently having a private dedicated server with \$49/User/Month hosting fee.	4:34:19 AM
jason	no worries. I had a particular question involving my account, would you be able to help?	4:38:27 AM
Aayush	Sure, please let me know.	4:38:35 AM
jason	When we signed up for ACE, we already owned two QuickBooks ProAdvisor licenses. Each ProAdvisor license includes both QuickBooks Desktop and QuickBooks Accountant. We opted to have ACE host these licenses on a server for us. Given that we had two ProAdvisor licenses, we expected our billing to reflect a total of four licenses (2 Desktop + 2 Accountant). However, our most recent invoice appears to list only three licenses under our ACE services, along with an additional license for a QuickBooks Accountant 2023 lease. This may be an error. When I review the licensing counts directly on the server, I see only two QuickBooks Desktop licenses and one QuickBooks Accountant license.	4:40:20 AM
	<i>4:40:38 AM jason is sharing a file with you <a href="#">image.png</a> - ( Size:29.76 KB )</i>	4:40:38 AM
	<i>quickbooks desktop</i>	
	<i>4:40:51 AM jason is sharing a file with you <a href="#">image.png</a> - ( Size:28.08 KB )</i>	4:40:51 AM
	<i>quickbooks accountant</i>	

	<i>4:42:04 AM jason is sharing a file with you <a href="#">image.png</a> - ( Size:99.78 KB )</i>	4:42:04 AM
	<i>This was our July Statement</i>	
Aayush	By QuickBooks Desktop, may I know which Desktop version you are referring to?	4:42:32 AM
	Sure, I will check this.	4:42:42 AM
jason	The version was quickbooks accountant desktop plus 2024	4:43:32 AM
	while the quickbooks accountant was this version: Quickbooks Enterprise solutions accountant 24.0	4:44:39 AM
Aayush	Got it. May I know if you recall anyone from your team giving any leasing request for QuickBooks Accountant 2023?	4:45:39 AM
jason	I just got off the phone with the business owner and she explained that she was unaware of anyone authorizing a lease request as we had already owned the licensing	4:46:33 AM
Aayush	No problem, I am moving this ticket to billing so that they can look at this leasing charge.	4:47:15 AM
jason	Got it. Thank you!	4:47:47 AM
Aayush	Sure, please wait	4:49:28 AM
	I am transferring the chat.	4:49:48 AM
jason	got it. thank you	4:49:55 AM
	<i>Aayush is transferring the chat to Billing.</i>	4:50:36 AM
	<i>Rajan Sharma accepted the chat transfer request.</i>	4:51:16 AM
Rajan Sharma	Hello! I'm Rajan from ACE Cloud Hosting - Billing Team. How may I help you?	4:51:35 AM
jason	Hi there! I would like help understanding my most recent invoice and the leasing charge on it.	4:52:39 AM
	we are also missing a license with quickbooks accountant as well.	4:53:27 AM
	do you need me to write out the information i provided before the chat was transferred?	4:53:57 AM
Rajan Sharma	No I am reading it	4:54:57 AM
jason	ok, no worries	4:55:53 AM
Rajan Sharma	Please allow me a minute	4:56:10 AM
jason	of course, no worries	4:56:24 AM
Rajan Sharma	As i can understand you have been charged for the QuickBooks premier 2023	4:59:27 AM
jason	that is correct, alongside missing a quickbooks enterprise solutions accountant 24.0 license.	5:00:46 AM
Rajan Sharma	I am sorry for this inconvenience caused to you.	5:01:42 AM
jason	We should have 2 licenses for quickbooks desktop plus, as well as 2 licenses for quickbooks enterprise solutions accountant 24.	5:02:39 AM
	Both should have been covered when we had our 2 quickbooks pro advisor licenses hosted as 1 pro advisor license accounts for 1 license for Enterprise solutions, and 1 license for accountant 24	5:04:09 AM

Rajan Sharma	<p>I just wanted to confirm if the following is okay with you:  I will be adding the applications listed below to the invoice; however, <b>only Premier Accountant 2024 will be charged at \$10/month</b>. The rest will be included at no additional cost.</p> <p><b>Applications to be listed on the invoice:</b></p> <p>Enterprise Accountant 2024  Premier Accountant 2024  Premier Accountant 2023  Enterprise Accountant 2022</p> <p>Please confirm if this works for you so I can proceed accordingly.</p>	5:09:07 AM
jason	what are the license counts for the premier account that I am currently at? Because im showing that I am missing one, but I should have 2. I don't want to add another license, I believe the 2nd license I had is no longer being accounted for on my plan.	5:11:29 AM
Rajan Sharma	<p>you must have purchase the license for the 2 users</p> <p><i>5:13:50 AM Rajan Sharma is sharing a file with you</i>  <a href="#"><u>8912c289-afd8-4228-bd03-543d02b12a50.pdf</u></a> - ( Size:8.3 KB )</p> <p><i>Yes sure. Please check the attachment.</i></p>	5:12:33 AM
jason	can you elaborate? I thought we had the license already for 2 users.	5:15:03 AM
Rajan Sharma	Also, as per the QB license count only support can help you regarding this. Please allow me a minute to transfer the chat to the support.	5:15:40 AM
	<i>Rajan Sharma is transferring the chat to Support(QB &amp; App Hosting).</i>	5:16:02 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	5:16:45 AM
jason	okay, thank you	5:16:52 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	5:17:16 AM
jason	Hi there! thank you for your help!	5:17:46 AM
Anjainay Singh	Please allow me two minutes so that I can look into the previous conversation and provide you exact resolution.	5:18:44 AM
jason	okay thank you	5:18:52 AM
Anjainay Singh	As per previous conversation you want to confirm the number of QB license hosted on ACE server , am I right Jason?	5:21:46 AM
jason	correct. I believe there may be one missing	5:22:33 AM
Anjainay Singh	Please allow me two minutes Jason so that I can fix your issue .	5:23:22 AM
jason	okay. thank you	5:23:43 AM
	<i>5:26:40 AM Anjainay Singh is sharing a file with you</i> <a href="#"><u>image.png</u></a> - ( Size:29.93 KB )	5:26:40 AM
	<i>Thankyou for your patience , we would like to inform you that these QB applications are installed on :</i>	
	thank you, but I don't understand the discrepancy in my active licenses, because I had 2 pro advisor licenses, I should show 2 licenses for quickbooks accountant desktop, and 2 licenses for enterprise solutions accountant 24.	5:30:51 AM
	<i>5:30:58 AM jason is sharing a file with you</i>	5:30:58 AM

1\_image.png - ( Size:29.76 KB )

5:31:05 AM jason is sharing a file with you

1\_image.png - ( Size:28.08 KB )

5:31:05 AM

currently, i only show 1 for Enterprise solutions accountant 24.0, while qb accountant desktop plus is correct.

5:32:04 AM

Anjainay Singh

I understand your confusion and concern due to it .

5:33:39 AM

Thankyou for detailed information Jason it will assist me to provide exact information

5:33:44 AM

jason thank you

5:34:33 AM

Anjainay Singh

I request you to please login into <https://camps.intuit.com/> camps portal to verify your license details.

5:40:13 AM

We also appreciate your patience.

5:40:29 AM

jason okay. pleasegive me a moment to login

5:40:53 AM

Anjainay Singh

Sure, here you will find your all license details.

5:41:44 AM

jason one moment

5:43:01 AM

Anjainay Singh

Sure.

5:43:51 AM

5:44:30 AM jason is sharing a file with you

image.png - ( Size:76.49 KB )

5:44:30 AM

where do i go from here using the link you sent?? Im not seeing license information

jason one moment, i believe I found it

5:45:58 AM

Anjainay Singh

Okay.

5:46:15 AM

jason sorry, I am not finding the license count, only the products I have

5:48:12 AM

Anjainay Singh

Could you please click on QuickBooks Desktop?

5:48:46 AM

jason sure

5:48:59 AM

Anjainay Singh

and let me know the outcome.

5:49:31 AM

5:51:13 AM jason is sharing a file with you

1\_image.png - ( Size:57.25 KB )

5:51:13 AM

jason we are currently showing 27 entries on this screen

5:51:29 AM

do you need all pages?

5:51:38 AM

Anjainay Singh

I request you to please expand the license detail section and verify it for QB Enterprise 2024 accountant and let me know whether you are seeing one or two user license.

5:53:37 AM

5:54:46 AM jason is sharing a file with you

1\_image.png - ( Size:57.96 KB )

5:54:46 AM

Could you please confirm for QB Enterprise 2024 Jason ?

5:56:13 AM

jason okay, one moment.

5:57:20 AM

Anjainay Singh

Sure and please click on details at right corner of screen for QB Enterprise 2024

5:58:35 AM

jason	I will. I am not finding the QB tnterprise 2024 for this login, but my own personal records have 2 licenses, and i have those licence numbers	6:00:26 AM
	one moment	6:00:28 AM
	<i>6:01:28 AM Anjainay Singh is sharing a file with you</i> <a href="#"><u>image.png</u></a> - ( Size:12.64 KB )	6:01:28 AM
	<i>This is the user license installed on ACE server.</i>	
	okay, one moment.	6:04:30 AM
Anjainay Singh	Sure Jason.	6:04:52 AM
jason	i should have these: License number: 656312520599339 / 942934825643173 Product 626-040	6:05:30 AM
Anjainay Singh	Please provide me two minutes so that I can verify this license details for QB Ent accountant 2024.	6:08:23 AM
jason	okay	6:08:32 AM
	I'll keep looking	6:09:25 AM
Anjainay Singh	Since this license was purchased directly from Intuit, we recommend reaching out to <b>Intuit Support</b> for further clarification. They will be able to assist you promptly with a resolution. Once the issue has been clarified, please let us know so we can make the necessary adjustments on our end as well.	6:09:59 AM
jason	hold on, im checking another intuit log in. it might be under there.	6:10:27 AM
Anjainay Singh	Sure.	6:10:53 AM
jason	thank you	6:12:30 AM
	okay i see them	6:13:21 AM
Anjainay Singh	That's Great.	6:13:47 AM
jason	the issue is that the licenses are under pro advisor licenses	6:14:31 AM
	<i>6:15:09 AM jason is sharing a file with you</i> <a href="#"><u>PRO Adv.png</u></a> - ( Size:14.47 KB )	6:15:09 AM
	these licenses are what should be installed, but only one is	6:16:22 AM
Anjainay Singh	Jason, I would strongly recommend you to contact intuit support as license are purchased directly from intuit and they contain each and every records related to license and they will update you will exact information.	6:18:17 AM
jason	but, the license you shared with me, is the one i shared with you, and this is for the pro advisor license.	6:19:07 AM
	ending 99339	6:19:51 AM
	that one is a pro advisor license already downloaded on ace.	6:20:19 AM
	My other one is missing	6:20:31 AM
Anjainay Singh	Please provide the license details for QB Enterprise 2 user license so that I can update it on ACE server and let you know over the email.	6:22:07 AM
	<i>6:23:33 AM jason is sharing a file with you</i>	

[339.png](#) - ( Size:132.34 KB )

6:23:33 AM

here is the one already downloaded on ACE

6:23:50 AM jason is sharing a file with you

[missing.png](#) - ( Size:132.27 KB )

6:23:50 AM

here is the missing one

jason

is this all the info you need from me now?

6:26:03 AM

Anjainay Singh

Yes Jason , I will update the license detail on server and once it get completed we will inform you over an email.

6:26:47 AM

jason

Perfect. Thank you so much

6:27:00 AM

Anjainay Singh

Is there anything else I may help you with ?

6:27:06 AM

jason

just this, and the billing issue. But i believe the billing department is already dealing with that. I will follow up on that tomorrow

6:27:48 AM

thanks again for your help

6:28:25 AM

Anjainay Singh

Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.

6:29:10 AM

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

6:30:15 AM

I will also share the ticket id with you over the mail once this chat is disconnected.

6:30:26 AM

I am disconnecting the chat

6:30:37 AM

*Anjainay Singh has ended this chat session*

6:30:42 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Aug, 8:06:51 PM

#80613 Maricel

Email: admin@taxwisecorp.com

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

**Average Response Time:** 1 Min 20 Secs

**City:** SANTA RITA

**State:** Zambales

**Country:** PHILIPPINES

## Chat Transcript

Chat Duration : 54 Mins 40 Secs

Maricel	Hello, I am your Acebuddy	18 Aug, 8:06:51 PM
Acebuddy	Hello Liza Joy Jimenez, I'm your Ace Buddy. I'll be happy to assist you!	8:06:52 PM
	Whom Would You Like to Connect With?	8:06:52 PM
Maricel	Technical Support (QB & App Hosting)	8:07:03 PM
Acebuddy	Welcome to Ace Support.	8:07:03 PM
	Please chose an option :	8:07:03 PM
Maricel	I'd like to report an Issue	8:07:17 PM
Acebuddy	Please select an option!	8:07:17 PM
Maricel	Other Issue	8:07:25 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:07:25 PM
Maricel	cannot connect to rdp	8:07:47 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:07:48 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:07:48 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	8:07:56 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	8:08:18 PM
	I will be surely assisting you with this Liza. Kindly help me with your server name and user name?	8:08:48 PM
Maricel	myrealdata	8:09:25 PM
	Liza	8:09:28 PM
	I am from Tax Wise Financial Services, Zachary Jensen	8:10:36 PM
Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.	8:10:58 PM
	Thank you for the patience Liza, Taxwise.myrealdata.net is it correct server name?	8:13:19 PM
Maricel	yes	8:13:27 PM
Shubham Maurya	Alright, Please do let me know the exact error message while trying to connect using RDP?	8:14:02 PM
	<i>8:14:54 PM Maricel is sharing a file with you <a href="#">1_image.png</a> - ( Size:32.87 KB )</i>	8:14:54 PM
Maricel	please check	8:15:39 PM

Shubham Maurya	Thank you for sharing details, please do let me check the server status.	8:16:34 PM
	Only you are facing this issue or others are also unable to login?	8:16:55 PM
Maricel	me only as of now	8:17:10 PM
	My colleague just sent a message that she cannot connect too, her name is Iqra	8:18:46 PM
Shubham Maurya	Noted Liza, Thank you for the update as we checked and we are also unable to login to this server from backend. Please hold one in meanwhile I check the root cause of it.	8:20:18 PM
	Please inform Iqra also the same thing, and ask her to wait.	8:20:38 PM
Maricel	Ok please, thank you	8:20:38 PM
Shubham Maurya	My I confirm your IP please?	8:22:55 PM
	Are we still connected here?	8:24:51 PM
Maricel	yes	8:25:29 PM
	223.25.59.216	8:25:48 PM
Shubham Maurya	Thank you for the details.	8:26:04 PM
	May I take the remote access of your local computer?	8:26:51 PM
Maricel	yes sure	8:26:58 PM
Shubham Maurya	<a href="https://assist.acecloudhosting.com/join/3032774720">https://assist.acecloudhosting.com/join/3032774720</a>	8:28:09 PM
	Kindly paste this link in the browser of local computer and join the session.	8:28:28 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:28:36 PM
Maricel	ok	8:28:39 PM
	i joined already	8:29:35 PM
Shubham Maurya	It's still pending at my end, please check there is one file getting downloaded you need to open that file once done. (Edited)	8:31:00 PM
Maricel	ok, please wait	8:31:46 PM
	please check	8:33:15 PM
Shubham Maurya	It's showing that file is getting download and next step is installation of that file which shows pending.	8:34:17 PM
Maricel	hold on	8:34:41 PM
Shubham Maurya	Sure, take your time.	8:35:14 PM
<b>Session Progress</b>		
<b>1</b>	Customer accessed the join URL	
<b>2</b>	Zoho Assist agent download is in progress	
<b>3</b>	Zoho Assist agent is being installed	8:39:30 PM

