

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jul, 6:38:12 PM

#79054 kway

Email: kway@nfppartners.com

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 38 Secs

City: KALAMAZOO

State: Michigan

Country: UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 3 Secs

kway	Hello, I am your Acebuddy	8 Jul, 6:38:13 PM
Acebuddy	Hello Kway, I'm your Ace Buddy. I'll be happy to assist you!	6:38:15 PM
	Whom Would You Like to Connect With?	6:38:15 PM
kway	Technical Support (QB & App Hosting)	6:38:27 PM
Acebuddy	Welcome to Ace Support.	6:38:27 PM
	Please chose an option :	6:38:27 PM
kway	I'd like to report an Issue	6:38:34 PM
Acebuddy	Please select an option!	6:38:35 PM
kway	Password Reset	6:38:38 PM
Acebuddy	Please select an option below	6:38:39 PM
kway	Not Enrolled to Selfcare Portal	6:38:48 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.	6:38:48 PM
	Do you need any further assistance on the topic?	6:38:48 PM
kway	Yes	6:39:17 PM
Acebuddy		

	Please wait while we connect you to our Support Representative	6:39:17 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:39:17 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	6:39:41 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	6:39:52 PM
kway	good morning	6:40:05 PM
Ashutosh Mishra	Hello kway, I will surely help you with this issue.	6:40:27 PM
kway	I would appreciate it	6:40:39 PM
	I have not had to sign in for a long time and I have my original PW but it is not working	6:41:20 PM
	<i>6:41:44 PM kway is sharing a file with you image.png - (Size:40.26 KB)</i>	6:41:44 PM
	<i>this is the window I cannot get past</i>	
Ashutosh Mishra	Thanks for the details, I will check from the backend.	6:42:27 PM
	Kindly allow me two minutes to check the same.	6:42:31 PM
kway	thank you	6:42:35 PM
Ashutosh Mishra	Please also help me with your username.	6:44:01 PM
kway	KimW	6:44:18 PM
	if I give you the password, can you tell me if it is still the one to use?	6:45:02 PM
Ashutosh Mishra	I wish I could do this however passwords are sensitive information so cannot be shared over this chat session.	6:46:34 PM
kway	can it be reset?	6:46:53 PM
Ashutosh Mishra	Rest assured I will make some changes from the backend and let you know, if password reset is still required than we will need approval from registered contact over the email to proceed.	6:47:30 PM
kway	ok thank you	6:48:01 PM
Ashutosh Mishra	We have completed the changes, please login now.	6:50:22 PM
kway	it says the login attempt failed	6:51:17 PM
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?	6:52:48 PM
kway	I had one person say today they could not get in and another said they could not get in yesterday	6:53:27 PM
Ashutosh Mishra	Is this the first time you are facing this issue?	6:53:57 PM
kway	yes.....I rarely had an issue. it only happened after windows had me update	6:54:30 PM
	and reboot	6:54:36 PM
Ashutosh Mishra	May I take the remote access of your local computer?	6:54:47 PM
kway	yes	6:55:01 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	6:55:07 PM

	Kindly paste this link in the browser of local computer and join the session.	6:55:19 PM
	https://assist.acecloudhosting.com/join/5412139951	6:55:21 PM
kway	everything is closed	6:55:25 PM
Ashutosh Mishra	Please click on YES	7:05:17 PM
	As per discussion over the remote session, The issue is resolved by configuring the gateway.	7:12:09 PM
	Once we get approval from registered contact we will also share new password for the login.	7:12:36 PM
	Is there anything else I may help you with ?	7:13:31 PM
kway	no...that is is right now. thank you	7:14:07 PM
Ashutosh Mishra	Thanks for the confirmation !	7:14:09 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	7:14:13 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	7:14:15 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/)	

Ashutosh Mishra has ended this chat session

7:14:18 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Jul, 3:12:29 AM

#79912 Tamara Brown

Email: tamarabrown@elitefinancialvt.com **Phone:** 802-398-7691

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: MOUNT JULIET

State: Tennessee

Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 52 Secs

Tamara Brown	Hello, I am your Acebuddy	30 Jul, 3:12:30 AM
Acebuddy	Hello Tamara Aunchman, I'm your Ace Buddy. I'll be happy to assist you!	3:12:31 AM
	Whom Would You Like to Connect With?	3:12:31 AM
Tamara Brown	Technical Support (QB & App Hosting)	3:12:55 AM
Acebuddy	Welcome to Ace Support.	3:12:55 AM
	Please chose an option :	3:12:55 AM
Tamara Brown	I'd like to raise a Request	3:13:05 AM
Acebuddy	Please select your request type.	3:13:05 AM
Tamara Brown	Setup Ace Server	3:13:16 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	3:13:16 AM
Tamara Brown	MacOS	3:13:22 AM
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.	3:13:22 AM
	Do you need any further assistance on the topic?	3:13:22 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	3:55:23 AM
	<i>Ended due to chat idle timeout</i>	3:55:23 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Jul, 12:14:28 AM

#79706 Taylor Higgins**Email:** taylor@luckygoatcoffee.com**Department:** Support(QB & App Hosting)**Operator:** Manish Singh**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Mac OS**Browser:** Apple Safari**Device:** Desktop**Average Response Time:** 2 Mins 47 Secs**City:** TALLAHASSEE**State:** Florida**Country:** UNITED STATES

Chat Duration : 31 Mins 59 Secs

Chat Transcript

Taylor Higgins	Hello, I am your Acebuddy	23 Jul, 12:14:29 AM
Acebuddy	Hello Taylor Higgins, I'm your Ace Buddy. I'll be happy to assist you!	12:14:30 AM
	Whom Would You Like to Connect With?	12:14:30 AM
Taylor Higgins	Technical Support (QB & App Hosting)	12:14:35 AM
Acebuddy	Welcome to Ace Support.	12:14:35 AM
	Please chose an option :	12:14:35 AM
Taylor Higgins	I'd like to raise a Request	12:14:42 AM
Acebuddy	Please select your request type.	12:14:42 AM
Taylor Higgins	Password Reset	12:14:54 AM
Acebuddy	Please select an option below	12:14:54 AM
Taylor Higgins	Already Enrolled to Selfcare Portal	12:14:58 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	12:14:58 AM
	Do you need any further assistance on the topic?	12:14:58 AM
Taylor Higgins	Yes	12:15:05 AM
Acebuddy	Please wait while we connect you to our Support Representative	12:15:05 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:15:05 AM
	<i>Manish Singh accepted the chat transfer request.</i>	12:15:34 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	12:15:39 AM
Taylor Higgins	I am having trouble logging in and my password I have written down is not working	12:15:52 AM
	myrealdata/TaylorH	12:16:07 AM
	I need to log in asap	12:16:10 AM