	Currently we are on step 2 in process.	
	Please let me know if you are facing any issue.	8:39:41 PM
	<i>8:40:28 PM Maricel is sharing a file with you <a href="#">image.png</a> - ( Size:453.43 KB )</i>	8:40:28 PM
Maricel	I cannot open	8:40:36 PM
	<i>8:42:23 PM Maricel is sharing a file with you <a href="#">1_image.png</a> - ( Size:4.77 KB )</i>	8:42:23 PM
	is this correct	8:42:31 PM
Shubham Maurya	Yes, it's <b>ZA_Connect.exe</b>	8:42:43 PM
	Just double click on it and it should run.	8:42:56 PM
Maricel	i click yes	8:44:00 PM
Shubham Maurya	Okay, then no further screen or any app is showing?	8:45:09 PM
Maricel	its saying another instance of Zoho is running. Click Ok to close existing instance and continue	8:46:15 PM
	is there other way	8:46:27 PM
Shubham Maurya	Yes, please click on "Ok" to close other one.	8:46:47 PM
Maricel	yes I did many times	8:47:00 PM
Shubham Maurya	Okay can you perform a system restart to close all the background running app.	8:47:53 PM
Maricel	we will lose this chat?	8:48:22 PM
Shubham Maurya	Then open browser and press Ctrl+Shift+T to restore all tabs again.	8:48:25 PM
	Chat will stay connected just reopen the same tab.	8:48:36 PM
Maricel	ok i will try	8:49:30 PM
Shubham Maurya	Okay, please let me know once it's done. I will share a fresh link for remote again.	8:50:30 PM
	Are we still connected here?	8:55:33 PM
	Are we still connected here?	8:58:18 PM
	Are we still connected here?	8:59:14 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	9:01:17 PM
	<i>Shubham Maurya has ended this chat session</i>	9:01:32 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

19 Aug, 11:40:25 PM

### #80683 arodriguez

**Email:** arodriguez@tlainteriors.com 3139086015

**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:** ROYAL OAK

**State:** Michigan

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Min 8 Secs

arodriguez	Hello, I am your Acebuddy	19 Aug, 11:40:26 PM
Acebuddy	Hello Adriana, I'm your Ace Buddy. I'll be happy to assist you!	11:40:27 PM
	Whom Would You Like to Connect With?	11:40:27 PM
arodriguez	Technical Support (QB & App Hosting)	11:40:31 PM
Acebuddy	Welcome to Ace Support.	11:40:31 PM
	Please chose an option :	11:40:31 PM
arodriguez	I'd like to raise a Request	11:40:39 PM
Acebuddy	Please select your request type.	11:40:39 PM
arodriguez	Other Request	11:40:48 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:40:48 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:40:48 PM
arodriguez	Restart	11:41:10 PM
Acebuddy	Hello Adriana, I'm your Ace Buddy. I'll be happy to assist you!	11:41:10 PM
	Whom Would You Like to Connect With?	11:41:10 PM
<i>Adriana has ended this chat session</i>		11:41:35 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

19 Aug, 7:15:07 PM

### #80661 cesar

**Email:** cesar@cesartax.com 14048651510

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

**Operator:** Sujeeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 4 Secs

**City:** CESKE BUDEJOVICE

**State:** Praha

**Country:** CZECH REPUBLIC

## Chat Transcript

Chat Duration : 12 Mins 4 Secs

cesar	Hello, I am your Acebuddy	19 Aug, 7:15:08 PM
Acebuddy	Hello Cesar, I'm your Ace Buddy. I'll be happy to assist you!	7:15:09 PM
	Whom Would You Like to Connect With?	7:15:09 PM
cesar	Technical Support (QB & App Hosting)	7:15:16 PM
Acebuddy	Welcome to Ace Support.	7:15:16 PM
	Please chose an option :	7:15:16 PM
cesar	I'd like to report an Issue	7:15:30 PM
Acebuddy	Please select an option!	7:15:30 PM
cesar	Password Reset	7:15:37 PM
Acebuddy	Please select an option below	7:15:37 PM
cesar	Already Enrolled to Selfcare Portal	7:15:43 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	7:15:43 PM

	Do you need any further assistance on the topic?	7:15:43 PM
cesar	Yes	7:21:07 PM
Acebuddy	Please wait while we connect you to our Support Representative  <i>Acebuddy (bot) forwarded the chat request</i>	7:21:07 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	7:21:12 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	7:21:17 PM
	Hello Cesar	7:21:22 PM
	Are we still connected here?	7:23:12 PM
	Are we still connected here?	7:25:27 PM
	Are we still connected here?	7:27:03 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	7:27:07 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:27:10 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	7:27:13 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

13 Aug, 3:58:13 AM

#### #80438 Debra Cartier

**Email:** topsecretbk@gmail.com 4012580291

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 7 Secs

**City:** GLASTONBURY

**State:** Connecticut

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 41 Mins

Debra Cartier	Hello, I am your Acebuddy	13 Aug, 3:58:14 AM
Acebuddy	Hello Debra Cartier, I'm your Ace Buddy. I'll be happy to assist you!	3:58:15 AM
	Whom Would You Like to Connect With?	3:58:15 AM
Debra Cartier	Technical Support (QB & App Hosting)	3:58:20 AM
Acebuddy	Welcome to Ace Support.	3:58:20 AM
	Please chose an option :	3:58:20 AM
Debra Cartier	I'd like to report an Issue	3:58:26 AM
Acebuddy	Please select an option!	3:58:27 AM
Debra Cartier	Other Issue	3:58:30 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:58:30 AM
Debra Cartier	Excel not working	3:58:43 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:58:43 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:58:43 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	3:58:52 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	3:58:57 AM
Debra Cartier	Hello	3:59:05 AM
Abhay Kumar Saraswat	Hello Debra	3:59:32 AM
	How are you doing today?	3:59:37 AM
Debra Cartier	Doing well. How about you?	3:59:46 AM
Abhay Kumar Saraswat	I will be surely assisting you with this.	3:59:58 AM
	I'm good. Thank you for asking.	4:00:09 AM
	Is this for account: <b>KCI Corporation?</b>	4:00:24 AM
Debra Cartier	yes	4:00:29 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	4:01:29 AM
	As you mentioned that Excel is not working, could you please confirm whether the issue is affecting all users or only a specific user? Also, please let me know since when the affected user has been experiencing this problem.	4:02:59 AM
Debra Cartier	It's after hours. I have no way of contacting other users	4:03:22 AM
Abhay Kumar Saraswat	Okay.	4:03:42 AM

	Please confirm the username who is facing this issue?	4:04:04 AM
Debra Cartier	me. Debra Cartier	4:04:26 AM
Abhay Kumar Saraswat	Okay.	4:04:49 AM
	Could you please confirm the username you use to log in to the <b>ACE server</b> for accessing Excel?	4:05:24 AM
Debra Cartier	myrealdatalDebra_MCM	4:06:03 AM
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.	4:06:10 AM
	Kindly allow me 2-3 more minutes to look into this.	4:11:14 AM
Debra Cartier	ok	4:11:20 AM
Abhay Kumar Saraswat	I apologize for any delay. Thank you for your patience.	4:19:09 AM
Debra Cartier	no worries	4:19:18 AM
Abhay Kumar Saraswat	I found that you have multiple accounts, and the account <b>KCI Corporation</b> does not have access to Excel.	4:20:43 AM
Debra Cartier	Do I need to send you the monthly invoices showing excel purchases?	4:21:15 AM
Abhay Kumar Saraswat	I verified that we granted you access to this server last week.	4:21:40 AM
	For <b>KCI</b> account?	4:22:22 AM
Debra Cartier	That's because the userid was linked to MCM Enterprises instead of KCI. MCM Enterprises went to QBO based on the 8/2/25 invoice... we have 4 excel users. Sandra, Scott, Kevin & Doug. Let me pull the Jul or Jun invoices	4:22:30 AM 4:25:06 AM
Abhay Kumar Saraswat	Yes, it's possible that the access was revoked because the server was cancelled. Since you were a user on that account, your Excel access was removed as well. However, as we provided you access to the KCI server with the same (now cancelled) username, Excel will need to be reactivated for this account, and the billing team will confirm the next steps in the process.	4:25:58 AM
Debra Cartier	I have excel on my PC. I'll use that instead of paying the fees. I already ran and emailed the report I needed. thanks for your help	4:27:59 AM
Abhay Kumar Saraswat	If you can allow me, I can speak with the billing team and confirm.	4:28:49 AM
Debra Cartier	My userid on NMS server is myrealdatalDebraCartie - server is NMS.myrealdatalnet	4:29:49 AM
Abhay Kumar Saraswat	Please allow me a minute to check the same.	4:30:12 AM
Debra Cartier	there is no excel on the NMS server. None of the users (other than me) use it	4:30:40 AM
Abhay Kumar Saraswat	Yes, I just checked and found that you have an account there with the username: DebraCartier@myrealdatalnet	4:31:28 AM
	And I'm unable to see <b>Excel</b> access to any user.	4:32:25 AM
	Could you please confirm whether you had Excel access on the cancelled server <b>MCM</b> ?	4:33:28 AM
Debra Cartier		

	Sorry, no	4:34:06 AM
Abhay Kumar Saraswat	Okay.	4:34:20 AM
	Thanks for the confirmation !	4:34:23 AM
Debra Cartier	I have to go. thanks for your help	4:34:35 AM
Abhay Kumar Saraswat	My pleasure to assist you.	4:34:46 AM
	Is there anything else I may help you with ?	4:34:49 AM
	Are we still connected here?	4:35:10 AM
	Are we still connected here?	4:37:29 AM
	Are we still connected here?	4:38:08 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.	4:39:12 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	4:39:15 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

12 Aug, 8:27:26 PM

**#80404 Tracy Allen**

**Email:** accounting@montanatimberproducts.com ☎ 2084026388

**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:** TULSA

**State:** Oklahoma

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 6 Mins 38 Secs

12 Aug, 8:27:27

Tracy Allen	Hello, I am your Acebuddy	PM
Acebuddy	Hello Tracy Allen, I'm your Ace Buddy. I'll be happy to assist you!	8:27:28 PM
	Whom Would You Like to Connect With?	8:27:28 PM
Tracy Allen	Technical Support (QB & App Hosting)	8:27:35 PM
Acebuddy	Welcome to Ace Support.	8:27:35 PM
	Please chose an option :	8:27:35 PM
Tracy Allen	I'd like to report an Issue	8:27:42 PM
Acebuddy	Please select an option!	8:27:42 PM
Tracy Allen	QuickBooks Issue	8:27:47 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:27:47 PM
Tracy Allen	QuickBooks is Frozen	8:27:52 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	8:27:52 PM
	Was that helpful?	8:27:52 PM
Tracy Allen	Yes	8:34:05 PM
Acebuddy	I'm glad to hear that! Should you need further assistance, please do not hesitate to reach out to me!	8:34:05 PM
	<i>Acebuddy has ended this chat session</i>	8:34:06 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

12 Aug, 9:44:41 PM

**#80416 harsh.sharma**

**Email:** harsh.sharma@myrealdataln 08587853574

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** NEW DELHI

**State:** Delhi

**Country:** INDIA

## Chat Transcript

Chat Duration : 34 Mins 6 Secs

harsh.sharma	Hello, I am your Acebuddy	12 Aug, 9:44:42 PM
Acebuddy	Hello Harsh.sharma, I'm your Ace Buddy. I'll be happy to assist you!	9:44:43 PM
	Whom Would You Like to Connect With?	9:44:43 PM
harsh.sharma	Technical Support (QB & App Hosting)	9:44:49 PM
Acebuddy	Welcome to Ace Support.	9:44:49 PM
	Please chose an option :	9:44:49 PM
harsh.sharma	I'd like to raise a Request	9:45:10 PM
Acebuddy	Please select your request type.	9:45:10 PM
harsh.sharma	Other Request	9:45:31 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:45:31 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:45:31 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.	10:18:48 PM
	<i>Ended due to chat idle timeout</i>	10:18:48 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

2 Aug, 8:09:21 AM

**#80077 andy.brower**

**Email:** andy.brower@worldmfgcorp.com 16059418288

**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:** 32 Secs

**City:** SIOUX FALLS

**State:** South Dakota

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 16 Mins 4 Secs

andy.brower	Hello, I am your Acebuddy	2 Aug, 8:09:22 AM
Acebuddy	Hello Andy.brower, I'm your Ace Buddy. I'll be happy to assist you!	8:09:23 AM
	Whom Would You Like to Connect With?	8:09:23 AM
andy.brower	Technical Support (QB & App Hosting)	8:09:30 AM
Acebuddy	Welcome to Ace Support.	8:09:30 AM
	Please chose an option :	8:09:30 AM
andy.brower	I'd like to report an Issue	8:09:37 AM
Acebuddy	Please select an option!	8:09:37 AM
andy.brower	Other Issue	8:10:21 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:10:21 AM
andy.brower	can't connect to Ace remote server	8:10:32 AM
Acebuddy	Please wait while we connect you to a Support Representative	8:10:33 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:10:33 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	8:10:40 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:10:44 AM
	Hello Andy	8:10:48 AM
	I will surely help you with this issue.	8:10:54 AM
andy.brower	hey, thank you	8:11:00 AM
Shashwat Verma	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	8:11:02 AM
andy.brower	my duo app is also not prompted when i try to log in	8:11:10 AM
	i am working later, not sure if my other users are impacted	8:11:22 AM
	I think this happened one other time	8:11:34 AM
Shashwat Verma	Okay	8:11:45 AM
andy.brower	can't remember what they did, took a few hours to resolve	8:11:46 AM
Shashwat Verma	May I take the remote access of your local computer?	8:11:48 AM

andy.brower	of my laptop?	8:12:11 AM
	i would prefer not	8:12:35 AM
Shashwat Verma	Andy, to check the connection with server we need the local pc access to check the local constraints	8:13:15 AM
andy.brower	i was just using in 15 minutes ago	8:14:27 AM
	oh, now i remember wht happened last time	8:14:38 AM
	i didn't log off properly or something	8:14:44 AM
	in the remote session. I think i did the same earlier tonight because i got a low battery on my laptop	8:15:06 AM
	so i just closed my lid	8:15:10 AM
	and didn't disconnect first from the remote session	8:15:19 AM
Shashwat Verma	Yes, that might be the issue, but as per process we need to check the local parameter, however to cut down your time period, we can close the session from backend	8:15:46 AM
andy.brower	they had to reset my remote session	8:15:48 AM
Shashwat Verma	yes, sure	8:15:53 AM
	Kindly allow me two minutes to check the same.	8:15:56 AM
andy.brower	i do not wnat to give local access to my laptop	8:16:08 AM
Shashwat Verma	Got it.	8:16:12 AM
	Allow me 5 mins.	8:16:23 AM
andy.brower	thank you	8:16:28 AM
Shashwat Verma	Kindly try now	8:19:43 AM
andy.brower	same issue still	8:20:17 AM
	WMC.myrealdata.net:54369 if this helps	8:21:07 AM
Shashwat Verma	Yes, we have removed your remote session and tried the same as you have directed us.	8:21:40 AM
andy.brower	ok	8:21:53 AM
Shashwat Verma	May I know when your pc was last time rebooted?	8:21:56 AM
andy.brower	my laptop?	8:22:04 AM
Shashwat Verma	yes	8:22:08 AM
andy.brower	probably this morning	8:22:16 AM
	i can reboot if you would like me to try that	8:22:24 AM
Shashwat Verma	You can check the same from the task manger	8:22:36 AM
	In the CPU section	8:22:46 AM
	let me know if it is more than 12hrs	8:23:04 AM
andy.brower	yeah, more than 19 hours	8:23:53 AM

Shashwat Verma	Kindly reboot it and try to access the server	8:24:10 AM
andy.brower	sounds good	8:24:19 AM
Shashwat Verma	Most probably, this chat may get disconnected while reboot	8:24:39 AM
andy.brower	ok	8:24:50 AM
Shashwat Verma	You can re-initiate if you face the same issue again (Edited)	8:24:54 AM
andy.brower	thank you	8:25:01 AM
Shashwat Verma	Otherwise we'll followup on email	8:25:15 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:25:24 AM
	<i>Shashwat Verma has ended this chat session</i>	8:25:26 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

19 Aug, 10:33:23 PM

**#80681 Daviss Hebert**

**Email:** daviss@marshlandoutdoors.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:** DELHI

**State:** Delhi

**Country:** INDIA

### Chat Transcript

Chat Duration : 45 Secs

Daviss Hebert	Hello, I am your Acebuddy	19 Aug, 10:33:24 PM
Acebuddy	Hello Daviss Hebert, I'm your Ace Buddy. I'll be happy to assist you!	10:33:25 PM
	Whom Would You Like to Connect With?	10:33:25 PM
Daviss Hebert		

Acebuddy	Welcome to Ace Support.	10:33:32 PM
	Please chose an option :	10:33:32 PM
Daviss Hebert	I'd like to report an Issue	10:33:45 PM
Acebuddy	Please select an option!	10:33:45 PM
Daviss Hebert	Password Reset	10:33:52 PM
Acebuddy	Please select an option below	10:33:52 PM
Daviss Hebert	Already Enrolled to Selfcare Portal	10:34:02 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	10:34:02 PM
	Do you need any further assistance on the topic?	10:34:02 PM
Daviss Hebert	No	10:34:09 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	10:34:09 PM
	<i>Acebuddy has ended this chat session</i>	10:34:10 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

19 Aug, 4:51:03 PM

#### #80656 office

**Email:** office@mermanusa.com 12035701995

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

**Operator:** Sujeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 31 Secs

**City:** SOMERVILLE

**State:** Massachusetts

**Country:** UNITED STATES

## Chat Transcript

office	Hello, I am your Acebuddy	19 Aug, 4:51:04 PM
Acebuddy	Hello Elizabeth S Tarbell, I'm your Ace Buddy. I'll be happy to assist you!	4:51:04 PM
	Whom Would You Like to Connect With?	4:51:04 PM
office	Technical Support (QB & App Hosting)	4:51:08 PM
Acebuddy	Welcome to Ace Support.	4:51:08 PM
	Please chose an option :	4:51:08 PM
office	I'd like to raise a Request	4:51:13 PM
Acebuddy	Please select your request type.	4:51:13 PM
office	Change in Applications	4:51:26 PM
Acebuddy	Please select your desired option!	4:51:26 PM
office	Application Addition	4:51:30 PM
Acebuddy	Please select your Application	4:51:30 PM
office	Other Application	4:51:36 PM
Acebuddy	Kindly email us the below mentioned information on support@acecloudhosting.com from your registered email address and we will update you via email.	4:51:36 PM
	<ul style="list-style-type: none"> <li>• Application name and version</li> <li>• Setup/Installer download link (if any)</li> <li>• Activation Code / License information</li> <li>• Any other info/guide needed to install the application.</li> </ul>	4:51:36 PM
	We will update you via email once the installation is complete.	4:51:36 PM
	Application Addition usually takes 1-2 Hour(s)	
	Do you need any further assistance on the topic?	4:51:36 PM
office	Yes	4:51:49 PM
Acebuddy	Please wait while we connect you to our Support Representative	4:51:49 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:51:49 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	4:51:58 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	4:52:04 PM
	Hello Elizabeth	4:52:12 PM
	How are you doing?	4:52:23 PM
office	hi sujeet	4:52:34 PM

	I need to install QB Webconnector	4:52:53 PM
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:52:58 PM
office	do you mean CID?	4:53:34 PM
Sujeet Kumar Suman	Yes, you can also help us with CID number.	4:54:03 PM
office	CID75371	4:54:20 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	4:54:58 PM
office	ok	4:55:13 PM
Sujeet Kumar Suman	Thank you for your patience.	4:55:55 PM
	Could you please help us confirm if this is a third-party QuickBooks Web Connector or the official Web Connector?"	4:55:58 PM
office	It's Quickbooks Web Connector	4:57:01 PM
	When I go to App Management - Update Web Services it prompts me to add.	4:57:59 PM
	I would like to do that with your assistance.	4:58:12 PM
Sujeet Kumar Suman	Sure, we will. (Edited)	4:58:29 PM
	May I take the remote access of your server?	4:58:45 PM
office	Yes	4:58:53 PM
Sujeet Kumar Suman	Kindly approve.	4:59:04 PM
office	Approved	4:59:49 PM
Sujeet Kumar Suman	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.	5:00:09 PM
office	ok	5:00:27 PM
	i just logged in and out of server	5:09:39 PM
Sujeet Kumar Suman	Thanks for the confirmation !	5:09:54 PM
	Once you log back in, please try to install the Web Connector. Once done, kindly let us know.	5:10:55 PM
office	ok	5:12:09 PM
	Can you look at the screen with me?	5:13:13 PM
Sujeet Kumar Suman	Sure, I can.	5:13:36 PM
	May I take the remote access of your server?	5:13:39 PM
office	yes	5:13:43 PM
Sujeet Kumar Suman	Could you please provide us with the Web Connector name or the .qbw file so that we can add it to QuickBooks?	5:17:04 PM
office	ok. let me try to find	5:18:28 PM

	i'm going to log out of server	5:18:47 PM
Sujeet Kumar Suman	Sure, please let us know once you have the Web Connector	5:19:40 PM
	Is there anything else I may help you with ?	5:19:49 PM
office	that's it for now. thanks.	5:20:09 PM
Sujeet Kumar Suman	Thanks for the confirmation !	5:20:17 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	5:20:21 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:20:25 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	5:20:35 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

15 Aug, 8:19:56 PM

**#80533 Pennington**

**Email:** jperez@prism-med.com 8594075339

**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:** 12 Secs

**City:** RIVERVIEW

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 15 Mins 19 Secs

Pennington	Hello, I am your Acebuddy	15 Aug, 8:19:57 PM
Acebuddy	Hello Pennington, I'm your Ace Buddy. I'll be happy to assist you!	8:19:58 PM
	Whom Would You Like to Connect With?	8:19:58 PM
Pennington	Technical Support (QB & App Hosting)	8:20:16 PM
Acebuddy	Welcome to Ace Support.	8:20:16 PM
	Please chose an option :	8:20:16 PM
Pennington	I'd like to report an Issue	8:20:24 PM
Acebuddy	Please select an option!	8:20:24 PM
Pennington	Password Reset	8:20:27 PM
Acebuddy	Please select an option below	8:20:27 PM
Pennington	Not Enrolled to Selfcare Portal	8:20:35 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.	8:20:35 PM
	Do you need any further assistance on the topic?	8:20:35 PM
Pennington	Yes	8:23:16 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:23:17 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:23:17 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:23:29 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:23:32 PM
Pennington	Hi Manish, I sent an email in for a pw reset	8:23:48 PM
Manish Singh	Kindly allow me two minutes to check the same.	8:23:59 PM
Pennington	Please disregard. Now I am in.	8:25:09 PM
Manish Singh	Alright, Is there anything I may assist you with?	8:25:33 PM
	Are we still connected here?	8:26:53 PM
	Are we still connected here?	8:27:54 PM
	Are we still connected here?	8:29:24 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	8:29:29 PM
	<i>Manish Singh has ended this chat session</i>	8:35:16 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

1 Aug, 4:47:02 PM

### #80032 Nilay Patel

**Email:** nilay@priorware.com ☎ 12294570732

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 31 Secs

**City:** PATERSON

**State:** New Jersey

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 43 Mins 57 Secs

Nilay Patel	Hello, I am your Acebuddy	1 Aug, 4:47:03 PM
Acebuddy	Hello Nilay Patel, I'm your Ace Buddy. I'll be happy to assist you!	4:47:04 PM
	Whom Would You Like to Connect With?	4:47:04 PM
Nilay Patel	Technical Support (QB & App Hosting)	4:47:15 PM
Acebuddy	Welcome to Ace Support.	4:47:15 PM
	Please chose an option :	4:47:15 PM
Nilay Patel	I'd like to report an Issue	4:47:24 PM
Acebuddy	Please select an option!	4:47:24 PM
Nilay Patel	Other Issue	4:47:27 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:47:27 PM
Nilay Patel	user not able to connect	4:47:37 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:47:38 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:47:38 PM

	<i>Ashutosh Mishra accepted the chat transfer request.</i>	4:47:49 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	4:47:57 PM
	<i>4:48:22 PM Nilay Patel is sharing a file with you</i> <a href="#"><u>1_image.png</u></a> - ( Size:43.84 KB )	4:48:22 PM
	Hello Nilay, I will be surely assisting you with this. Kindly help me with the server name and affected user name?	4:48:32 PM
	<i>4:48:41 PM Nilay Patel is sharing a file with you</i> <a href="#"><u>image.png</u></a> - ( Size:43.84 KB )	4:48:41 PM
	Thank you for providing the details. Let me check that for you.	4:48:49 PM
Nilay Patel	please see attachment	4:48:50 PM
Ashutosh Mishra	Thank you for your patience.	4:53:13 PM
	I see that user is part of the second server PriorwareSite2.	4:54:06 PM
	Please use the given RDP file to access the server.	4:54:18 PM
	It appears there is some issue sending the RDP file, you can also download the RDP file from the My Portal. When downloading the RDP file, In the dropdown you have to select the second server PriorwareSite2.	4:59:50 PM
Nilay Patel	no	5:00:38 PM
	we have india5 and india5.i	5:00:54 PM
	2 separate user ?	5:00:58 PM
	in priorwaresite 2 we should have only one user	5:01:12 PM
	which is mine - admin one	5:01:21 PM
Ashutosh Mishra	I see, if that is the case, please allow me two minutes to check from the backend.	5:02:34 PM
	As per the information you have provided, I understand that user india5 and india5.i both should be active on the server, is that correct?	5:05:39 PM
Nilay Patel	I am not sure what there are 2 users first of all	5:06:07 PM
	can you check status on idia5 user first	5:06:16 PM
	india5	5:06:19 PM
Ashutosh Mishra	india5 user is currently disabled and replaced with india5.i	5:07:46 PM
Nilay Patel	how and why	5:07:57 PM
Ashutosh Mishra	As per ticket #727208 you have disabled the india5 user on 4th july and created new user india5.i	5:09:12 PM
	Are we still connected here?	5:11:59 PM
Nilay Patel	yes - trying to find out what is that ticket for	5:12:23 PM
	can you enable that india5 user now	5:12:29 PM
	so they can start their work	5:12:42 PM

Ashutosh Mishra	Sure, I can enable the user. Just to make sure you would like to enable the India5@myrealdata.net and not india5.i@myrealdata.net is that correct?	5:15:45 PM
	Are we still connected here?	5:17:03 PM
Nilay Patel	ye	5:18:48 PM
	yes	5:18:48 PM
Ashutosh Mishra	The user india5 has been enabled from the backend.	5:20:23 PM
	Are we still connected here?	5:24:05 PM
Nilay Patel	yes	5:24:17 PM
	now can you help me to setup on site2	5:24:27 PM
	Quickbook drivers	5:24:39 PM
	and pull data from qb	5:24:44 PM
	are you able to help on that	5:24:48 PM
	?	5:24:48 PM
Ashutosh Mishra	Thank you for your patience.	5:27:40 PM
	This would require attention from escalation team, would it be fine if one of our escalation engineer Malkeet will reach out to you in an hour to assist further.	5:28:50 PM
	Are we still connected here?	5:30:01 PM
Nilay Patel	ok	5:30:32 PM
	sure have malkeet to reach out to me	5:30:40 PM
Ashutosh Mishra	Thanks for the confirmation !	5:30:43 PM
Nilay Patel	thank you	5:30:44 PM
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:30:51 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	5:30:55 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!	5:30:57 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>Ashutosh Mishra has ended this chat session</i>	5:31:01 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

12 Aug, 11:00:14 PM

#80424 lisa

Email: lisa@estworks.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: 54 Secs

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

## Chat Transcript

Chat Duration : 29 Mins 26 Secs

lisa	Hello, I am your Acebuddy	12 Aug, 11:00:15 PM
Acebuddy	Hello Lisa Rankin, I'm your Ace Buddy. I'll be happy to assist you!	11:00:16 PM
	Whom Would You Like to Connect With?	11:00:16 PM
lisa	Technical Support (QB & App Hosting)	11:00:20 PM
Acebuddy	Welcome to Ace Support.	11:00:20 PM
	Please chose an option :	11:00:20 PM
lisa	I'd like to report an Issue	11:00:29 PM
Acebuddy	Please select an option!	11:00:29 PM
lisa	QuickBooks Issue	11:00:34 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:00:34 PM
lisa	Other QB related issue	11:00:45 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:00:45 PM
lisa	When attempting to log onto QB getting daily requests for Admin permissions to open QB	11:01:20 PM

Acebuddy	Please wait while we connect you to a Support Representative	11:01:20 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:01:20 PM
	<i>Manish Singh accepted the chat transfer request.</i>	11:02:56 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	11:03:03 PM
lisa	Hi	11:03:10 PM
Manish Singh	I will surely help you with this issue.	11:03:12 PM
lisa	Company name is Save Moore Tax and Accounting	11:03:25 PM
Manish Singh	Are you not able to open QuickBooks application or this company file?	11:04:06 PM
lisa	The issue is opening QuickBooks - receiving the error that the action requires Win Admin Permissions - This has been happening more frequently recently	11:05:05 PM
Manish Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:05:19 PM
lisa	One second	11:05:56 PM
	SaveMooreTax.myrealdatal.net	11:07:32 PM
	Reception1@myrealdatal.net	11:07:46 PM
Manish Singh	Kindly allow me two minutes to check the same.	11:09:12 PM
	Kindly try to access now.	11:12:10 PM
lisa	Sorry... the issue was resolved for this morning	11:12:31 PM
	this is a longer term more recent issue? Unless you made the login an Admin?	11:12:53 PM
Manish Singh	Can you please elaborate more on this as I am not able to understand what is the issue you are facing other than QB Accessibility?	11:14:02 PM
lisa	I am not an administrator	11:14:26 PM
	When I log into QB and there is an update I'm not able to open QB until the Admin logs in and opens it first. Within the last 3 weeks I have been receiving prompts that I need Administrator credentials to open QB 2-4 times a week	11:15:38 PM
Manish Singh	As you have one user license that means only one user can access one QB file at one time.	11:16:09 PM
lisa	That isn't the issue I'm describing	11:16:26 PM
Manish Singh	Alright!	11:16:56 PM
	Have you tried to make any other user in QuickBooks?	11:17:20 PM
lisa	no	11:17:35 PM
Manish Singh	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	11:18:07 PM
lisa	Limited to my login, since I'm not an Admin... I'm sorry, I don't think that you understand what my issue is. Can I speak to another more experienced technician?	11:18:57 PM
Manish Singh	Can we arrange a callback to make it more precise?	11:19:13 PM

lisa	sure 702-879-7111	11:19:34 PM
Manish Singh	I apologize for the trouble you've experienced. I want to assure you that we will take the necessary steps to resolve this issue.	11:19:57 PM
	We will arrange a callback accordingly.	11:20:20 PM
	Is there anything else I may help you with ?	11:20:23 PM
	Is there any preferred time you would like us to call?	11:20:48 PM
lisa	now...	11:21:40 PM
Manish Singh	Arranging a callback will take some time if you need immediate assistance kindly call us on 888-415-5240 (toll-free)	11:22:36 PM
lisa	You can't reassign this to another tech?	11:23:15 PM
Manish Singh	For now I am the only one on chat, Let me arrange a callback within one hour will that work for you, Lisa? (Edited)	11:24:55 PM
	Are we still connected here?	11:26:44 PM
	Are we still connected here?	11:27:27 PM
	As you are on call with Gaurav we are disconnecting this chat.	11:29:33 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:29:37 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!	11:29:41 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>	11:29:42 PM



# Chat Transcript

Hello, I am your Acebuddy

**#80701 Arthur Rose****Email:** arose@artcanfixit.com**Department:** Support(QB & App Hosting)**Operator:** Sujeeet Kumar Suman**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Microsoft Edge**Device:** Desktop**Average Response Time:** 41 Secs**City:** CORAL SPRINGS**State:** Florida**Country:** UNITED STATES

Chat Duration : 44 Mins 58 Secs

## Chat Transcript

Arthur Rose	Hello, I am your Acebuddy	20 Aug, 5:37:23 PM
Acebuddy	Hello Arthur Rose, I'm your Ace Buddy. I'll be happy to assist you!	5:37:24 PM
	Whom Would You Like to Connect With?	5:37:24 PM
Arthur Rose	Technical Support (QB & App Hosting)	5:37:30 PM
Acebuddy	Welcome to Ace Support.	5:37:30 PM
	Please chose an option :	5:37:30 PM
Arthur Rose	I'd like to report an Issue	5:37:38 PM
Acebuddy	Please select an option!	5:37:38 PM
Arthur Rose	QuickBooks Issue	5:37:44 PM
Acebuddy	What type of QuickBooks Issue are you facing?	5:37:44 PM
Arthur Rose	Other QB related issue	5:37:56 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:37:56 PM
Arthur Rose	I click on Banking, then click on write checks and a square pops up and I have rebooted my computer 3 times and shut it down and it's still happening.	5:39:13 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:39:14 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:39:14 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	5:39:23 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeeet Kumar Suman. I will be assisting you today.	5:39:32 PM
	Hello Arthur	5:39:37 PM
Arthur Rose	Hello Sujeeet	5:39:49 PM
Sujeet Kumar Suman	How are you doing?	5:40:00 PM