Manish Singh	I will surely help you with this issue.	12:16:13 AM
	Kindly allow me two minutes to check the same.	12:16:16 AM
	May I take the remote access of your local computer?	12:18:09 AM
Taylor Higgins	Yes	12:18:13 AM
Manish Singh	https://assist.acecloudhosting.com/join/4752139786	12:18:26 AM
	Kindly paste this link in the browser of local computer and join the session.	12:18:30 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	12:18:33 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:19:53 AM
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	12:23:41 AM
	Also, the registered email for your account with us is : jessica@luckygoatcoffee.com	
Taylor Higgins	It will not let me reset the password	12:23:44 AM
	I have emailed	12:23:54 AM
Manish Singh	May I know the ticket number?	12:24:44 AM
Taylor Higgins	Ticket ID: 739078	12:25:36 AM
Manish Singh	Sending the new password link please wait.	12:26:48 AM
Taylor Higgins	It is still not working	12:29:30 AM
Manish Singh	Is there anything else I may help you with ?	12:45:51 AM
Taylor Higgins	That's it thanks	12:46:01 AM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	12:46:20 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:46:23 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:46:27 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
<i>Manish Singh has ended this chat session</i>		12:46:29 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Jul, 12:21:29 AM

#79519 Kasey Goodson

Email: kasey@trademarkvenues.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: VISTA

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 44 Secs

Kasey Goodson	Hello, I am your Acebuddy	17 Jul, 12:21:30 AM
Acebuddy	Hello Kasey Goodson, I'm your Ace Buddy. I'll be happy to assist you!	12:21:32 AM
	Whom Would You Like to Connect With?	12:21:32 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	12:53:15 AM
	<i>Ended due to chat idle timeout</i>	12:53:15 AM



Chat Transcript

Hello, I am your Acebuddy

#79432 Jared

Email: jared@hpautorepair.com ☎ 4802420882

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: GILBERT

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 13 Secs

Jared	Hello, I am your Acebuddy	15 Jul, 1:59:26 AM
Acebuddy	Hello Jared, I'm your Ace Buddy. I'll be happy to assist you!	1:59:27 AM
	Whom Would You Like to Connect With?	1:59:27 AM
Jared	Technical Support (QB & App Hosting)	1:59:49 AM
Acebuddy	Welcome to Ace Support.	1:59:49 AM
	Please chose an option :	1:59:49 AM
Jared	I'd like to raise a Request	1:59:57 AM
Acebuddy	Please select your request type.	1:59:57 AM
Jared	Setup Ace Server	2:00:09 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	2:00:09 AM
Jared	Microsoft Windows	2:00:17 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	2:00:17 AM
	Do you need any further assistance on the topic?	2:00:17 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.	2:36:40 AM
	<i>Ended due to chat idle timeout</i>	2:36:40 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Jul, 10:48:20 PM

#79310 Cindy Grondines

Email: c.grondines@xlfgroup.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: FT WORTH

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 40 Secs

Cindy Grondines	Hello, I am your Acebuddy	11 Jul, 10:48:21 PM
Acebuddy	Hello Cindy Grondines, I'm your Ace Buddy. I'll be happy to assist you!	10:48:22 PM
	Whom Would You Like to Connect With?	10:48:22 PM
Cindy Grondines	Technical Support (QB & App Hosting)	10:48:32 PM
Acebuddy	Welcome to Ace Support.	10:48:32 PM
	Please chose an option :	10:48:32 PM
Cindy Grondines	I'd like to raise a Request	10:48:47 PM
Acebuddy	Please select your request type.	10:48:47 PM
Cindy Grondines	Printer/Scanner Addition	10:48:58 PM
Acebuddy	Please select your desired option :	10:48:58 PM
Cindy Grondines	Printer Addition	10:49:03 PM
Acebuddy	Kindly install the client version of 'Uniprint' on your local Desktop by following the instructions mentioned in the knowledge-base article attached below.	10:49:03 PM
	Once the local client has been installed, Please try printing from the server and select 'Uniprint' option from the printers list and select your desired printer when prompted.	10:49:03 PM
	Do you need any further assistance on the topic?	10:49:03 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.

11:22:01 PM

Ended due to chat idle timeout

11:22:02 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jul, 1:02:59 AM

#79403 ricky pais

Email: ricky@brannanhessel.cpa

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: 39 Secs

City: WILLISTON

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 25 Mins 34 Secs

ricky pais	Hello, I am your Acebuddy	15 Jul, 1:03:00 AM
Acebuddy	Hello Rickyricky, I'm your Ace Buddy. I'll be happy to assist you!	1:03:01 AM
	Whom Would You Like to Connect With?	1:03:01 AM
ricky pais	Technical Support (QB & App Hosting)	1:03:06 AM
Acebuddy	Welcome to Ace Support.	1:03:06 AM
	Please chose an option :	1:03:06 AM
ricky pais	I'd like to report an Issue	1:03:23 AM
Acebuddy	Please select an option!	1:03:23 AM
ricky pais	Other Issue	1:03:27 AM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:03:27 AM
	<i>1:04:23 AM</i> <i>ricky pais is sharing a file with you</i> Image20250714153317.jpg - (Size:362.65 KB)	1:04:23 AM
	<i>Several users have received this message and been forcibly logged out. other users keep losing connection.</i>	
	Please wait while we connect you to a Support Representative	1:04:24 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:04:24 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	1:04:47 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	1:04:55 AM
ricky pais	hello	1:05:14 AM
Abhay Kumar Saraswat	Hello Ricky	1:05:25 AM
	How are you doing today?	1:05:31 AM
ricky pais	fine, are you able to see the attached image?	1:05:44 AM
Abhay Kumar Saraswat	I'm good too.	1:07:04 AM
	Thank you for asking.	1:07:09 AM
	Yes, I can see the same.	1:07:12 AM
	Please click on "Ok".	1:07:38 AM
ricky pais	we did that, it logged people off and has been logging some off over and over. our manager said to reach out to you all	1:08:32 AM
Abhay Kumar Saraswat	I will be surely assisting you with this.	1:08:46 AM
ricky pais	thank you	1:09:28 AM
Abhay Kumar Saraswat	No worries.	1:09:34 AM
	How many users are logged in on server now?	1:09:54 AM
ricky pais	I believe only 4-5 at the moment?	1:10:23 AM
Abhay Kumar Saraswat	Okay.	1:10:48 AM
	I apologize for the trouble you've experiencing.	1:10:55 AM
	As I checked, there is some ongoing issue with the server.	1:11:11 AM
	Please be online with us, we are looking on backend.	1:11:46 AM
ricky pais	ok, i am contacting you on my local PC	1:12:23 AM
Abhay Kumar Saraswat	Could you please try to login again?	1:14:30 AM
	As we are making changes on backend to fix this issue.	1:14:36 AM