Arthur Rose	Frustrated as I have a lot of work to do in QBs.	5:40:17 PM
Sujeet Kumar Suman	No worries, I will surely help you with this issue. (Edited)	5:41:27 PM
Arthur Rose	Thanks.	5:41:45 PM
Sujeet Kumar Suman	Kindly help me with your server name and user name?	5:41:57 PM
Arthur Rose	My user name is AR#\$nf77	5:42:43 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	5:43:36 PM
	Could you please confirm if you are the only one facing this issue, or if others are experiencing it as well?	5:44:08 PM
Arthur Rose	I'm the only one. The Director of Accounting used QBs last night and this morning; no one else told me they were having problems.	5:44:59 PM
Sujeet Kumar Suman	Sure, I can help with that.	5:46:04 PM
	When was the last time it was working properly, and have you faced any similar issues in the past?	5:46:05 PM
Arthur Rose	Yes; faced the same problem about 2 weeks ago. Rebooted my computer and it worked after trying several times.	5:46:52 PM
Sujeet Kumar Suman	Okay, no worries. I will try my best to resolve it permanently.	5:47:32 PM
Arthur Rose	Thanks.	5:47:40 PM
Sujeet Kumar Suman	May I take the remote access of your server?	5:48:35 PM
Arthur Rose	Yes	5:48:47 PM
Sujeet Kumar Suman	Kindly approve.	5:49:27 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	5:49:48 PM
	Thank you for your patience.	6:05:09 PM
	As we have updated QuickBooks from the backend but the issue still persists, kindly log out from the server and log back in again to apply the changes.	6:05:11 PM
	Once you log back in, please let us know.	6:06:23 PM
	Are we still connected here?	6:09:38 PM
	Are we still connected here?	6:11:04 PM
	Are we still connected here?	6:13:07 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	6:13:14 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:13:16 PM
Arthur Rose	Yes	6:13:16 PM
Sujeet Kumar Suman	The QuickBooks banking error has been resolved and is it now working fine? (Edited)	6:14:18 PM

Glad to have you back	6:15:40 PM
Could you please confirm if your issue has been resolved, or are you still facing the problem?	6:16:30 PM
Are we still connected here?	6:18:07 PM
Are we still connected here?	6:20:25 PM
Are we still connected here?	6:22:09 PM
As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	6:22:15 PM
Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:22:19 PM
<i>Sujeet Kumar Suman has ended this chat session</i>	6:22:22 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

25 Aug, 2:40:41 AM

#### #80794 Deanna Logoteta

**Email:** deanna@awakenreno.org ☎ 17752196737

**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:** 29 Secs

**City:** RENO

**State:** Nevada

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 10 Mins 45 Secs

Deanna Logoteta	Hello, I am your Acebuddy	25 Aug, 2:40:41 AM
Acebuddy	Hello Deanna Logoteta, I'm your Ace Buddy. I'll be happy to assist you!	2:40:42 AM
	Whom Would You Like to Connect With?	2:40:42 AM

Deanna Logoteta	Technical Support (QB & App Hosting)	2:40:55 AM
Acebuddy	Welcome to Ace Support.	2:40:55 AM
	Please chose an option :	2:40:55 AM
Deanna Logoteta	I'd like to report an Issue	2:41:00 AM
Acebuddy	Please select an option!	2:41:00 AM
Deanna Logoteta	Other Issue	2:41:06 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:41:06 AM
Deanna Logoteta	I updated the password for Kristen Bodine with AwakenUser2 and she is unable to login in.	2:41:15 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:41:15 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:41:15 AM
	<i>2:41:59 AM Deanna Logoteta is sharing a file with you <a href="#">Error Message 8.25.pdf</a> - ( Size:33.79 KB )</i>	2:41:59 AM
	<i>See error code when she tried to login</i>	
	<i>Tushar accepted the chat transfer request.</i>	2:42:42 AM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	2:42:48 AM
	Hello Deanna	2:42:58 AM
Deanna Logoteta	Hello	2:43:26 AM
Tushar	Are we still connected here?	2:44:07 AM
Deanna Logoteta	yes	2:44:13 AM
	did you get the error message I uploaded	2:44:25 AM
Tushar	Yes, I saw that.	2:44:34 AM
Deanna Logoteta	Great, are you able to assist?	2:45:00 AM
Tushar	Yes, so you reset your password, and it is now not letting you login to your profile correct?	2:45:49 AM
Deanna Logoteta	I reset the password for user Kristen Bodine with AwakenUser2 and she is unable to login in. She had first tried reaching out to Ace and then they said I should reset the password for her. After I reset it, it now gives that error message to her	2:47:18 AM
Tushar	Thank you for this detailed information I just checked from the back end the user profile for Awaken was in disconnected status so for now I have fixed it by closing it from the task manger.	2:49:02 AM
	Kindly try to login again and let us know if the issue still persists or not?	2:49:31 AM
Deanna Logoteta	Ok, please wait and I will let you know	2:49:49 AM
Tushar	Sure, please take your time	2:49:52 AM
Deanna Logoteta	Thankyou, it now works	2:50:54 AM
Tushar	Great.	2:51:00 AM
		2:51:02 AM

	Is there anything else I may help you with ?	
Deanna Logoteta	no, thank you!	2:51:09 AM
Tushar	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	2:51:14 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:51:22 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!	2:51:25 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>Tushar has ended this chat session</i>	2:51:27 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 26 Aug, 10:22:33 PM

**#80866 office**

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

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 37 Secs

**City:** STEVENSVILLE

**State:** Montana

**Country:** UNITED STATES

Chat Transcript Chat Duration : 22 Mins

office	Hello, I am your Acebuddy	26 Aug, 10:22:34 PM
Acebuddy	Hello Office, I'm your Ace Buddy. I'll be happy to assist you!	10:22:34 PM
	Whom Would You Like to Connect With?	10:22:34 PM
office	Technical Support (QB & App Hosting)	10:22:39 PM
Acebuddy	Welcome to Ace Support.	10:22:39 PM
	Please chose an option :	10:22:39 PM
office	I'd like to report an Issue	10:22:44 PM
Acebuddy	Please select an option!	10:22:44 PM
office	QuickBooks Issue	10:22:48 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:22:48 PM
office	QuickBooks Login Issue	10:22:54 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	10:22:54 PM
	Was that helpful?	10:22:54 PM
office	No	10:22:59 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	10:22:59 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:22:59 PM
	<i>Tushar accepted the chat transfer request.</i>	10:23:24 PM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	10:23:39 PM
	Hello Office.	10:23:52 PM
office	Hello - I cannot seem to log into QB. I can get to our server desktop, but when I click on the green QB icon to log in, it just shows the loading /thinking icon for a few seconds then stops. I've tried restarting my computer, I've logged out of server and back in, I've hit the "unfreeze QB" icon on my server desktop, and still can't get it to open.	10:24:36 PM
Tushar	I deeply apologize for the inconvenience caused to you and understand how time consuming this is.	10:25:44 PM
	I will surely help you with this issue.]	10:25:49 PM
	May I know if you user name is MaeF.Nent?	10:26:08 PM
office	it is!	10:26:33 PM
Tushar	Is this the first time this issue has happened and are other users facing the same issue?	10:26:43 PM
office	this was happening to me as well yesterday, but after hitting the unfreeze QB button, it resolved itself. sometimes it will also do this on a smaller scale but a computer restart usually solves that	10:27:33 PM
	I seem to be the only user this is happening to , as far as I know	10:28:04 PM
Tushar	Thank you for these details.	10:29:40 PM
	Mae may I take remote access to check some few things like file size and the scenario which causes	10:30:59 PM

	this issue.	
	It will give a better idea to pinpoint the root cause.	10:31:21 PM
office	sure	10:31:25 PM
Tushar	Great	10:31:31 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	10:31:36 PM
office	ready :)	10:31:46 PM
Tushar	<a href="https://assist.acecloudhosting.com/join/2122434038">https://assist.acecloudhosting.com/join/2122434038</a>	10:31:55 PM
	Kindly Click on the link and open the downloaded file.	10:31:57 PM
	We are connected now.	10:33:15 PM
office	ok	10:33:24 PM
Tushar	Kindly show me your QuickBooks file.	10:33:52 PM
	We will be rebooting the server to resolve the QuickBooks issue.	10:44:08 PM
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	10:44:13 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:44:17 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	10:44:32 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>Tushar has ended this chat session</i>	10:44:34 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Aug, 5:29:31 AM

#80482 Brad Haymond

**Email:** brad@netpagz.com  8013802170

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 15 Secs

**City:** CENTERVILLE

**State:** Utah

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 28 Mins 32 Secs

Brad Haymond	Hello, I am your Acebuddy	14 Aug, 5:29:32 AM
Acebuddy	Hello Brad, I'm your Ace Buddy. I'll be happy to assist you!	5:29:33 AM
	Whom Would You Like to Connect With?	5:29:33 AM
Brad Haymond	Technical Support (QB & App Hosting)	5:29:37 AM
Acebuddy	Welcome to Ace Support.	5:29:38 AM
	Please chose an option :	5:29:38 AM
Brad Haymond	I'd like to raise a Request	5:29:47 AM
Acebuddy	Please select your request type.	5:29:47 AM
Brad Haymond	Other Request	5:29:56 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	5:29:56 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	5:29:56 AM
Brad Haymond	Yes, I'm facing issues with my server	5:30:04 AM
Acebuddy	Please select an option!	5:30:04 AM
Brad Haymond	Other Issue	5:30:09 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:30:09 AM
Brad Haymond	I cannot launch the Ace Connect app	5:30:21 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:30:21 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:30:21 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	5:30:44 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	5:30:50 AM

Brad Haymond	Hello Abhay	5:30:53 AM
Abhay Kumar Saraswat	Hello Brad	5:30:58 AM
	How are you doing today?	5:31:04 AM
Brad Haymond	doing ok	5:31:07 AM
	how are you?	5:31:08 AM
Abhay Kumar Saraswat	I'm good too.	5:31:13 AM
Brad Haymond	good	5:31:17 AM
Abhay Kumar Saraswat	Thank you for asking.	5:31:21 AM
Brad Haymond	I just installed Ace Connect, but nothing is happening when the app launches	5:31:28 AM
Abhay Kumar Saraswat	I will be surely assisting you with this.	5:31:30 AM
Brad Haymond	I do not see any program window or anything	5:31:33 AM
Abhay Kumar Saraswat	Okay.	5:31:45 AM
	May I take the remote access of your local computer?	5:31:50 AM
Brad Haymond	ok	5:31:58 AM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	5:32:01 AM
	<a href="https://assist.acecloudhosting.com/join/3162587697">https://assist.acecloudhosting.com/join/3162587697</a>	5:32:18 AM
	Kindly paste this link in the browser of local computer and join the session.	5:32:25 AM
Brad Haymond	I am running 4K on my screens	5:32:35 AM
	can your computer handle that resolution?	5:32:40 AM
Abhay Kumar Saraswat	Not sure, but I can try. Normally we handle all remote sessions.	5:33:15 AM
Brad Haymond	connecting	5:33:44 AM
Abhay Kumar Saraswat	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.	5:33:51 AM
	Thank you for your patience.	5:47:29 AM
	I apologize for the trouble you've experienced.	5:47:38 AM
Brad Haymond	seems very strange that the app dos nothing	5:47:40 AM
	now I am concerned if this system is legitimate :(	5:47:50 AM
Abhay Kumar Saraswat	I can understand your frustration.	5:48:10 AM
	You can try that first, and if it doesn't work, try restarting your PC.	5:49:32 AM

	I'll email you and put this ticket on under observation.	5:50:20 AM
Brad Haymond	someone just called me on the phone	5:50:46 AM
	I told them you were chatting with me	5:50:50 AM
Abhay Kumar Saraswat	Yes, I shared your concern with our escalation team.	5:51:51 AM
	If they are with you, they'll assist you further .	5:52:07 AM
Brad Haymond	ok	5:52:21 AM
Abhay Kumar Saraswat	Can I ask him to assist you further?	5:52:24 AM
	Thank you.	5:52:31 AM
	Is there anything else I may help you with ?	5:52:42 AM
	This message has been deleted	5:54:12 AM
	Are we still connected here?	5:55:41 AM
	Are we still connected here?	5:56:05 AM
	Are we still connected here?	5:57:09 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	5:58:01 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	5:58:04 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

27 Aug, 6:18:18 PM

**#80897 Maricel**

**Email:** admin@taxwisecorp.com

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 43 Secs

**City:** NAUGSOL

**State:** Zambales

**Country:** PHILIPPINES

Chat Duration : 24 Mins 6 Secs

## Chat Transcript

Maricel	Hello, I am your Acebuddy	27 Aug, 6:18:19 PM
Acebuddy	Hello Liza Joy Jimenez, I'm your Ace Buddy. I'll be happy to assist you!	6:18:20 PM
	Whom Would You Like to Connect With?	6:18:20 PM
Maricel	Technical Support (QB & App Hosting)	6:18:22 PM
Acebuddy	Welcome to Ace Support.	6:18:22 PM
	Please chose an option :	6:18:22 PM
Maricel	I'd like to report an Issue	6:22:44 PM
Acebuddy	Please select an option!	6:22:44 PM
Maricel	Other Issue	6:22:49 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:22:49 PM
Maricel	cannot connect to rdp	6:23:04 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:23:04 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:23:04 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	6:23:54 PM
	<i>6:24:00 PM Maricel is sharing a file with you <a href="#">image.png</a> - ( Size:19.93 KB )</i>	6:24:00 PM
	<i>please connect me.</i>	
	<i>Sujeet Kumar Suman is transferring the chat to Yash Kalra.</i>	6:24:16 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	6:24:21 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	6:24:24 PM
	Hello Liza.	6:24:29 PM
Maricel	Hi Yash, please	6:24:41 PM
	Tomorrow my ISP will check my location	6:25:00 PM
	and hopefully by friday they can setup my static IP.	6:25:31 PM
Yash Kalra	Okay Liza great to hear that. please allow us some time as you know I have sent this IP to our NOC team for Whitelisting. (Edited)	6:26:27 PM
	<i>6:26:46 PM Maricel is sharing a file with you <a href="#">image.png</a> - ( Size:20.34 KB )</i>	
	<i>Is it better than this?</i>	6:26:46 PM

	Let me double check it with my team as well.	6:28:58 PM
Maricel	ok, thank you	6:29:17 PM
	Is this will charge us additional cost also?	6:30:00 PM
Yash Kalra	Liza, I checked with my team, and we came to a conclusion that static IP is better than setting up a DDNS. (Edited)	6:31:43 PM
	And yes, DDNS is free at no cost.	6:32:14 PM
	Please let us know if you want to set up Dynamics DNS, as this will also resolve your issue of whitelisting ip on everyday basis.	6:34:07 PM
Maricel	Thank you for the info, I will wait Zachary's decision regarding this	6:36:25 PM
	For now, please connect me for today. Thank you	6:36:41 PM
	I wonder why last Monday I got connected without bothering you	6:37:28 PM
Yash Kalra	Let me explain in simple terms: your IP address changes automatically after some time. It is possible that on Monday, your IP address happened to be the same as the one you were using earlier.	6:39:48 PM
	I have already shared today's IP address with the NOC team, and they will whitelist it shortly. Is there anything else I may help you with ? (Edited)	6:40:09 PM
Maricel	Nothing else, thank you	6:42:10 PM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	6:42:12 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:42:21 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!	6:42:23 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Yash Kalra has ended this chat session</i>	6:42:25 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

13 Aug, 3:36:56 AM

### #80437 Aman Sajwani

**Email:** reliable\_accounting@yahoo.com ☎ +1-(901) 881-1265

**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:** OAK BROOK

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 5 Mins 31 Secs

Aman Sajwani	Hello, I am your Acebuddy	13 Aug, 3:36:57 AM
Acebuddy	Hello Amanullah, I'm your Ace Buddy. I'll be happy to assist you!	3:36:58 AM
	Whom Would You Like to Connect With?	3:36:58 AM
Aman Sajwani	Technical Support (QB & App Hosting)	3:37:11 AM
Acebuddy	Welcome to Ace Support.	3:37:11 AM
	Please chose an option :	3:37:11 AM
Aman Sajwani	I'd like to report an Issue	3:37:22 AM
Acebuddy	Please select an option!	3:37:22 AM
Aman Sajwani	QuickBooks Issue	3:37:28 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:37:28 AM
Aman Sajwani	QuickBooks Update	3:37:38 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.	3:37:39 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.	3:37:39 AM
	Do you need any further assistance on the topic?	3:37:39 AM

Aman Sajwani	No	3:42:29 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	3:42:29 AM
	<i>Acebuddy has ended this chat session</i>	3:42:29 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

28 Aug, 10:39:41 AM

#80934 venk

**Email:** venk@dogracpa.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:** MIDDHA

**State:** Uttar Pradesh

**Country:** INDIA

## Chat Transcript

Chat Duration : 1 Min 20 Secs

venk	Hello, I am your Acebuddy	28 Aug, 10:39:42 AM
Acebuddy	Hello Venk, I'm your Ace Buddy. I'll be happy to assist you!	10:39:44 AM
	Whom Would You Like to Connect With?	10:39:44 AM
venk	Technical Support (QB & App Hosting)	10:39:56 AM
Acebuddy	Welcome to Ace Support.	10:39:56 AM
	Please chose an option :	10:39:56 AM
venk	I'd like to raise a Request	10:40:08 AM
Acebuddy	Please select your request type.	10:40:08 AM
venk	Setup Ace Server	10:40:24 AM

Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	10:40:24 AM
venk	Microsoft Windows	10:40:35 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	10:40:35 AM
	Do you need any further assistance on the topic?	10:40:35 AM
venk	No	10:41:03 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	10:41:03 AM
	<i>Acebuddy has ended this chat session</i>	10:41:03 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

22 Aug, 6:28:31 PM

**#80760 Maricel**

**Email:** admin@taxwisecorp.com

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 43 Secs

**City:** OLONGAPO

**State:** Zambales

**Country:** PHILIPPINES

### Chat Transcript

Chat Duration : 7 Mins 17 Secs

Maricel	Hello, I am your Acebuddy	22 Aug, 6:28:32 PM
Acebuddy	Hello Liza Joy Jimenez, I'm your Ace Buddy. I'll be happy to assist you!	6:28:33 PM
	Whom Would You Like to Connect With?	6:28:33 PM
Maricel	Technical Support (QB & App Hosting)	6:30:18 PM

Acebuddy	Welcome to Ace Support.	6:30:18 PM
	Please chose an option :	6:30:18 PM
Maricel	I'd like to report an Issue	6:30:22 PM
Acebuddy	Please select an option!	6:30:22 PM
Maricel	Other Issue	6:30:27 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:30:27 PM
Maricel	cannot connect to rdp	6:30:43 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:30:43 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:30:43 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	6:31:25 PM
	<i>Sujeet Kumar Suman is transferring the chat to Yash Kalra.</i>	6:31:41 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	6:31:43 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	6:31:47 PM
	Hello Liza,	6:31:53 PM
	<i>6:32:21 PM Maricel is sharing a file with you <a href="#">image.png</a> - ( Size:20.18 KB )</i>	6:32:21 PM
	<i>Hello, please help me connect. Thank you</i>	
	Okay, As you know I have to mail our Network team to whitelist this Ip, It would take some time	6:33:51 PM
	I have noted your request.	6:34:03 PM
	Is there anything else I may help you with ?	6:34:10 PM
Maricel	Yes please	6:34:12 PM
Yash Kalra	Please let me know your other request.	6:35:05 PM
Maricel	no other request	6:35:23 PM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	6:35:33 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:35:44 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!	6:35:46 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/>)

*Yash Kalra has ended this chat session*

6:35:50 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

9 Aug, 8:07:43 PM

### #80324 anishkaredia

**Email:** akaredia@anishcpa.com 8328601238

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

**Operator:** Sujeeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 31 Secs

**City:** BORIVALI WEST

**State:** Maharashtra

**Country:** INDIA

## Chat Transcript

Chat Duration : 19 Mins 50 Secs

anishkaredia	Hello, I am your Acebuddy	9 Aug, 8:07:45 PM
Acebuddy	Hello Anishkaredia, I'm your Ace Buddy. I'll be happy to assist you!	8:07:46 PM
	Whom Would You Like to Connect With?	8:07:46 PM
anishkaredia	Technical Support (QB & App Hosting)	8:07:51 PM
Acebuddy	Welcome to Ace Support.	8:07:51 PM
	Please chose an option :	8:07:51 PM
anishkaredia	I'd like to report an Issue	8:07:57 PM
Acebuddy	Please select an option!	8:07:57 PM
anishkaredia	Other Issue	8:08:03 PM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:08:03 PM
anishkaredia	need to talk with agent	8:08:22 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:08:23 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:08:23 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:08:40 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	8:08:49 PM
	Hello Anish (Edited)	8:08:54 PM
anishkaredia	can you please why i am getting login issue again and again even after entering right ID passowrd unable to login	8:09:06 PM
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:09:26 PM
anishkaredia	why you not giving me complete solution for this issue	8:09:35 PM
	how many time i have to connect you	8:09:46 PM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	8:10:13 PM
anishkaredia	get this done	8:10:27 PM
	i m frusted now	8:10:35 PM
Sujeet Kumar Suman	Sure, I can help with that.	8:10:48 PM
	We completely understand your situation and will do our utmost to resolve your issue permanently.	8:11:50 PM
	Kindly help me with your server name and user name?	8:12:11 PM
anishkaredia	myrealdatalArif	8:12:23 PM
	if possible camll me on +919029169254	8:13:04 PM
Sujeet Kumar Suman	Thank you for the information.	8:14:06 PM
	Could you please confirm if only you are facing this issue, or if others are experiencing it as well?	8:14:07 PM
anishkaredia	my be i m the only	8:14:26 PM
	other dont't have such issue	8:14:41 PM
	this is the 4th time i talking with you on same issue	8:15:03 PM
Sujeet Kumar Suman	Our apologies, we fully understand the situation you're facing.	8:16:04 PM
	Could you also let us know the last time you were able to access the server? Additionally, is there a specific time when you encounter the issue while connecting?	8:16:14 PM
anishkaredia	not specific time	8:16:36 PM
Sujeet Kumar Suman	May I take the remote access of your local computer?	8:16:52 PM
anishkaredia	i was able to login yesterday	8:16:54 PM
Sujeet Kumar Suman	Thank you for the information.	8:17:16 PM

anishkaredia	last time also one of your agent take access and told me issue resolved	8:17:19 PM
	but nothing so fare	8:17:25 PM
	ok	8:17:44 PM
Sujeet Kumar Suman	Thanks for the confirmation !	8:18:24 PM
	Kindly close all important tabs and documents for not to breach any security concern.	8:18:31 PM
anishkaredia	ok	8:18:57 PM
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/1982811365">https://assist.acecloudhosting.com/join/1982811365</a>	8:19:01 PM
	No worries, I will do my best to resolve the issue. If I'm unable to, I will escalate it accordingly.	8:19:24 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:20:17 PM
	Thank you for your patience.	8:26:02 PM
anishkaredia	thanks	8:26:11 PM
Sujeet Kumar Suman	As per discussion over the remote session, The issue is resolved.	8:26:18 PM
anishkaredia	yes	8:26:45 PM
	thanks	8:26:47 PM
Sujeet Kumar Suman	Thanks for the confirmation !	8:26:51 PM
	Is there anything else I may help you with ?	8:26:54 PM
anishkaredia	no	8:26:58 PM
Sujeet Kumar Suman	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!	8:27:04 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:27:09 PM
	<i>anishkaredia has ended this chat session</i>	8:27:36 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

19 Aug, 1:14:11 AM

### #80638 kendrakphillips

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

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 21 Secs

**City:** HUTTO

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 17 Mins 31 Secs

kendrakphillips	Hello, I am your Acebuddy	19 Aug, 1:14:12 AM
Acebuddy	Hello Kendra Phillips, I'm your Ace Buddy. I'll be happy to assist you!	1:14:12 AM
	Whom Would You Like to Connect With?	1:14:12 AM
kendrakphillips	Technical Support (QB & App Hosting)	1:14:15 AM
Acebuddy	Welcome to Ace Support.	1:14:15 AM
	Please chose an option :	1:14:15 AM
kendrakphillips	I'd like to report an Issue	1:14:20 AM
Acebuddy	Please select an option!	1:14:20 AM
kendrakphillips	Other Issue	1:14:28 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:14:28 AM
kendrakphillips	Need to set up printing	1:14:53 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:14:53 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:14:53 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	1:14:58 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	1:15:07 AM

	Hello Kendra , how are you doing	1:15:21 AM
kendrakphillips	I'm good, how are you?	1:15:30 AM
Sanyam Madan	I am good as well (Edited)	1:15:41 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:15:54 AM
kendrakphillips	QBNXTPRE1.myrealdata.net KendraPh.NPRE1	1:16:29 AM
Sanyam Madan	Kindly allow me two minutes to check the same.	1:17:17 AM
	Kendra you need to set up printer, is that right?	1:18:13 AM
kendrakphillips	yes that is correct	1:18:39 AM
Sanyam Madan	May I take the remote access of your local computer?	1:18:53 AM
kendrakphillips	yes	1:19:03 AM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	1:19:35 AM
	<a href="https://assist.acecloudhosting.com/join/3512080333">https://assist.acecloudhosting.com/join/3512080333</a>	1:19:37 AM
	Kindly paste this link in the browser of local computer and join the session.	1:19:42 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:21:10 AM
kendrakphillips	I left a pdf up in case you wanted to test print	1:21:44 AM
	the remote desktop is somewhere..?	1:21:53 AM
Sanyam Madan	Got it	1:22:14 AM
	As per discussion over the remote session, The issue is resolved by downloading uniprint clint on the local machine	1:31:19 AM
	Is there anything else I may help you with ?	1:31:25 AM
kendrakphillips	That's it for now	1:31:32 AM
Sanyam Madan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:31:37 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:31:42 AM
	<i>Sanyam Madan has ended this chat session</i>	1:31:44 AM



## Chat Transcript

# Hello, I am your Acebuddy

11 Aug, 10:33:44 PM

## Visitor Details

### #80365 Ganesh

Email: infocothenassociates@gmail.com ☎ +91 8447018372

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 44 Secs

City: GAUTAM BUDDHA NAGAR

State: Uttar Pradesh

Country: INDIA

Chat Duration : 12 Mins 13 Secs

## Chat Transcript

Ganesh	Hello, I am your Acebuddy	11 Aug, 10:33:45 PM
Acebuddy	Hello Infocothenassociates, I'm your Ace Buddy. I'll be happy to assist you!	10:33:46 PM
	Whom Would You Like to Connect With?	10:33:46 PM
Ganesh	Technical Support (QB & App Hosting)	10:33:49 PM
Acebuddy	Welcome to Ace Support.	10:33:50 PM
	Please chose an option :	10:33:50 PM
Ganesh	I'd like to report an Issue	10:33:57 PM
Acebuddy	Please select an option!	10:33:57 PM
Ganesh	QuickBooks Issue	10:34:00 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:34:00 PM
Ganesh	Other QB related issue	10:34:07 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:34:07 PM
Ganesh	server is not working properly	10:34:23 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:34:23 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:34:23 PM
	<i>Gaurav kumar declined the transfer request.</i>	10:34:57 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	10:36:20 PM
Ganesh	?	10:36:52 PM

	<i>Anjainay Singh is transferring the chat to Sanyam Madan.</i>	10:36:57 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	10:37:01 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	10:37:05 PM
Ganesh	hi	10:37:09 PM
	we are from	10:37:13 PM
	CohenAssociates.myrealdata.net	10:37:14 PM
Sanyam Madan	Okay	10:37:28 PM
Ganesh	our users are nor working properly, so we request you to kindly restart our server	10:37:31 PM 10:37:45 PM
Sanyam Madan	Okay no worries, I am rebooting the server	10:38:05 PM
Ganesh	plz send msg to all users	10:38:24 PM
Sanyam Madan	Till then you can explain here the exact issue users were facing	10:38:25 PM
	Yes , sure	10:38:31 PM
Ganesh	just resart, may be it will work properly	10:39:08 PM
Sanyam Madan	The server will be rebooted in 3 minutes	10:40:44 PM
Ganesh	ok	10:40:49 PM
Sanyam Madan	We have notified all the users	10:41:00 PM
Ganesh	thank you	10:41:06 PM
Sanyam Madan	My pleasure 😊	10:41:25 PM
	Could you tell me if this is the slowness issue you were experiencing?	10:42:20 PM
Ganesh	yes	10:42:30 PM
	done?	10:45:09 PM
Sanyam Madan	Yes the reboot is completed	10:45:28 PM
Ganesh	shall we use it now?	10:45:41 PM
Sanyam Madan	Please check at your end and let us know	10:45:41 PM
	Yes	10:45:45 PM
Ganesh	no prob	10:45:50 PM
	thank you bye	10:45:56 PM
	<i>infocoohenassociates has ended this chat session</i>	10:45:59 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

6 Aug, 12:24:37 AM

### #80195 help

**Email:** help@triadcybersolutions.com ☎ 3362999989

**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:** 2 Mins 5 Secs

**City:** ORANGEBURG

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Hour 22 Mins

help	Hello, I am your Acebuddy	6 Aug, 12:24:37 AM
Acebuddy	Hello Help, I'm your Ace Buddy. I'll be happy to assist you!	12:24:38 AM
	Whom Would You Like to Connect With?	12:24:38 AM
help	Managed IT	12:24:41 AM
Acebuddy	Please wait while we connect you to an available Representative.	12:24:41 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:24:42 AM
	<i>Shubham accepted the chat transfer request.</i>	12:24:58 AM
help	Hi	12:25:11 AM
	<i>Shubham is transferring the chat to Support(QB &amp; App Hosting).</i>	12:25:12 AM
	<i>Manish Singh accepted the chat transfer request.</i>	12:25:38 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	12:25:49 AM
help	one of the user is again facing the issue of Non-commercial product on the file exported from Quickbooks	12:26:02 AM
	please check the relevant case from case history	12:26:21 AM
	its for user Anne	12:26:31 AM

	please check the previous case	12:26:43 AM
Manish Singh	I will surely help you with this issue.	12:26:47 AM
	Kindly allow me two minutes to check the same.	12:26:51 AM
help	last time it was with Excel, now its with word	12:27:05 AM
Manish Singh	May I know the ticket number associated with the case.	12:28:28 AM
help	cant recall	12:28:40 AM
	please search	12:28:45 AM
	I think it was you	12:28:57 AM
	if you remember once you fixed it by resetting profile and all thst	12:29:33 AM
Manish Singh	Checking please wait, May I know which user is facing the issue?	12:30:35 AM
help	Anne.g	12:31:26 AM
Manish Singh	Are other users on the server also experiencing it?	12:32:15 AM
help	right now its only Anne	12:32:35 AM
	mostly she uses this feature	12:32:43 AM
	she is on hold need to make it fast	12:33:35 AM
	as this is a common issue	12:33:45 AM
Manish Singh	May I take the remote access of Anne server? (Edited)	12:33:50 AM
help	she is working	12:34:51 AM
	kast time you did this from backend	12:35:03 AM
Manish Singh	I need to know what error she is getting, so that I can assist her accordingly.	12:36:47 AM
help	check from history	12:37:50 AM
Manish Singh	Kindly help me with your server name? (Edited)	12:39:10 AM
	Are we still connected here?	12:42:37 AM
help	yes	12:43:01 AM
	tcssecuredsvr.myreldata.net	12:43:21 AM
Manish Singh	Kindly allow me two minutes to check the same.	12:44:16 AM
	Please stay connected I am working on it.	12:52:18 AM
help	ok	12:52:24 AM
Manish Singh	As I have checked with Escalation team, we need to provide user Anne.g1 with the admin access to resolve this issue.	12:56:46 AM
help	please explain	12:57:45 AM
Manish Singh	As the server has both QuickBooks Premier 2024 and Enterprise 2024 which is not compatible on the	

	server, to resolve this we have given user with SPC so that they can access QuickBooks without any issue.	12:59:10 AM
help	its not that issue man	12:59:50 AM
	they use QB accountant	1:00:06 AM
	This is what you figured out after spending an hour	1:00:37 AM
	????	1:03:00 AM
Manish Singh	Please confirm if the user Anne.g is using only QuickBooks Accountant and not the Enterprise version?	1:03:59 AM
help	#78106	1:04:17 AM
	yes correct	1:04:29 AM
Manish Singh	Thanks for the confirmation !	1:05:09 AM
	Let me make a certain change at the backend	1:05:24 AM
	Please ask the user to try now	1:07:18 AM
help	are you sure that the issue is resolved?	1:10:02 AM
	as I cant disturb her again and again	1:10:22 AM
Manish Singh	Need to check once but we are positive with the resolution.	1:10:59 AM
help	tell me what you did	1:11:28 AM
Manish Singh	We had previously configured QuickBooks Premier and Enterprise to run using RunAsSpc, which allowed the applications to open without needing admin rights. However, this also caused a side effect Microsoft Office applications were being launched through RunAsSpc as well, which led to login failures.	1:13:58 AM
	Since Anne's user account already has admin rights, we've now replaced the RunAsSpc shortcut with the standard QuickBooks shortcut, so it runs normally without causing issues with Office. (Edited)	
	Please ask the user to open Excel or Word and sign out and sign back in if the error is still there	1:15:09 AM
	Then she can export to excel from QB without any issues	1:15:20 AM
help	let me ask her to	1:15:42 AM
	she face this issue only when she export file from QuickBooks, other than that m365 apps are working fine	1:17:26 AM
	anyways she is checking	1:17:51 AM
Manish Singh	Please take your time and let us know.	1:20:57 AM
help	ok	1:23:11 AM
	sane issue man, when she export it ask to sign it when she put email it gives error like it was before no changes in error	1:28:38 AM
Manish Singh	May I take the remote access of Anne server?	1:29:12 AM
	Are we still connected here?	1:33:08 AM