ricky pais	i have asked the other users to log off and back on again. do you want me to do mine as well?	1:15:43 AM
Abhay Kumar Saraswat	Yes, please.	1:16:10 AM
ricky pais	logged off, logging back in	1:16:55 AM
Abhay Kumar Saraswat	Okay.	1:17:32 AM
ricky pais	done	1:17:52 AM
	so we just wait and look out for the message again?	1:18:11 AM
Abhay Kumar Saraswat	No, the message will not come again.	1:18:47 AM
	Are you in now on server?	1:18:55 AM
ricky pais	yes	1:19:00 AM
Abhay Kumar Saraswat	Are you still seeing that message on your server screen?	1:20:00 AM
ricky pais	not on mine, told the others to restart, i haven't heard back yet	1:20:51 AM
	if it doesn't work, i will reach out again. thank you for your help	1:21:09 AM
Abhay Kumar Saraswat	Ok, sure.	1:21:14 AM
	Is there anything else I may help you with ?	1:21:36 AM
	Are we still connected here?	1:22:16 AM
	Are we still connected here?	1:23:15 AM
	Are we still connected here?	1:24:05 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	1:28:31 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	1:28:35 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Jul, 5:23:53 AM

#79485 George Fowler

Email: gpmfowler@gmail.com ☎ 8478991763

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: 30 Secs

City: EVANSTON

State: Illinois

Country: UNITED STATES

Chat Duration : 38 Mins 28 Secs

Chat Transcript

George Fowler	Hello, I am your Acebuddy	16 Jul, 5:23:55 AM
Acebuddy	Hello George, I'm your Ace Buddy. I'll be happy to assist you!	5:23:55 AM
	Whom Would You Like to Connect With?	5:23:55 AM
George Fowler	Technical Support (QB & App Hosting)	5:24:27 AM
Acebuddy	Welcome to Ace Support.	5:24:28 AM
	Please chose an option :	5:24:28 AM
George Fowler	I'd like to report an Issue	5:24:41 AM
Acebuddy	Please select an option!	5:24:41 AM
George Fowler	Other Issue	5:26:20 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:26:20 AM
George Fowler	please connect me to a representative	5:27:06 AM
Acebuddy	Please wait while we connect you to a Support Representative	5:27:06 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:27:06 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	5:27:23 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	5:27:37 AM
George Fowler	hello sanyam can you help me with adding company files to a new users profile	5:27:59 AM
Sanyam Madan	Yes , are you logged in using Matt's account ?	5:28:28 AM
George Fowler	yes logging in now	5:28:59 AM
	would you like to connect remotely?	5:29:06 AM
Sanyam Madan	Yes , I will send you a request once you are logged in	5:29:24 AM
George Fowler	go ahead	5:30:04 AM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	5:30:21 AM

George Fowler	they are closed	5:30:30 AM
Sanyam Madan	Are u logged in as matt? please confirm	5:31:24 AM
George Fowler	i am having trouble logging in and i think i could use your help on that	5:31:46 AM
	i logged out of mine and it seems as though it is now not going to the correct remote desktop	5:32:08 AM
Sanyam Madan	I guess you are using your rdp to log in as matt right ?	5:32:43 AM
George Fowler	correct	5:32:50 AM
Sanyam Madan	May I take the remote access of your local computer?	5:33:07 AM
George Fowler	yes	5:33:13 AM
Sanyam Madan	https://assist.acecloudhosting.com/join/7022525840	5:33:53 AM
	Kindly paste this link in the browser of local computer and join the session.	5:34:06 AM
George Fowler	i am here	5:59:53 AM
Sanyam Madan	Is there anything else I may help you with ?	5:59:59 AM
George Fowler	that is all	6:01:23 AM
Sanyam Madan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	6:02:09 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	6:02:17 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Sanyam Madan has ended this chat session</i>	6:02:23 AM



Chat Transcript

hi- I am having an issue with quickbooks desktop. I was in single user and then logged off and tried to log back in, and when i try to log in I get an unrecoverable error

Visitor Details

#79239 yaz

Email: yaz@imperialpainting.com ☎ 17816985894**Department:** Support(QB & App Hosting)**Operator:** Abhay Kumar Saraswat**Website:** <https://www.acecloudhosting.com/ace-support/>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 51 Secs**City:** WEST ORANGE**State:** New Jersey**Country:** UNITED STATES

Chat Duration : 1 Hour 19 Mins

Chat Transcript

yaz	hi- I am having an issue with quickbooks desktop. I was in single user and then logged off and tried to log back in, and when i try to log in I get an unrecoverable error	10 Jul, 5:08:03 AM
Gantavya	Thank you for contacting ACE. My name is Gantavya. I will be assisting you further.	5:08:10 AM
yaz	im not sure if we can first try rebooting the server?	5:08:30 AM
Gantavya	Let me transfer this chat to our support line to address your concerns	5:09:20 AM
yaz	ok thank you	5:09:24 AM
<i>Gantavya is transferring the chat to Support(QB & App Hosting).</i>		5:09:30 AM
<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>		5:10:14 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	5:10:20 AM
	Is this for account: Imperial Painting and Coating LLC ?	5:11:26 AM
yaz	yes	5:11:30 AM
Abhay Kumar Saraswat	Is this issue occurring only for you, or are other users on the server also experiencing it?	5:11:49 AM
yaz	other users too	5:13:37 AM
	we have multiple company files	5:13:39 AM
	and this is only happening to one of the company files. it just started. im thinking maybe initially we just try as reboot?	5:13:57 AM
	it will start opening the file and get an unrecoverable error	5:14:10 AM
Abhay Kumar Saraswat	Okay.	5:14:37 AM
	I deeply apologize for the inconvenience caused to you.	5:14:53 AM