	Are we still connected here?	1:35:04 AM
help	yes man	1:35:14 AM
Manish Singh	May I take the remote access of Anne server?	1:35:58 AM
	Kindly ask user Anne to open QuickBooks application from the icon which is on her desktop.	1:45:15 AM
	<i>1:45:55 AM Manish Singh is sharing a file with you <a href="#">image.png</a> - ( Size:1.7 KB )</i>	1:45:55 AM
	<i>This is the name of the icon.</i>	
help	make case will connect with you tomorrow	1:46:42 AM
	bye	1:46:44 AM
	<i>help has ended this chat session</i>	1:46:51 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

18 Aug, 11:13:40 PM

#### #80630 Kristin Kippen

**Email:** kristin@customtaxplans.com 8013895803

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 8 Secs

**City:** SALT LAKE CITY

**State:** Utah

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 11 Mins 28 Secs

Kristin Kippen	Hello, I am your Acebuddy	18 Aug, 11:13:41 PM
Acebuddy	Hello Kristin Kippen, I'm your Ace Buddy. I'll be happy to assist you!	11:13:42 PM

	Whom Would You Like to Connect With?	11:13:42 PM
Kristin Kippen	Technical Support (QB & App Hosting)	11:14:00 PM
Acebuddy	Welcome to Ace Support.	11:14:00 PM
	Please chose an option :	11:14:00 PM
Kristin Kippen	I'd like to raise a Request	11:14:07 PM
Acebuddy	Please select your request type.	11:14:07 PM
Kristin Kippen	Password Reset	11:14:11 PM
Acebuddy	Please select an option below	11:14:11 PM
Kristin Kippen	Already Enrolled to Selfcare Portal	11:14:18 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	11:14:18 PM
	Do you need any further assistance on the topic?	11:14:18 PM
Kristin Kippen	Yes	11:15:02 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:15:02 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:15:02 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	11:15:09 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	11:15:14 PM
Kristin Kippen	I am logged into your website but can't see where to reset a password for a user. How do I do that? I just see an option to Download the RDP	11:15:48 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	11:15:59 PM
	Kristin, may I take remote access of your local computer so I can troubleshoot the issue in real time? (Edited)	11:18:17 PM
	Kristin	11:19:10 PM
	Are we still connected here?	11:21:05 PM
	Are we still connected here?	11:23:03 PM
	Are we still connected here?	11:25:00 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.	11:25:06 PM
	<i>Sanyam Madan has ended this chat session</i>	11:25:09 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

1 Aug, 4:15:03 AM

### #80027 Mohita Chadha

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

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 37 Secs

**City:** SAN FRANCISCO

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 15 Mins 13 Secs

Mohita Chadha	Hello, I am your Acebuddy	1 Aug, 4:15:03 AM
Acebuddy	Hello Mohita, I'm your Ace Buddy. I'll be happy to assist you!	4:15:04 AM
	Whom Would You Like to Connect With?	4:15:04 AM
Mohita Chadha	Technical Support (QB & App Hosting)	4:15:10 AM
Acebuddy	Welcome to Ace Support.	4:15:10 AM
	Please chose an option :	4:15:10 AM
Mohita Chadha	I'd like to report an Issue	4:15:15 AM
Acebuddy	Please select an option!	4:15:15 AM
Mohita Chadha	Other Issue	4:15:19 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:15:19 AM
Mohita Chadha	Can you please help me restart my lacerte?	4:15:27 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:15:27 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:15:27 AM
Mohita Chadha	the lacerte for 2024 seems to be stuck	4:15:38 AM
	can you please help me restart it?	4:15:44 AM

	or do a forced shut down?	4:15:50 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	4:16:20 AM
	<i>Abhay Kumar Saraswat is transferring the chat to Shubham Maurya.</i>	4:16:29 AM
	<i>Shubham Maurya accepted the chat transfer request.</i>	4:16:32 AM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	4:16:51 AM
Mohita Chadha	Hi!	4:16:57 AM
	Can you please help me with my 2024 lacerte?	4:17:05 AM
	i'm getting some sort of error and I think i need to manually restart of it	4:17:14 AM
	and I can't seem to do that	4:17:17 AM
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:17:23 AM
Mohita Chadha	Kaur Tax PC	4:17:30 AM
Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.	4:18:37 AM
	Alright Mohita, thanks for your patience. So you are unable to close the application right?	4:20:12 AM
Mohita Chadha	yes	4:20:30 AM
	i would like to do that	4:20:32 AM
	would you like to take control?	4:20:42 AM
	you can then see the error	4:20:47 AM
Shubham Maurya	Okay and have you saved your work already?	4:20:48 AM
	May I take the remote access of your local PC? (Edited)	4:20:58 AM
Mohita Chadha	yes	4:21:03 AM
Shubham Maurya	Prior providing the access, I would suggest you to close any important documents at your end.	4:22:50 AM
Mohita Chadha	thank you	4:22:56 AM
	i have a client meeting in 10 mins, so hoping we could do this quickly	4:23:04 AM
	if possible	4:23:05 AM
Shubham Maurya	Yes.	4:23:27 AM
	<a href="https://assist.aceclouddhosting.com/join/3972733772">https://assist.aceclouddhosting.com/join/3972733772</a>	4:23:31 AM
	Kindly paste this link in the browser of local computer and join the session.	4:23:35 AM
	Sure, I'll try my best to solve it at earliest.	4:24:49 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.	4:24:51 AM
	Please try to launch the application again and test it.	4:27:51 AM

Mohita Chadha	i was able to get in now	4:29:08 AM
	thank you!	4:29:09 AM
Shubham Maurya	Great, Hope that helped.	4:29:22 AM
	Is there anything else I may help you with ?	4:29:26 AM
Mohita Chadha	that's it - thank you so much!	4:30:03 AM
Shubham Maurya	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	4:30:06 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!	4:30:09 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> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:30:16 AM
	<i>Shubham Maurya has ended this chat session</i>	4:30:17 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

18 Aug, 8:09:26 PM

### #80614 Stephanie Sorensen

**Email:** stephanie@elutinc.com 18017551440

**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:** 18 Secs

**City:** SALT LAKE CITY

**State:** Utah

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 22 Mins 34 Secs

Stephanie Sorensen	Hello, I am your Acebuddy	18 Aug, 8:09:27 PM
Acebuddy	Hello Stephanie Sorensen, I'm your Ace Buddy. I'll be happy to assist you!	8:09:27 PM
	Whom Would You Like to Connect With?	8:09:27 PM
Stephanie Sorensen	Technical Support (QB & App Hosting)	8:09:31 PM
Acebuddy	Welcome to Ace Support.	8:09:31 PM
	Please chose an option :	8:09:31 PM
Stephanie Sorensen	I'd like to report an Issue	8:09:39 PM
Acebuddy	Please select an option!	8:09:39 PM
Stephanie Sorensen	QuickBooks Issue	8:09:43 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:09:43 PM
Stephanie Sorensen	Other QB related issue	8:09:52 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:09:52 PM
Stephanie Sorensen	Printer no longer printing, but trying to send print jobs to uniprint. Not sure how that happened.	8:10:14 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:10:14 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:10:15 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:10:30 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:10:34 PM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	8:11:26 PM
Stephanie Sorensen	YEs!	8:11:31 PM
	I am the only one that has tried.	8:11:42 PM
Manish Singh	Alright!	8:11:54 PM
	May I take the remote access of your local computer?	8:12:01 PM
Stephanie Sorensen	Yes please	8:12:13 PM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/2212841579">https://assist.acecloudhosting.com/join/2212841579</a>	8:12:50 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:12:56 PM
	Kindly paste this link in the browser of local computer and join the session.	8:12:59 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till	

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

8:15:29 PM

Is there anything else I may help you with ?

8:30:54 PM

Stephanie Sorensen No, that was all. Thank you!

8:31:38 PM

Manish Singh I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.

8:31:49 PM

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

8:31:54 PM

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

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

Thanks!

8:31:58 PM

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

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

*Manish Singh has ended this chat session*

8:32:01 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

16 Aug, 1:35:16 AM

**#80553 Cory Benson**

**Email:** corybenson@live.com 12066178080

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**City:** SEATTLE

**State:** Washington

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 42 Mins 2 Secs

Cory Benson	Hello, I am your Acebuddy	16 Aug, 1:35:18 AM
Acebuddy	Hello Cory Benson, I'm your Ace Buddy. I'll be happy to assist you!	1:35:19 AM
	Whom Would You Like to Connect With?	1:35:19 AM
Cory Benson	Technical Support (QB & App Hosting)	1:35:30 AM
Acebuddy	Welcome to Ace Support.	1:35:30 AM
	Please chose an option :	1:35:30 AM
Cory Benson	I'd like to raise a Request	1:35:43 AM
Acebuddy	Please select your request type.	1:35:44 AM
Cory Benson	Password Reset	1:35:47 AM
Acebuddy	Please select an option below	1:35:47 AM
Cory Benson	Not Enrolled to Selfcare Portal	1:35:54 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	1:35:54 AM
	Do you need any further assistance on the topic?	1:35:54 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	2:17:20 AM
	<i>Ended due to chat idle timeout</i>	2:17:20 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

19 Aug, 5:06:52 AM

#80643 shari

Email: shari@jkservicesinc.com ☎ 18054079440

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Mac OS

Browser: Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 49 Secs

**City:** MERIDIAN

**State:** Idaho

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 24 Mins 48 Secs

shari	Hello, I am your Acebuddy	19 Aug, 5:06:52 AM
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!	5:06:53 AM
	Whom Would You Like to Connect With?	5:06:53 AM
shari	Technical Support (QB & App Hosting)	5:06:57 AM
Acebuddy	Welcome to Ace Support.	5:06:57 AM
	Please chose an option :	5:06:57 AM
shari	I'd like to report an Issue	5:07:03 AM
Acebuddy	Please select an option!	5:07:03 AM
shari	Other Issue	5:07:07 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:07:07 AM
shari	My Mikolaj file is saying admin is already logged in when I am not	5:07:36 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:07:37 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:07:37 AM
	<i>Gaurav kumar declined the transfer request.</i>	5:07:48 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	5:07:59 AM
shari	also on my mac since the last time someone remoted in - it keeps telling me screen connect has ended with a pop up but it hasn't been active	5:08:07 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	5:08:08 AM
shari	Hi is Harsh available today	5:08:16 AM
Abhay Kumar Saraswat	Hello Shari	5:08:40 AM
	He has just finished his shift.	5:09:15 AM
shari	ok can you assist me please	5:09:42 AM
Abhay Kumar Saraswat	Sure.	5:09:54 AM
	Is this for account: <b>JK Services Inc.</b> ?	5:10:50 AM
shari	yes	5:11:49 AM

Abhay Kumar Saraswat	Okay.	5:11:56 AM
	Could you please provide more details about the exact issue you are experiencing with the <b>QB file</b> ?	5:13:21 AM
	And about this issue as well.	5:13:58 AM
shari	d:\client data\Mikolaj\Mikolaj	5:14:39 AM
	if you connect to my remote you will see the error but no one is logged in	5:14:53 AM
	on my mac since last week I keep getting an error that the screen connect has ended but I have not been on screen connect	5:15:23 AM
Abhay Kumar Saraswat	I apologize for the trouble you've experienced.	5:15:44 AM
	Let me take the remote to check.	5:15:55 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	5:15:58 AM
	<a href="https://assist.acecloudhosting.com/join/5802894433">https://assist.acecloudhosting.com/join/5802894433</a>	5:16:13 AM
	Kindly paste this link in the browser of local computer and join the session.	5:16:16 AM
shari	Im connnected to the remote on the other computer	5:17:14 AM
Abhay Kumar Saraswat	But I can't see you on remote.	5:18:40 AM
shari	yes but I can't click that link	5:18:51 AM
	from this chat	5:18:57 AM
	you have to connect to it	5:19:12 AM
Abhay Kumar Saraswat	Could you please confirm me your username by which you are connecting to server?	5:20:54 AM
shari	sbray	5:21:03 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	5:22:37 AM
	I can see the user Jim Kellames is also working on QuickBooks.	5:22:55 AM
	Could you please ask him to close the QuickBooks?	5:23:15 AM
	Might be he's logged in with the admin account.	5:23:50 AM
shari	he is in mikolaj?	5:23:56 AM
	we all use the admin account but we log into multiple qb files	5:24:19 AM
Abhay Kumar Saraswat	I can't confirm that without taking his remote.	5:24:40 AM
	If you allow me, can I logged him out from QuickBooks?	5:25:53 AM
shari	ok I will have to wait - I was able to get into another file	5:25:57 AM
	yes please log him out	5:26:12 AM
Abhay Kumar Saraswat	Okay, just allow me a minute.	5:26:22 AM

	Okay, I've logged him out.	5:27:03 AM
	Could you please try again with the same file?	5:27:23 AM
	Seems you are in.	5:27:43 AM
shari	yes thanks	5:27:55 AM
Abhay Kumar Saraswat	This scenario confirms that the company file was being accessed using the admin username.	5:30:09 AM
	Please advise the other users to save their work and log out of <b>QuickBooks</b> before leaving their system.	5:30:19 AM
shari	ok will do	5:31:05 AM
Abhay Kumar Saraswat	As your issue has been resolved, is there anything else I may help you with?	5:31:12 AM
shari	no thank you	5:31:19 AM
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	5:31:29 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	
	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.	5:31:38 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	5:31:41 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Aug, 7:27:01 PM

#80039 hitesh

Email: hitesh@patel.cpa

Department: Support(QB & App Hosting)

**Operator:** Sujeeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 22 Secs

**City:** AHMEDABAD

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

Chat Duration : 11 Mins 41 Secs

hitesh	Hello, I am your Acebuddy	1 Aug, 7:27:03 PM
Acebuddy	Hello Hitesh Koshti, I'm your Ace Buddy. I'll be happy to assist you!	7:27:03 PM
	Whom Would You Like to Connect With?	7:27:03 PM
hitesh	Technical Support (QB & App Hosting)	7:27:10 PM
Acebuddy	Welcome to Ace Support.	7:27:10 PM
	Please chose an option :	7:27:10 PM
hitesh	I'd like to report an Issue	7:27:24 PM
Acebuddy	Please select an option!	7:27:24 PM
hitesh	Other Issue	7:27:30 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:27:30 PM
hitesh	unable to connect ACE Cloud Hosting server	7:28:23 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:28:23 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:28:23 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	7:28:31 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeeet Kumar Suman. I will be assisting you today.	7:28:38 PM
	Hello Hitesh	7:28:45 PM
	How are you doing?	7:29:09 PM
hitesh	Hi	7:29:10 PM
	unable to connect ACE Cloud Hosting server	7:29:11 PM
	<i>7:29:16 PM hitesh is sharing a file with you</i>	7:29:16 PM
	<i><a href="#">Screenshot 2025-08-01 192840.png</a> - ( Size:23.83 KB )</i>	
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:29:28 PM
hitesh	as per Screen short for your reference	7:29:49 PM