yaz	thank you	5:14:58 AM
Abhay Kumar Saraswat	Could you please share the screenshot of that error?	5:16:04 AM
yaz	ok	5:17:20 AM
	<i>5:17:50 AM</i> <i>yaz is sharing a file with you</i> <u>1_image.png</u> - (Size:22.38 KB)	5:17:50 AM
	can we just try rebooting the server maybe?	5:18:20 AM
Abhay Kumar Saraswat	So, is this error only comes when you are opening a specific file?	5:18:58 AM
yaz	yes	5:19:01 AM
Abhay Kumar Saraswat	Yes, definitely we'll do.	5:19:14 AM
yaz	ok thank you	5:20:00 AM
Abhay Kumar Saraswat	Is that the newly created file or is that file properly created by the creator?	5:20:00 AM
yaz	let me know once complete and ill try again	5:20:03 AM
	this is an existing file we have used for a while	5:20:09 AM
Abhay Kumar Saraswat	Okay.	5:20:24 AM
	Please stay online.	5:20:30 AM
	I just checked QuickBooks and found few pending updates.	5:20:48 AM
yaz	ok	5:20:48 AM
Abhay Kumar Saraswat	Let me update those first.	5:20:55 AM
yaz	ok	5:20:59 AM
Abhay Kumar Saraswat	Then, I'll restart the server.	5:21:05 AM
	Please make sure that no one should be there on server or using QuickBooks .	5:21:30 AM
yaz	no one else is on that needs to be	5:21:49 AM
	you can just restart	5:21:51 AM
Abhay Kumar Saraswat	Okay, I'm going to restart right now.	5:22:38 AM
	Kindly allow me 2-3 minutes.	5:22:50 AM
yaz	ok	5:23:02 AM
Abhay Kumar Saraswat	It is restarting and will take couple of minutes.	5:24:37 AM
yaz	ok	5:24:40 AM
Abhay Kumar Saraswat	Meanwhile, May I take the remote access of your local PC, so I could see the error if it comes again?	5:25:05 AM

yaz	ok	5:25:14 AM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	5:25:22 AM
	https://assist.acecloudhosting.com/join/4592731452	5:25:57 AM
	Kindly paste this link in the browser of local computer and join the session.	5:26:04 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.	5:27:03 AM
yaz	let me know when to try QB again	5:27:05 AM
	ok	5:28:32 AM
	we got same error	5:28:47 AM
Abhay Kumar Saraswat	Yes, I can see the same.	5:29:48 AM
yaz	i have the full remote desktop application as well too	5:30:06 AM
Abhay Kumar Saraswat	Could you please confirm whether this error is appearing in the QuickBooks installed on the server or on your local computer?	5:31:57 AM
yaz	im not sure what you mean	5:32:15 AM
	this is remote desktop	5:32:21 AM
Abhay Kumar Saraswat	Okay, I got it.	5:32:28 AM
yaz	do you want me to go into the remote desktop	5:33:53 AM
Abhay Kumar Saraswat	Yes, please.	5:33:59 AM
	Can you open that file here?	5:34:26 AM
yaz	it is still loading	5:35:42 AM
Abhay Kumar Saraswat	Okay.	5:35:56 AM
yaz	not sure if it is frozen	5:36:05 AM
Abhay Kumar Saraswat	Let me close it from my end.	5:36:24 AM
	Relaunch it please	5:37:06 AM
yaz	it was showing an issue with single user and multi user	5:38:12 AM
	not sure if you saw that message	5:38:15 AM
Abhay Kumar Saraswat	Yes, I saw.	5:38:21 AM
	That was informing that you are in multi-user mode.	5:38:37 AM
yaz	lets keep it loading	5:39:27 AM
	and see what happens	5:39:28 AM

	this just popped up not sure why it is taking so long though	5:39:36 AM
	it is not frozen but it is still refreshing list	5:40:00 AM
	seems like that window is active but the program didnt freeze yet	5:40:11 AM
Abhay Kumar Saraswat	Yes, It seems slow.	5:40:56 AM
	Please wait and let it be refreshed.	5:41:33 AM
yaz	ok	5:41:38 AM
	what do you think	5:44:53 AM
	seems like not much cpu use so not sure it is actually doing anything	5:45:04 AM
Abhay Kumar Saraswat	It seems like we need to rebuild that company file.	5:45:46 AM
	But before rebuilding that file, let me fix one QuickBooks updates, which is throwing error.	5:46:22 AM
yaz	ok	5:46:31 AM
	<i>5:46:37 AMAbhay Kumar Saraswat is sharing a file with you image.png - (Size:66.34 KB)</i>	5:46:37 AM
Abhay Kumar Saraswat	See this.	5:46:42 AM
yaz	ok	5:47:02 AM
Abhay Kumar Saraswat	Kindly allow me 5 minutes, because I need to update this from the scratch.	5:47:20 AM
	Meanwhile please close QuickBooks and logout from the server.	5:47:51 AM
yaz	i cant close quickbooks	5:48:06 AM
	since it is still frozen	5:48:09 AM
	would you like me to use task manager to force close	5:48:20 AM
Abhay Kumar Saraswat	Let me do it from my end.	5:48:27 AM
yaz	ok	5:49:00 AM
Abhay Kumar Saraswat	Please wait.	5:49:25 AM
yaz	ok	5:49:32 AM
	what are you trying to find?	5:51:37 AM
Abhay Kumar Saraswat	Is QuickBooks opened somewhere?	5:51:59 AM
yaz	i dont think so	5:52:13 AM
Abhay Kumar Saraswat	Okay	5:52:17 AM
yaz	you can restart the server if it isnt working again	5:53:03 AM
	no one should be using it	5:53:05 AM

Abhay Kumar Saraswat	No, no need to do that now.	5:53:19 AM
	I'm looking into it.	5:53:25 AM
yaz	ok	5:53:26 AM
	it just said the remote session ended	5:55:04 AM
Abhay Kumar Saraswat	Yes, I just restarted it.	5:55:43 AM
	I tried to check the QuickBooks running stats but found nothing.	5:56:17 AM
	So I decided to restart it so I could follow the further process to update it.	5:56:39 AM
yaz	ok	5:57:16 AM
Abhay Kumar Saraswat	Thank you for your patience.	5:58:22 AM
yaz	did the update work properly this time?	5:58:42 AM
Abhay Kumar Saraswat	So, I've just restarted the server and started QuickBooks updates again.	5:58:47 AM
	Please do not launch server and QuickBooks from your end until my next update.	5:59:25 AM
yaz	ok	5:59:28 AM
Abhay Kumar Saraswat	Please stay online, I'm updating that error file on QuickBooks application.	6:03:20 AM
yaz	ok	6:03:25 AM
	<i>6:03:31 AMAbhay Kumar Saraswat is sharing a file with you image.png - (Size:63.51 KB)</i>	6:03:31 AM
Abhay Kumar Saraswat	Meanwhile you can login on the server.	6:04:19 AM
yaz	ok	6:04:28 AM
	let me know when the update finishes	6:04:31 AM
Abhay Kumar Saraswat	Okay, that update has been completed.	6:05:33 AM
	Now launch QB pelase.	6:05:40 AM
yaz	do you want me to log in	6:06:30 AM
Abhay Kumar Saraswat	Yes, please.	6:06:37 AM
	And open that file.	6:06:41 AM
yaz	ok	6:07:19 AM
Abhay Kumar Saraswat	Please login again.	6:08:48 AM
yaz	shoudl i try a different user	6:09:03 AM
	or the same user	6:09:05 AM

	this was the last user in the file before it stopped working	6:09:14 AM
	or i can try the main admin account	6:09:22 AM
Abhay Kumar Saraswat	Try main admin account once and open that file.	6:09:41 AM
	Okay, got that error.	6:10:31 AM
	Let me try to fix it now.	6:10:36 AM
yaz	ok	6:10:39 AM
Abhay Kumar Saraswat	Could you please share the path of that file, which you were trying to open?	6:12:42 AM
yaz	D:\Client data\quickbooks\the company files called imperial painting llc	6:13:23 AM
Abhay Kumar Saraswat	Let me check again.	6:13:48 AM
	Okay, is it ok for you to share the password with me so I could rebuild that file at my backend?	6:16:08 AM
yaz	ok	6:16:17 AM
	the admin one?	6:16:19 AM
Abhay Kumar Saraswat	Yes.	6:16:26 AM
yaz	Summer25!	6:16:30 AM
	how long will this take	6:16:38 AM
	i have to leave the office soon, not sure if i can continue this over email or on a chat when i get home	6:16:50 AM
	if i can reconnect in a bit or what youd like	6:16:56 AM
Abhay Kumar Saraswat	I checked the file size and found it is 631 MB which takes a bit more time.	6:17:21 AM
yaz	ok	6:17:25 AM
	how frequent are backups made again of the file	6:17:49 AM
Abhay Kumar Saraswat	You can share me your email and I'll update you there once I fixed it from backend.	6:17:53 AM
yaz	nicholas@imperialpainting.com	6:18:00 AM
	use that email	6:18:06 AM
Abhay Kumar Saraswat	As per the file size, It may take around an hour.	6:18:59 AM
yaz	ok	6:19:02 AM
	can we disconnect the remote session	6:19:15 AM
Abhay Kumar Saraswat	Yes.	6:19:24 AM
	I'll update you at earliest.	6:19:43 AM

	I apologize for any delay and Thank you for your patience.	6:20:08 AM
yaz	ok. and about the backups?	6:20:16 AM
Abhay Kumar Saraswat	Could you please just show me some another file in QuickBooks?	6:21:30 AM
yaz	the other we use is in same folder called imperial painting of new york llc	6:22:33 AM
Abhay Kumar Saraswat	Okay.	6:23:37 AM
	Kindly allow me two minutes to check the same.	6:23:40 AM
yaz	its ok actually	6:24:11 AM
	i really have to go we can figure out about backups later	6:24:18 AM
Abhay Kumar Saraswat	Yes, I'll take care of it.	6:25:05 AM
	And will update you.	6:25:09 AM
yaz	ok	6:25:13 AM
	i will leave now if there is nothing else you ened for now	6:25:21 AM
Abhay Kumar Saraswat	Yes, you can.	6:26:18 AM
	Nothing now.	6:26:22 AM
yaz	thank you	6:26:28 AM
Abhay Kumar Saraswat	I'll update you on your email.	6:26:31 AM
	My pleasure to assist you.	6:26:42 AM
	Is there anything else I may help you with ?	6:26:46 AM
yaz	nope	6:26:56 AM
	thank you	6:26:57 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.	6:27:02 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	6:27:05 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:27:10 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	6:27:12 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Jul, 9:46:00 PM

#79214 alysa.o.bhi

Email: alysa.o.bhi@gmail.com 13213617833

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 25 Secs

City: OAK BROOK

State: District Of Columbia

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 39 Secs

alysa.o.bhi	Hello, I am your Acebuddy	9 Jul, 9:46:01 PM
Acebuddy	Hello Alysa.o.bhi, I'm your Ace Buddy. I'll be happy to assist you!	9:46:01 PM
	Whom Would You Like to Connect With?	9:46:01 PM
alysa.o.bhi	Technical Support (QB & App Hosting)	9:46:05 PM
Acebuddy	Welcome to Ace Support.	9:46:05 PM
	Please chose an option :	9:46:05 PM
alysa.o.bhi	I'd like to report an Issue	9:46:10 PM
Acebuddy	Please select an option!	9:46:11 PM
alysa.o.bhi	Other Issue	9:46:15 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:46:15 PM
alysa.o.bhi	employee is stuck in quicbooks	9:46:27 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:46:28 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	9:46:28 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	9:47:17 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	9:47:20 PM
	Hello Alysa	9:47:25 PM
alyса.o.bhi	CID74858 Mario Villaverde	9:47:28 PM
	he is stuck in quickbooks and computer is unable to do anything	9:47:43 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	9:48:24 PM
	Kindly allow me two minutes to check the same.	9:48:29 PM
alyса.o.bhi	ok	9:48:32 PM
	i gave you his number in case you need tto contact him	9:49:30 PM
Anurag Sharma	Okay	9:50:28 PM
	Is he the only one facing this issue?	9:51:02 PM
alyса.o.bhi	yes	9:51:08 PM
	another employee had this issue last week	9:51:22 PM
Anurag Sharma	Does he frequently face this issue?	9:51:25 PM
	Okay	9:51:30 PM
alyса.o.bhi	im not sure	9:51:32 PM
	i just need him up and running	9:51:40 PM
Anurag Sharma	Okay no problem.	9:51:40 PM
	I have successfully logged the user out from the server.	9:52:08 PM
	Please ask him to login back to the server and check if the issue is now resolved.	9:52:25 PM
alyса.o.bhi	ok one moment	9:52:35 PM
Anurag Sharma	Sure, please take your time	9:52:50 PM
alyса.o.bhi	its fixed	9:53:44 PM
Anurag Sharma	Thanks for the confirmation !	9:54:19 PM
	Is there anything else I may help you with ?	9:54:21 PM
	Are we still connected here?	9:54:57 PM
alyса.o.bhi	hello	9:55:54 PM
	my own quickbooks is now frozen	9:56:05 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	9:56:19 PM
	Can I reboot the server? it will refresh all the users sessions.	9:56:47 PM
alyса.o.bhi		