	Pradip Patel Co	7:30:09 PM
	RDP_Hitesh_PPC	7:30:17 PM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	7:30:28 PM
hitesh	ok	7:30:35 PM
Sujeet Kumar Suman	Thank you for your patience.	7:31:49 PM
	Are you the only one facing this problem, or are others experiencing the same issue as well?	7:31:51 PM
hitesh	Only me facing this problem	7:32:19 PM
Sujeet Kumar Suman	Is there a specific time when you are facing this issue? Also, when was the last time you were able to access the server?	7:32:35 PM
hitesh	no first time facing this problem	7:33:08 PM
Sujeet Kumar Suman	Thanks for the confirmation !	7:33:14 PM
	Could you please try logging into the server again?	7:33:48 PM
	We have just signed you out from the backend.	7:33:55 PM
hitesh	ok 5 mints	7:34:03 PM
Sujeet Kumar Suman	Sure, please take your time	7:34:25 PM
hitesh	Login Success	7:37:34 PM
Sujeet Kumar Suman	Thanks for the confirmation !	7:38:00 PM
hitesh	thank you for your Support	7:38:07 PM
Sujeet Kumar Suman	Most welcome.	7:38:15 PM
	Is there anything else I may help you with ?	7:38:18 PM
hitesh	no Thanks	7:38:27 PM
Sujeet Kumar Suman	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!	7:38:34 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.	7:38:39 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	7:38:44 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

5 Aug, 9:24:40 PM

### #80182 mperez

**Email:** mperez@prrenewables.com 7876619196

**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:** ATLANTA

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 32 Mins 25 Secs

mperez	Hello, I am your Acebuddy	5 Aug, 9:24:41 PM
Acebuddy	Hello Mperez, I'm your Ace Buddy. I'll be happy to assist you!	9:24:42 PM
	Whom Would You Like to Connect With?	9:24:42 PM
mperez	Technical Support (QB & App Hosting)	9:24:54 PM
Acebuddy	Welcome to Ace Support.	9:24:54 PM
	Please chose an option :	9:24:54 PM
mperez	I'd like to raise a Request	9:25:05 PM
Acebuddy	Please select your request type.	9:25:05 PM
mperez	Other Request	9:25:39 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:25:39 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:25:39 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.	9:57:06 PM
	<i>Ended due to chat idle timeout</i>	9:57:06 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

4 Aug, 11:59:42 PM

### #80128 Mike Goodwin

**Email:** gm@lakeholidaycc.org 15405555555

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 28 Secs

**City:** CROSS JUNCTION

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 28 Mins 32 Secs

Mike Goodwin	Hello, I am your Acebuddy	4 Aug, 11:59:43 PM
Acebuddy	Hello Thomas Michael Goodwin, I'm your Ace Buddy. I'll be happy to assist you!	11:59:44 PM
	Whom Would You Like to Connect With?	11:59:44 PM
Mike Goodwin	Technical Support (QB & App Hosting)	11:59:54 PM
Acebuddy	Welcome to Ace Support.	11:59:54 PM
	Please chose an option :	11:59:54 PM
Mike Goodwin	I'd like to report an Issue	5 Aug, 12:00:06 AM
Acebuddy	Please select an option!	12:00:06 AM
Mike Goodwin	Other Issue	12:00:12 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:00:12 AM
Mike Goodwin	Tried to reset password but my account is listed as having been restricted	12:00:43 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:00:43 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	12:00:43 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	12:00:56 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	12:01:05 AM
Mike Goodwin	Thank you	12:01:13 AM
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.	12:01:39 AM
	I will be surely assisting you with this.	12:01:48 AM
Mike Goodwin	I attempted to reset my password but received a "account has been restricted" message	12:01:50 AM
	thank you	12:01:54 AM
Abhay Kumar Saraswat	Surely, I'll look into it.	12:02:06 AM
	Is this for account: <b>Lake Holiday Country Club?</b>	12:02:35 AM
Mike Goodwin	Yes, that is correct	12:02:42 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	12:02:54 AM
Mike Goodwin	I have my user name as ThomasGLHCC	12:02:58 AM
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.	12:03:14 AM
Mike Goodwin	Thank you	12:03:25 AM
Abhay Kumar Saraswat	Thank you for your patience.	12:05:43 AM
	Could you please confirm, is this your email address <b>GM@lakeholidaycc.org</b> ? (Edited)	12:06:00 AM
Mike Goodwin	gm@lakeholidaycc.org	12:06:12 AM
Abhay Kumar Saraswat	Great.	12:06:27 AM
Mike Goodwin	yes, correct	12:06:27 AM
Abhay Kumar Saraswat	Thanks for confirming.	12:06:49 AM
	I would like to inform you that you have the admin rights to reset your password through MyPortal tool.	12:07:31 AM
	Can I assist you to reset your password?	12:07:41 AM
Mike Goodwin	please yes, when I tried, it said my account was locked/restricted	12:08:02 AM
Abhay Kumar Saraswat	Okay, I understood.	12:08:14 AM
	Let me unlock your account first.	12:08:24 AM
Mike Goodwin	Thank you	12:08:33 AM
Abhay Kumar Saraswat	Kindly allow me a minute.	12:09:05 AM

	Thank you for your patience.	12:09:47 AM
	I've just activated your account.	12:09:56 AM
	Please go to the link: <a href="#">MyPortal - Ace Cloud Hosting - Login</a>	12:10:10 AM
	And put <b>CID65057</b> as a username.	12:10:39 AM
	Or I can assist you remotely if you allow me.	12:10:53 AM
	May I take the remote access of your local computer?	12:10:56 AM
Mike Goodwin	Hang on one second, I think i should have an email now	12:11:27 AM
Abhay Kumar Saraswat	Great, please take your time.	12:11:42 AM
Mike Goodwin	so, I was able to reset it in the portal but when using the password in my remote connection, it fails. Maybe I am doing something wrong	12:14:41 AM
Abhay Kumar Saraswat	No worries.	12:14:58 AM
	I will be surely assisting you with this.	12:15:15 AM
	May I take the remote access of your local computer?	12:15:18 AM
Mike Goodwin	yes	12:15:29 AM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	12:15:40 AM
Mike Goodwin	Nothing important is open, thank you	12:16:00 AM
Abhay Kumar Saraswat	<a href="https://assist.acecloudhosting.com/join/6812225315">https://assist.acecloudhosting.com/join/6812225315</a>	12:16:18 AM
	Kindly paste this link in the browser of local computer and join the session.	12:16:21 AM
Mike Goodwin	it fails to launch, may be our network security, not sure	12:18:46 AM
Abhay Kumar Saraswat	Okay, what error you can see while connecting remote session?	12:19:23 AM
Mike Goodwin	it just says the Logon attempt failed	12:19:51 AM
	<i>The visitor's name was changed from thomas Michael Goodwin to Mike Goodwin.</i>	12:20:49 AM
	I am now able to login to the portal, but not with the remote connection on my desktop to the server	12:21:21 AM
Abhay Kumar Saraswat	Can I resend you the remote session link?	12:21:27 AM
Mike Goodwin	sure	12:21:34 AM
Abhay Kumar Saraswat	Thanks.	12:21:43 AM
	<a href="https://assist.acecloudhosting.com/join/9852526432">https://assist.acecloudhosting.com/join/9852526432</a>	12:21:56 AM
	Kindly paste this link in the browser of local computer and join the session.	12:21:59 AM
	You can check your downloads.	12:23:06 AM
	There will be a setup file to connect with remote session.	12:23:21 AM

Mike Goodwin	it did download and I ran the file	12:23:29 AM
	I tried again but it says it is already running	12:24:14 AM
Abhay Kumar Saraswat	I've ended the previous session, please check again.	12:24:53 AM
Mike Goodwin	Still says it is already running	12:25:39 AM
Abhay Kumar Saraswat	Okay.	12:26:21 AM
	No worries.	12:26:27 AM
	I can assist you with the screenshots.	12:26:45 AM
Mike Goodwin	I just got it, was able to reset again and it worked. Thank you	12:27:10 AM
Abhay Kumar Saraswat	Great.	12:27:21 AM
Mike Goodwin	I appreciate your help	12:27:23 AM
Abhay Kumar Saraswat	Is there anything else I may help you with ?	12:27:31 AM
Mike Goodwin	No, hope you have a great day! Thank you	12:27:47 AM
Abhay Kumar Saraswat	You too.	12:27:57 AM
Mike Goodwin	Thanks	12:28:02 AM
Abhay Kumar Saraswat	You're welcome.	12:28:03 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:28:07 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!	12:28:10 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> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:28:13 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	12:28:15 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

1 Aug, 5:46:30 AM

### #80028 Amy Wiggins

Email: awdiver@yahoo.com ☎ 2178170131

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 7 Secs

City: GEORGE TOWN

State: Cayman Islands

Country: CAYMAN ISLANDS

## Chat Transcript

Chat Duration : 27 Mins 11 Secs

Amy Wiggins	Hello, I am your Acebuddy	1 Aug, 5:46:31 AM
Acebuddy	Hello Amy McTaggart, I'm your Ace Buddy. I'll be happy to assist you!	5:46:31 AM
	Whom Would You Like to Connect With?	5:46:31 AM
Amy Wiggins	Technical Support (QB & App Hosting)	5:46:39 AM
Acebuddy	Welcome to Ace Support.	5:46:39 AM
	Please chose an option :	5:46:39 AM
Amy Wiggins	I'd like to report an Issue	5:46:47 AM
Acebuddy	Please select an option!	5:46:47 AM
Amy Wiggins	Other Issue	5:46:50 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:46:50 AM
Amy Wiggins	Hi. We have just migrated over to a dedicated host for our Quickbooks Server. I have set up my new account in the Self Care portal, but do not know what the new RDP servername is. The old RDP server was QBNXTPRE1.myrealdata.net Can you help please?	5:48:43 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:48:44 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:48:44 AM
	<i>Shubham Maurya accepted the chat transfer request.</i>	5:48:50 AM

Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	5:49:21 AM
	I will be surely assisting you with this. Kindly help me with your CID number or account name?	5:50:04 AM
Amy Wiggins	Thank you	5:50:04 AM
	CID62591 Cayman Islands Baptist User: Amy M. (amy.m1@myreldata.net)	5:51:13 AM
Shubham Maurya	Thank you for the information Amy, Kindly allow 2 minutes to check the same.	5:51:51 AM
	Thank you for your patience, You can note down the details which you need to enter while login to your dedicated server.	
	Server 1 Name>>CaymanIslands.myreldata.net Username>>amy.m1@myreldata.net Password>>(Your set password)	5:56:19 AM
	If you want we can share RDP file for direct login with this username.	5:56:42 AM
Amy Wiggins	Excellent, that's perfect. Thank you, please give me a moment to try it.	5:57:04 AM
Shubham Maurya	Sure Amy take your time.	5:57:21 AM
Amy Wiggins	I am getting the error that Remote Desktop can't find the computer "CaymanIslands.myreldata.net"/	6:00:26 AM
Shubham Maurya	Alright, let me test the server at my end please allow few minutes. I'll try to check it at the earliest.	6:02:05 AM
Amy Wiggins	OK, thank you.	6:03:18 AM
Shubham Maurya	Thanks for your patience Amy, I've just reviewed the backend data, and it appears that some tasks are still in progress on the server. Once those are fully completed and the server is ready to go live, we'll share the details with you	
	Alternatively, If you wish to get a callback, please share the following information so we can connect with you accordingly :	6:07:52 AM
	Call Back number :	
	Preferred Time frame :	
	Time Zone :	
Amy Wiggins	OK, thank you. I did not realize there were still things that were happening. Thank you.	6:09:51 AM
Shubham Maurya	Please do let me know how would you like to proceed? Shall we arrange a callback to help it over the call or you can have a ticket number over the email, we'll share the server details over there.	6:10:07 AM
Amy Wiggins	An e-mail would be fantastic as it is nighttime here.	6:10:16 AM
Shubham Maurya	We do appreciate your understanding on this, Thank you.	6:10:49 AM
Amy Wiggins	My e-mail is awdive@yahoo.com which is registered in the AceCloudHosting system.	6:11:00 AM
Shubham Maurya	Noted well Amy, we'll update you with the ticket number once this chat ends. Hope that would help for now.	6:12:29 AM
Amy Wiggins	Thank you and have a good day.	6:12:50 AM

Shubham Maurya	Is there anything else I may help you with ?	6:12:53 AM
Amy Wiggins	That is it. Thank you for your help	6:13:00 AM
Shubham Maurya	You too have a good one.	6:13:05 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!		
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.		
<i>Shubham Maurya has ended this chat session</i>		



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 29 Aug, 3:05:59 AM

**#80971 Summer Nieratko**

**Email:** summer@proseccosource.com

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

**Operator:** Vikas Singh Chauhan

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 30 Secs

**City:** SAN DIEGO

**State:** California

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 10 Secs

Summer Nieratko	Hello, I am your Acebuddy	29 Aug, 3:05:59 AM
Acebuddy	Hello Summer Nieratko, I'm your Ace Buddy. I'll be happy to assist you!	3:06:00 AM
	Whom Would You Like to Connect With?	3:06:00 AM
Summer Nieratko	Technical Support (QB & App Hosting)	3:06:06 AM
Acebuddy	Welcome to Ace Support.	3:06:06 AM
	Please chose an option :	3:06:06 AM
Summer Nieratko	I'd like to report an Issue	3:06:25 AM
Acebuddy	Please select an option!	3:06:25 AM
Summer Nieratko	QuickBooks Issue	3:06:28 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:06:28 AM
Summer Nieratko	Other QB related issue	3:06:33 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:06:33 AM
Summer Nieratko	unable to export to AvidPay	3:06:45 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:06:46 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:06:46 AM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	3:07:04 AM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	3:07:20 AM
	I deeply apologize for the inconvenience caused to you.	3:07:36 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:07:43 AM
Summer Nieratko	ProseccoSource.myrealdatal.net	3:08:33 AM
	myrealdatalsummer.n	3:08:44 AM
Vikas Singh Chauhan	Thanks for the confirmation !	3:09:16 AM
	Could you please explain about the issue you are facing in Quickbooks ?	3:09:53 AM
Summer Nieratko	here's a screenshot of the error I receive when I try to export payments to AvidPay	3:10:45 AM
	<i>3:10:58 AMSummer Nieratko is sharing a file with you <a href="#">Screenshot 2025-08-27 at 3.33.33 PM.png</a> - ( Size:46.02 KB )</i>	3:10:58 AM
Vikas Singh Chauhan	Okay	3:11:08 AM
	May I take the remote access of your local computer?	3:11:18 AM
Summer Nieratko	yes	3:11:22 AM
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.	3:11:36 AM
	<a href="https://assist.acecloudhosting.com/join/1082449495">https://assist.acecloudhosting.com/join/1082449495</a>	3:11:40 AM

	Kindly paste this link in the browser of local computer and join the session.	3:11:53 AM
Summer Nieratko	is it working	3:14:20 AM
	i didn't have to download anything last time	3:14:32 AM
Vikas Singh Chauhan	It seems there is issue with your internet speed. I still do not see the screen.	3:15:06 AM
Summer Nieratko	is there a way to do it without Zoho?	3:16:05 AM
	last time support did not send me a link and were able to access remote without this	3:16:32 AM
Vikas Singh Chauhan	Okay, no need to worry. I will take the remote access of your server session.	3:17:38 AM
	I am connected to your server session now.	3:18:10 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:18:16 AM
	Summer, please connect with AvidPay support team and you can include us in the same call if required.	3:35:16 AM
Summer Nieratko	ok	3:35:34 AM
Vikas Singh Chauhan	Is there anything else I may help you with ?	3:35:37 AM
Summer Nieratko	no	3:35:41 AM
Vikas Singh Chauhan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:35:50 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:35:55 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!	3:36:00 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>Vikas Singh Chauhan has ended this chat session</i>	3:37:10 AM



## Chat Transcript

# Hello, I am your Acebuddy

## Visitor Details

15 Aug, 4:33:25 AM

#80524 grace.lee

Email: grace.lee@myrealdata.net

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 22 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

## Chat Transcript

Chat Duration : 8 Mins 10 Secs

grace.lee	Hello, I am your Acebuddy	15 Aug, 4:33:26 AM
Acebuddy	Hello Grace Lee, I'm your Ace Buddy. I'll be happy to assist you!	4:33:27 AM
	Whom Would You Like to Connect With?	4:33:27 AM
grace.lee	Technical Support (QB & App Hosting)	4:33:33 AM
Acebuddy	Welcome to Ace Support.	4:33:33 AM
	Please chose an option :	4:33:33 AM
grace.lee	I'd like to report an Issue	4:33:45 AM
Acebuddy	Please select an option!	4:33:45 AM
grace.lee	Other Issue	4:34:02 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:34:02 AM
grace.lee	None of the emails I sent through Outlook today were delivered	4:34:41 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:34:41 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:34:41 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	4:35:58 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	4:36:03 AM
	Hello Grace	4:36:06 AM
grace.lee	Hi	4:36:15 AM
	It seems that none of the emails I sent via Outlook throughout the day were actually sent or delivered	4:36:27 AM