	yes	9:56:52 PM
Anurag Sharma	Thanks for the confirmation.	9:57:07 PM
	As I can check there are other active users on the server.	9:57:17 PM
alysa.o.bhi	i am letting them know now that you will be kicking them off	9:57:37 PM
	one moment	9:57:43 PM
Anurag Sharma	Okay, please confirm me once you are done.	9:57:49 PM
alysa.o.bhi	one moment	9:58:51 PM
	reaching out to last employee to save their infom	9:59:02 PM
Anurag Sharma	Sure, please take your time	9:59:03 PM
	Are we still connected here?	10:00:34 PM
alysa.o.bhi	yes	10:00:39 PM
	wwaiting on employee	10:00:47 PM
	you are okay to reboot the server	10:00:56 PM
Anurag Sharma	Thanks for the confirmation !	10:01:04 PM
	I have successfully rebooted the server.	10:01:21 PM
	You can now login and check if the issue is now resolved. (Edited)	10:01:33 PM
	Are we still connected here?	10:03:14 PM
alysa.o.bhi	is it done	10:03:42 PM
Anurag Sharma	Yes it is.	10:03:48 PM
	Please login into the server and check if it working now.	10:04:00 PM
alysa.o.bhi	checking	10:04:07 PM
Anurag Sharma	Sure, please take your time	10:04:30 PM
	Are we still connected here?	10:06:33 PM
	Are we still connected here?	10:07:33 PM
alysa.o.bhi	we are okay thank you	10:07:45 PM
Anurag Sharma	Thanks for the confirmation !	10:07:56 PM
	Is there anything else I may help you with ?	10:07:58 PM
	Are we still connected here?	10:08:29 PM
	Are we still connected here?	10:09:19 PM
	Are we still connected here?	10:10:33 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:10:36 PM

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

10:10:38 PM

Anurag Sharma has ended this chat session

10:10:40 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Jul, 5:11:39 PM

#79869 krisika

Email: krisika@hkidata.com 7383092838

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 5 Mins 14 Secs

krisika	Hello, I am your Acebuddy	29 Jul, 5:11:40 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	5:11:41 PM
	Whom Would You Like to Connect With?	5:11:41 PM
krisika	Technical Support (QB & App Hosting)	5:11:45 PM
Acebuddy	Welcome to Ace Support.	5:11:45 PM
	Please chose an option :	5:11:45 PM
krisika	I'd like to report an Issue	5:11:57 PM
Acebuddy	Please select an option!	5:11:57 PM
krisika	Other Issue	5:12:00 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:12:00 PM
krisika		

	Hi	5:12:30 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:12:31 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:12:31 PM
krisika	Hi	5:13:19 PM
	Hi	5:14:43 PM
	<i>krisika has ended this chat session</i>	5:16:55 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Jul, 9:23:04 PM

#80007 greg

Email: greg@jhasslacher.com ☎ 16239744778

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: GLENDALE

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 4 Secs

greg	Hello, I am your Acebuddy	31 Jul, 9:23:05 PM
Acebuddy	Hello Greg Hasslacher, I'm your Ace Buddy. I'll be happy to assist you!	9:23:06 PM
	Whom Would You Like to Connect With?	9:23:06 PM
greg	Technical Support (QB & App Hosting)	9:24:59 PM
Acebuddy	Welcome to Ace Support.	9:24:59 PM
	Please chose an option :	9:24:59 PM

greg	I'd like to raise a Request	9:25:14 PM
Acebuddy	Please select your request type.	9:25:14 PM
greg	Other Request	9:25:31 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.	9:25:31 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:25:31 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.	9:56:09 PM
	<i>Ended due to chat idle timeout</i>	9:56:09 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Jul, 9:20:41 PM

#79952 Amanda Sibley

Email: amandasibley@haveninnovation.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: SAGINAW

State: Michigan

Country: UNITED STATES

Chat Transcript

Chat Duration : 38 Mins 55 Secs

Amanda Sibley	Hello, I am your Acebuddy	30 Jul, 9:20:42 PM
Acebuddy	Hello Amanda Sibley, I'm your Ace Buddy. I'll be happy to assist you!	9:20:43 PM
	Whom Would You Like to Connect With?	9:20:43 PM
Amanda Sibley	Technical Support (QB & App Hosting)	9:20:55 PM

Acebuddy	Welcome to Ace Support.	9:20:55 PM
	Please chose an option :	9:20:55 PM
Amanda Sibley	I'd like to raise a Request	9:21:02 PM
Acebuddy	Please select your request type.	9:21:02 PM
Amanda Sibley	Password Reset	9:21:09 PM
Acebuddy	Please select an option below	9:21:09 PM
Amanda Sibley	Not Enrolled to Selfcare Portal	9:21:20 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	9:21:20 PM
	Do you need any further assistance on the topic?	9:21:20 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:59:37 PM
	<i>Ended due to chat idle timeout</i>	9:59:37 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Jul, 7:39:48 PM

#78903 Joel Karg

Email: joel.karg@gmail.com 16142269862

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 44 Secs

City: DUBLIN

State: Ohio

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 19 Secs

Joel Karg	Hello, I am your Acebuddy	2 Jul, 7:39:49 PM
Acebuddy	Hello Joel Karg, I'm your Ace Buddy. I'll be happy to assist you!	7:39:50 PM
	Whom Would You Like to Connect With?	7:39:50 PM
Joel Karg	Technical Support (QB & App Hosting)	7:39:59 PM
Acebuddy	Welcome to Ace Support.	7:39:59 PM
	Please chose an option :	7:39:59 PM
Joel Karg	I'd like to report an Issue	7:40:08 PM
Acebuddy	Please select an option!	7:40:09 PM
Joel Karg	Other Issue	7:40:14 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:40:14 PM
Joel Karg	I am trying to download the RDP from the portal and can not. I am seeing a padlock symbol where the download option is.	7:42:30 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:42:33 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:42:33 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	7:44:07 PM
	<i>Ashutosh Mishra is transferring the chat to Shivam Singh.</i>	7:44:17 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	7:44:23 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	7:44:33 PM
Joel Karg	Ok	7:45:20 PM
	Are you there?	7:47:52 PM
Shivam Singh	Yes	7:48:32 PM
	I am sorry for the delay in response	7:48:50 PM
Joel Karg	Can you help me? I'm trying to download the RDP from the portal and cannot.	7:49:05 PM
Shivam Singh	Could please tell me the action that you want to perform that we can help you with the same apart from the RDP generation.	7:49:35 PM
	I will share the RDP over the email.	7:49:46 PM
Joel Karg	Great! Thank you.	7:50:09 PM
Shivam Singh	This has been identified as an issue and resources are on it to bring back the changes.	7:50:32 PM
	Joel Karg, Is there anything else I may help you with?	7:50:40 PM
Joel Karg	Just need the RDP and to be able to login with the user WhitneyKarg@myrealdatal.net	7:52:18 PM
Shivam Singh	Could you please tell me the username for whom you would like the RDP for ?	7:52:34 PM
	Just for whitney?	7:52:47 PM