	Would it be possible to update Outlook this evening?	4:36:42 AM
Shashwat Verma	Yes, we can update it from backend	4:36:58 AM
	However let me know when you have faced this issue first time?	4:37:17 AM
grace.lee	The emails hadn't been going out since this morning, but I didn't notice it until after 3 PM.	4:37:57 AM
Shashwat Verma	Okay	4:38:07 AM
	I will surely help you with this issue.	4:38:10 AM
grace.lee	Thank you	4:38:20 AM
Shashwat Verma	May I take the remote access and check the issue or would you have first proceed with updating the application and check the same?	4:38:55 AM
grace.lee	sure	4:39:09 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	4:39:21 AM
	<a href="https://assist.acecloudhosting.com/join/3242078498">https://assist.acecloudhosting.com/join/3242078498</a>	4:39:29 AM
	Kindly Click on the link and open the downloaded file.	4:39:32 AM
grace.lee	I will check it tomorrow morning after the application has been updated.	4:40:12 AM
Shashwat Verma	Okay	4:40:42 AM
	Will update the same and will let you know	4:40:58 AM
grace.lee	than you so much	4:41:10 AM
	Can I leave now?	4:41:22 AM
Shashwat Verma	Yeah sure	4:41:30 AM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	4:41:32 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:41:34 AM
	<i>Shashwat Verma has ended this chat session</i>	4:41:37 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Aug, 8:54:58 PM

#80177 Pearl Nartey

**Email:** pearl@wgec.com

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

**Operator:** Shubham Maurya

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min

**City:** ALLEN

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 43 Mins 21 Secs

Pearl Nartey	Hello, I am your Acebuddy	5 Aug, 8:54:59 PM
Acebuddy	Hello Pearl Nartey, I'm your Ace Buddy. I'll be happy to assist you!	8:55:00 PM
	Whom Would You Like to Connect With?	8:55:00 PM
Pearl Nartey	Technical Support (QB & App Hosting)	8:55:05 PM
Acebuddy	Welcome to Ace Support.	8:55:05 PM
	Please chose an option :	8:55:05 PM
Pearl Nartey	I'd like to report an Issue	8:55:11 PM
Acebuddy	Please select an option!	8:55:11 PM
Pearl Nartey	Other Issue	8:55:15 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:55:15 PM
Pearl Nartey	trying to download the new ace connect	8:55:30 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:55:31 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:55:31 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	8:55:57 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	8:56:08 PM
	I will be surely assisting you with this Pearl. Kindly help me with your server name and user name?	8:56:41 PM
Pearl Nartey	WGEngandConsLLC.myrealdatal.net	8:57:23 PM
	PearlNartey@myrealdatal.net	8:57:35 PM
Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.	8:57:47 PM
	Thank you for your patience Pearl.	8:59:36 PM
	You need to download RDP file on new system correct?	9:00:04 PM

Pearl Nartey	no that is a different question. u guys sent an email about new ace connect to improve the RDP experience. i downloaded it but it's not doing anything	9:00:46 PM
	Supercharge Your Hosting Experience Introducing Ace Connect	9:01:22 PM
Shubham Maurya	Alright, thank you for the clear explanation. Please allow me some time to review this email shared with you, and I'll get back to you shortly.	9:02:25 PM
	Is there any reference ticket number with that mail?	9:02:38 PM
Pearl Nartey	no	9:04:29 PM
	Supercharge Your Hosting Experience Introducing Ace Connect Hello Pearl Nartey, At Ace Cloud Hosting, we're always working to improve your remote work experience. That's why we're thrilled to launch our new application: Ace Connect! Ace Connect is built to simplify your workflow and deliver a more connected, intelligent cloud experience. Seamless Connectivity: Smart failover routing ensures stable access anytime. Enhanced RDP Experience: Faster, smoother sessions optimized for work. Instant Support: Live chat, call-back requests, system status, and ticketing built-in. Stay Informed: Real-time alerts for downtime or maintenance. Exclusive Offers: Get early access to promotions and upgrades. Download Ace Connect *Compatible with Windows 10 & above. MacOS version will be available soon! Getting started is easy—just download the app and follow the install guide. If you have any questions, our support team is ready to help. Regards, Team Ace Cloud Hosting	9:04:44 PM
Shubham Maurya	Thank you for the detail, let me check it with the database to share right information with you.	9:06:12 PM
	Hello Pearl,	9:09:41 PM
	Ace Connect is basically a new Connector for users to connect with Server. We have implemented new features in there for seamless user experience on server.	9:11:01 PM
	If you want, you can try it & check the features in there.	9:11:19 PM
	I can help you, if in case you need any assistance to install it and use.	9:12:05 PM
	However, if you are comfortable & want to use the existing connector, you can use it.	9:12:35 PM
Pearl Nartey	yes that's what i'm saying. i downloaded it but not able to access it	9:12:36 PM
Shubham Maurya	Let me remote into your computer quickly & check the configuration.	9:13:00 PM
	Pearl,	9:13:04 PM
Pearl Nartey	ok	9:14:14 PM
Shubham Maurya	May I take the remote access of your local computer?	9:15:22 PM
	<a href="https://assist.aceclouddhosting.com/join/4492615597">https://assist.aceclouddhosting.com/join/4492615597</a>	9:15:32 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:15:39 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:17:10 PM
	From here we can setup configuration as per your dedicated server, WGEngandConsLLC.myrealdata.net	9:20:01 PM
	These are the gateways available from Ace cloud which can be switched automatically in this new app, unlike the old RDP file where we have to switch it manually.	9:21:03 PM

Pearl Nartey	not sure i know what this means. for any other employees do they need to go through this process to download the new connector?	9:23:02 PM
	is the connection supposed to be faster?	9:24:10 PM
	also how can i make the default multi user?	9:24:31 PM
Shubham Maurya	In case if they want to use this new application to prevent any downtime on servers due to unavailability of a single location, they can use this new app, else they can still keep using old RDP file to connect with server.	9:25:18 PM
	For more details, you can visit our portal at <a href="https://vision.acecloudhosting.com/">https://vision.acecloudhosting.com/</a> .	
Pearl Nartey	ok - it seems with the new app u can still see your desktop outside of the RDP?	9:26:13 PM
Shubham Maurya	It offers improved reliability, but speed remains the same.	9:26:18 PM
	Exactly ! much more compatibility.	9:26:51 PM
Pearl Nartey	for new employees that i add - how do i send them the RDP to download?	9:26:54 PM
Shubham Maurya	A default mail will be triggered to every existing users of Ace Cloud Hosting, let me check if we can provide it manually or not.	9:28:18 PM
Pearl Nartey	I added Edmond yesterday and he got the email but no link to download the RDP	9:29:22 PM
	Dear Pearl A new user has been created on your account. CID: CID74034 Account Name: WG Engineering and Construction LLC User added: Edmond Nartey (enartey@myrealdatal.net) If you have not requested this, please contact ACE Support immediately. Regards, Team ACE	9:30:38 PM
	how would he download the RDP?	9:30:53 PM
Shubham Maurya	Alright, if any manual setup is needed, you can visit the following link and use the " <b>Download Now</b> " option to get the new application setup file:	
	<a href="https://vision.acecloudhosting.com/">https://vision.acecloudhosting.com/</a>	9:31:30 PM
	Once installed, you can configure it using your existing username and password, and save the credentials for future use.	
Pearl Nartey	ok thanks	9:32:14 PM
Shubham Maurya	Only existing users are getting this roll out for now, new users will be added shortly.	9:32:40 PM
Pearl Nartey	wait so the new user shouldn't use this link?	9:33:18 PM
Shubham Maurya	Although, if they want they can still use it from the link which I shared.	9:33:24 PM
Pearl Nartey	oh okay. but my question is actually a general question - the welcome email doesn't have a link to download the RDP so how would new users know what to do?	9:34:08 PM
Shubham Maurya	We truly appreciate you bringing this to our attention, Pearl. We'll be sharing your feedback with our backend team to consider implementing this improvement, as we understand users are facing difficulties when no download link is provided in the initial welcome email.	9:36:54 PM
	Hope that would be helpful Pearl.	9:37:07 PM
Pearl Nartey	yes - thank you.	9:37:24 PM
	thanks for your help	9:37:30 PM

Shubham Maurya	You are most welcome!	9:37:36 PM
	Is there anything else I may help you with ?	9:37:41 PM
Pearl Nartey	no that's it. thank u	9:37:50 PM
Shubham Maurya	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	9:38:08 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.	9:38:15 PM
	<i>Pearl Nartey has ended this chat session</i>	9:38:21 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 19 Aug, 5:50:02 AM

#80645 shari

Email: shari@jkservicesinc.com ☎ 18054079440

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 22 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 39 Secs

shari	Hello, I am your Acebuddy	19 Aug, 5:50:02 AM
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!	5:50:03 AM
	Whom Would You Like to Connect With?	5:50:03 AM
shari	Technical Support (QB & App Hosting)	5:50:06 AM
Acebuddy	Welcome to Ace Support.	5:50:06 AM
	Please chose an option :	5:50:06 AM
shari	I'd like to report an Issue	5:50:12 AM
Acebuddy	Please select an option!	5:50:12 AM
shari	Other Issue	5:50:15 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:50:15 AM
shari	QB Enterprise will not load	5:50:25 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:50:25 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:50:25 AM
	<i>Gaurav kumar declined the transfer request.</i>	5:51:19 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	5:51:31 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	5:51:36 AM
shari	hi	5:51:45 AM
Sanyam Madan	Hello Shari	5:51:45 AM
shari	I was working in the file about 1 hour ago	5:52:03 AM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:52:09 AM
shari	logged off and now I can't get back in	5:52:10 AM
	<i>JKS Enterprise</i>	5:52:18 AM
Sanyam Madan	Kindly allow me two minutes to check the same.	5:52:22 AM
	May I take the remote access of your server?	5:54:47 AM
shari	yes	5:54:57 AM
Sanyam Madan	Please allow me two minutes	5:56:27 AM
	I apologize for the delay	5:56:33 AM
	Please accept the request	5:57:24 AM
	Shari it is showing that you have rejected the remote access request	5:58:17 AM
shari	not getting anything	5:58:20 AM
Sanyam Madan	Sending it again , just a moment	5:58:42 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.

5:59:09 AM

please show me the error

5:59:32 AM

Shari as discussed, we will be updating QB tonight on both the server and Harsh will be reaching out to you tomorrow regarding the web connector issue

6:09:11 AM

Is there anything else I may help you with ?

6:09:51 AM

Shari, are we still connected here?

6:12:21 AM

Are we still connected here?

6:14:11 AM

Are we still connected here?

6:16:32 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.

6:16:39 AM

*Sanyam Madan has ended this chat session*

6:16:42 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

15 Aug, 1:22:14 AM

**#80515 RACHAL**

**Email:** rachal@skrconstruction.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:** 13 Secs

**City:** GONZALES

**State:** Louisiana

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 16 Mins 54 Secs

RACHAL

15 Aug, 1:22:16

	Hello, I am your Acebuddy	AM
Acebuddy	Hello Rachal, I'm your Ace Buddy. I'll be happy to assist you!	1:22:16 AM
	Whom Would You Like to Connect With?	1:22:16 AM
RACHAL	Technical Support (QB & App Hosting)	1:22:28 AM
Acebuddy	Welcome to Ace Support.	1:22:28 AM
	Please chose an option :	1:22:28 AM
RACHAL	I'd like to report an Issue	1:22:38 AM
Acebuddy	Please select an option!	1:22:38 AM
RACHAL	Other Issue	1:23:15 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:23:15 AM
RACHAL	Our printer/copier is saying offline. It won't scan to our email or print from our pc	1:23:51 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:23:52 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:23:52 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	1:25:00 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1:25:03 AM
	Hello Rachal	1:25:09 AM
RACHAL	hi	1:25:15 AM
Shashwat Verma	I will surely help you with this issue.	1:25:45 AM
	May I take the remote access of your local? (Edited)	1:26:29 AM
RACHAL	yes	1:26:41 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	1:26:45 AM
	<a href="https://assist.acecloudhosting.com/join/9052528397">https://assist.acecloudhosting.com/join/9052528397</a>	1:26:54 AM
	Kindly Click on the link and open the downloaded file.	1:26:57 AM
RACHAL	They are closed.	1:27:05 AM
Shashwat Verma	Kindly access the link	1:27:23 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:28:03 AM
	As per the remote session, we have checked and found that the issue is at the local end, as we cannot print from local pc, hence we suggested to connect your local IT department for the same.	1:39:02 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:39:08 AM
	<i>Shashwat Verma has ended this chat session</i>	1:39:11 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

23 Aug, 9:51:29 PM

**#80788 Sonny Blanchard**

**Email:** sb@titanglobal.pro 13463804350

**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:** RICHMOND

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Min 10 Secs

Sonny Blanchard	Hello, I am your Acebuddy	23 Aug, 9:51:29 PM
Acebuddy	Hello Sonny Blanchard, 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
Sonny Blanchard	Technical Support (QB & App Hosting)	9:52:14 PM
Acebuddy	Welcome to Ace Support.	9:52:14 PM
	Please chose an option :	9:52:14 PM
Sonny Blanchard	I'd like to raise a Request	9:52:18 PM
Acebuddy	Please select your request type.	9:52:18 PM
Sonny Blanchard	Other Request	9:52:32 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:52:32 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:52:32 PM
Sonny Blanchard	No, That'll be all!	9:52:40 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	9:52:40 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

4 Aug, 11:26:35 PM

### #80124 Emily King

**Email:** emilykingbookkeeping@gmail.com 16313770960

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 48 Secs

**City:** SAG HARBOR

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Hour 2 Mins

Emily King	Hello, I am your Acebuddy	4 Aug, 11:26:37 PM
Acebuddy	Hello Emily King, I'm your Ace Buddy. I'll be happy to assist you!	11:26:38 PM
	Whom Would You Like to Connect With?	11:26:38 PM
Emily King	Technical Support (QB & App Hosting)	5 Aug, 12:00:06 AM
Acebuddy	Welcome to Ace Support.	12:00:06 AM
	Please chose an option :	12:00:06 AM
Emily King	I'd like to report an Issue	12:00:15 AM
Acebuddy	Please select an option!	12:00:15 AM
Emily King	Password Reset	12:00:23 AM
Acebuddy	Please select an option below	12:00:23 AM
Emily King	Already Enrolled to Selfcare Portal	12:00:39 AM

Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	12:00:39 AM
	Do you need any further assistance on the topic?	12:00:39 AM
Emily King	Yes	12:00:55 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:00:55 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:00:55 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	12:01:33 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	12:01:41 AM
	Hello Emily , how are you doing	12:02:51 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:03:14 AM
Emily King	Emily King	12:04:02 AM
	and the user name is Koral Wurm	12:04:12 AM
Sanyam Madan	Kindly allow me two minutes to check the same.	12:04:24 AM
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the password reset request.	12:06:46 AM
	We will do right away	12:06:59 AM
	We need an authorization mail	12:07:12 AM
	Emily, please confirm here once you have emailed us.	12:09:26 AM
Emily King	i emailed and called earlier	12:10:21 AM
	sent the email	12:11:06 AM
Sanyam Madan	Okay , got it	12:11:25 AM
	Let me reset the password real quick	12:11:36 AM
Emily King	ok	12:13:10 AM
Sanyam Madan	I've just sent you the password ,please check	12:14:16 AM
	Is there anything else I may help you with ?	12:15:25 AM
Emily King	yes	12:19:24 AM
	can you help me change the name of that user?	12:19:38 AM
Sanyam Madan	Emily , It's not possible to change the username but you can do one thing	12:21:10 AM
Emily King	ok	12:21:37 AM
Sanyam Madan	You can disable the user and create a new user with the desired username through myportal.acecloudhosting.com	12:22:05 AM
	We can migrate the data to the new account	12:22:19 AM
	Are we still connected here?	12:24:39 AM

Are we still connected here?

12:26:52 AM

Are we still connected here?

12:28:25 AM

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

12:28:36 AM

*Sanyam Madan has ended this chat session*

12:28:39 AM