Joel Karg	Yes, thank you!	7:52:59 PM
Shivam Singh	Great	7:53:05 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:53:10 PM
	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.	7:53:17 PM
Joel Karg	Thank you, you as well. I'll check my email.	7:53:38 PM
Shivam Singh	you will receive the email in 10 minutes.	7:54:05 PM
	hope that is alright with you ?	7:54:21 PM
	Are we connected here?	7:54:59 PM
Joel Karg	That work well just fine. Thanks!	7:55:29 PM
Shivam Singh	Thanks for your confirmation.	7:56:04 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	7:56:07 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shivam Singh has ended this chat session</i>	7:56:09 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Jul, 7:26:22 AM

#79788 FREIGHT AND LOGISTICS

Email: accounting@freightandlogistics.com

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: 48 Secs

City: LYNWOOD

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 47 Mins 19 Secs

FREIGHT AND LOGISTICS	Hello, I am your Acebuddy	25 Jul, 7:26:23 AM
Acebuddy	Hello Accounting, I'm your Ace Buddy. I'll be happy to assist you!	7:26:24 AM
	Whom Would You Like to Connect With?	7:26:24 AM
FREIGHT AND LOGISTICS	Technical Support (QB & App Hosting)	7:26:28 AM
Acebuddy	Welcome to Ace Support.	7:26:28 AM
	Please chose an option :	7:26:28 AM
FREIGHT AND LOGISTICS	I'd like to report an Issue	7:26:36 AM
Acebuddy	Please select an option!	7:26:36 AM
FREIGHT AND LOGISTICS	QuickBooks Issue	7:26:40 AM
Acebuddy	What type of QuickBooks Issue are you facing?	7:26:40 AM
FREIGHT AND LOGISTICS	Other QB related issue	7:26:51 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:26:51 AM
FREIGHT AND LOGISTICS	Can't open anything in QB, I try to open the check register and it log me out	7:27:32 AM
Acebuddy	Please wait while we connect you to a Support Representative	7:27:32 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:27:32 AM
	<i>Tushar accepted the chat transfer request.</i>	7:28:32 AM
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.	7:28:40 AM
FREIGHT AND LOGISTICS	Hi Tushar. My name is Yvonne	7:28:55 AM
Tushar	Hi Yvonne, I apologies for the in convince caused by this.	7:29:57 AM
	Rest assured we will resolve this issue.	7:30:10 AM
FREIGHT AND LOGISTICS	Thank you!	7:30:20 AM
Tushar	Kindly help me with your server name?	7:30:26 AM
FREIGHT AND	Yvonne	

LOGISTICS		7:30:32 AM
Tushar	YvonneP is your user name, I have found your server name it is FLINC.	7:31:46 AM
	Kindly allow me two minutes to check the server status.	7:32:09 AM
FREIGHT AND LOGISTICS	sure	7:32:15 AM
	thanks	7:32:16 AM
Tushar	Are you facing this issue for the first time and are other users facing this issue as well?	7:33:56 AM
FREIGHT AND LOGISTICS	is the 1st time	7:34:23 AM
	I cant open anything	7:34:35 AM
	anything I try it log me out	7:34:46 AM
Tushar	Okay now we will have to check it at your end and for that.	7:35:00 AM
	May I take the remote access of your local computer?	7:35:02 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:35:05 AM
FREIGHT AND LOGISTICS	sure	7:36:13 AM
Tushar	https://assist.acecloudhosting.com/join/4772163457	7:36:33 AM
	Kindly Click on the link and open the downloaded file.	7:36:35 AM
	May I log you out from the server as I can see there is a QuickBooks update pending that needs to be completed.	7:37:44 AM
FREIGHT AND LOGISTICS	sure	7:38:01 AM
Tushar	I have started the update on server.	7:39:30 AM
FREIGHT AND LOGISTICS	thanks	7:39:38 AM
Tushar	It will be completed in next 5 minutes.	7:39:42 AM
	It is updating critical fixes and is at 90% it will soon be updated.	7:46:04 AM
FREIGHT AND LOGISTICS	Thanks for the update	7:46:23 AM
Tushar	Thank you for waiting this long QuickBooks is updated and the server is rebooting now.	7:49:43 AM
FREIGHT AND LOGISTICS	perfect.	7:49:54 AM
	thanks	7:49:55 AM
Tushar	Kindly login now and check if the issue is resolved or not?	7:51:22 AM
FREIGHT AND LOGISTICS	No. still the problem	7:53:47 AM
	still log me out	7:54:12 AM
Tushar	Let me restart the QuickBooks services.	7:54:24 AM

FREIGHT AND LOGISTICS	sure	7:54:33 AM
Tushar	Kindly check now.	7:55:02 AM
FREIGHT AND LOGISTICS	no	7:56:10 AM
	still the problem	7:56:13 AM
Tushar	We will have to repair your company file.	7:56:23 AM
FREIGHT AND LOGISTICS	ok	7:56:39 AM
	Please make sure to use the correct file	7:56:58 AM
Tushar	Yes sure.	7:57:23 AM
	Kindly login.	7:57:30 AM
	Kindly make a manual back up.	7:59:56 AM
	Do you know the location where the file is stored?	8:00:15 AM
FREIGHT AND LOGISTICS	/?	8:00:17 AM
	no	8:00:23 AM
Tushar	Kindly open the file like you used to, we will then trace the file location. (Edited)	8:01:07 AM
FREIGHT AND LOGISTICS	Login again?	8:01:33 AM
Tushar	Yes, and after that open the company file on which you were working.	8:01:58 AM
	Is this the company file that you want to use?	8:04:49 AM
	shippi, inc?	8:05:01 AM
FREIGHT AND LOGISTICS	That's the only account. Felipe and I are the only ones that use it. so please make sure we both used the same file otherwise we can open different companies and that will be a proble	8:06:06 AM
	There is any way you can check Felipe's company name?	8:06:57 AM
Tushar	Unfortunate I can't check Felipe's company name what we can do is now I will be sharing two methods to resolve this issue with you kindly try those.	8:08:35 AM
	You will have to connect with Felipe and locate the company file that you both use and make a backup copy of it.	8:09:44 AM
	After that follow these steps.	8:09:52 AM
Repair your company file using the Rebuild Data tool		
The Rebuild Data tool is built-in to QuickBooks Desktop and automatically fixes minor company file data issues.		
Go to the File menu, then hover over Utilities and select Rebuild Data .		
On the QuickBooks Information window, select OK . Follow the onscreen steps to save a backup.		
Let the tool repair your file. It may take some time. QuickBooks may seem stuck, but as long as you can move your mouse, the tool is working.		
When the tool finishes, select OK .		
		8:10:07 AM

Go to the **File** menu. Then hover over **Utilities** and select **Verify Data**.
Let the tool check your file for data issues.
If QuickBooks doesn't find any problems, select **OK**. You can keep using your company file. You don't have any data damage.
If QuickBooks finds an issue with your company file, select **Rebuild Now**.
If you're still having data issues after rebuilding your company file, try again. If the first rebuild took 2+ hours, contact support.

Solution 2: Repair your company file using QuickBooks File Doctor

If you still have data issues, use the QuickBooks File Doctor to fix your company file.

8:10:30 AM

I will be sharing these steps with you over email as well.

8:10:44 AM

FREIGHT AND LOGISTICS

can you please email me that information

8:10:50 AM

Tushar

Yes sure.

8:10:55 AM

FREIGHT AND LOGISTICS

perfect

8:10:57 AM

Tushar

You can also connect with us over a call session at 24/7 helpline on 888-415-5240 (toll-free) or initiate a chat and we will help you with rebuilding the file and resolving the error.

8:11:47 AM

Is there anything else I may help you with ?

8:12:05 AM

I will be emailing you after this chat session with the chat transcript included.

8:12:31 AM

at accounting@freightandlogistics.com

8:12:39 AM

FREIGHT AND LOGISTICS

ok. thanks

8:12:40 AM

Tushar

Do you want me to send it at different email as well?

8:13:02 AM

FREIGHT AND LOGISTICS

no the accounting email will be ok.

8:13:19 AM

thanks

8:13:22 AM

Tushar

Okay.

8:13:23 AM

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

8:13:25 AM

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

8:13:33 AM

FREIGHT AND LOGISTICS

Thank you!

8:13:38 AM

Tushar

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

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

Thanks!

8:13:39 AM

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

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



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Jul, 2:56:18 PM

#79824 krisika

Email: krisika@hkidata.com 7383092838

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

Chat Duration : 37 Secs

krisika	Hello, I am your Acebuddy	26 Jul, 2:56:19 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	2:56:20 PM
	Whom Would You Like to Connect With?	2:56:20 PM
krisika	Technical Support (QB & App Hosting)	2:56:24 PM
Acebuddy	Welcome to Ace Support.	2:56:24 PM
	Please chose an option :	2:56:24 PM
krisika	I'd like to report an Issue	2:56:30 PM
Acebuddy	Please select an option!	2:56:30 PM
krisika	QuickBooks Issue	2:56:37 PM
Acebuddy	What type of QuickBooks Issue are you facing?	2:56:37 PM
<i>krisika has ended this chat session</i>		2:56:57 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Jul, 1:46:03 AM

#78878 Nana Alper

Email: nana.alper@gmail.com ☎ 17376674791

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: ROUND ROCK

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 22 Secs

Nana Alper	Hello, I am your Acebuddy	2 Jul, 1:46:04 AM
Acebuddy	Hello Nana Alper, I'm your Ace Buddy. I'll be happy to assist you!	1:46:13 AM
	Whom Would You Like to Connect With?	1:46:13 AM
Nana Alper	Technical Support (QB & App Hosting)	1:46:22 AM
Acebuddy	Welcome to Ace Support.	1:46:22 AM
	Please chose an option :	1:46:22 AM
Nana Alper	I'd like to raise a Request	1:46:41 AM
Acebuddy	Please select your request type.	1:46:41 AM
Nana Alper	Other Request	1:46:56 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.	1:46:57 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:46:57 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.	2:30:35 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Jul, 11:17:51 PM

#79472 alexis

Email: admin@sandiegodemolition.com ☎ 16199772652

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 29 Secs

City: SAN DIEGO

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 22 Secs

alexis	Hello, I am your Acebuddy	15 Jul, 11:17:52 PM
Acebuddy	Hello Leontina Teles, I'm your Ace Buddy. I'll be happy to assist you!	11:17:52 PM
	Whom Would You Like to Connect With?	11:17:52 PM
alexis	Technical Support (QB & App Hosting)	11:18:51 PM
Acebuddy	Welcome to Ace Support.	11:18:51 PM
	Please chose an option :	11:18:51 PM
alexis	I'd like to report an Issue	11:18:59 PM
Acebuddy	Please select an option!	11:18:59 PM
alexis	Other Issue	11:19:05 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:19:05 PM
alexis	CID74071	11:19:12 PM

Acebuddy	Please wait while we connect you to a Support Representative	11:19:12 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:19:12 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	11:20:01 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	11:20:06 PM
	Hello Leontina	11:20:16 PM
alexis	Hi	11:21:53 PM
	I have problem to connect with Remote Desk	11:22:16 PM
Sujeet Kumar Suman	Sure, I can help with that.	11:22:31 PM
	What issue are you facing with Remote Desktop?	11:23:02 PM
alexis	Normally I used google authenticator but right now the System show me this	11:23:14 PM
	<i>11:23:26 PM alexis is sharing a file with you <u>1_image.png</u> - (Size:38.15 KB)</i>	11:23:26 PM
	How a Know the password?	11:23:52 PM
Sujeet Kumar Suman	The system is asking for your server login credentials. Please enter your password to proceed.	11:24:47 PM
	Do you remember your server login password?	11:24:59 PM
alexis	not	11:26:29 PM
Sujeet Kumar Suman	Would you like to reset your server login password?	11:27:01 PM
alexis	yes please	11:27:08 PM
Sujeet Kumar Suman	We see that you're already enrolled on Selfcare Portal.	
	To reset the password using Selfcare Portal, please follow the simple steps outlined below:	
	1. Visit Selfcare Portal (https://selfcare.acecloudhosting.com). Click "Forgot your password". 2. Enter your Server Username. 3. Enter the CAPTCHA verification and Click Continue. 4. In the window that opens, Choose an authentication method from the list. 5. Enter your new password and click Reset to finish.	11:27:13 PM
	<i>11:28:54 PM alexis is sharing a file with you <u>image.png</u> - (Size:307.2 KB)</i>	11:28:54 PM
	Kindly click on forget password.	11:29:29 PM
	then follow the steps	11:30:45 PM
alexis	thank I Log in	11:32:00 PM
Sujeet Kumar Suman	Thanks for the confirmation !	11:32:13 PM
	Is there anything else I may help you with ?	11:32:16 PM

alexis	no thank you	11:32:25 PM
Sujeet Kumar Suman	Most Welcome	11:32:37 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!		
Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).		
For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)		
<i>Sujeet Kumar Suman has ended this chat session</i>		



Chat Transcript

Hello, I am your Acebuddy

Visitor Details	1 Jul, 12:40:38 AM
#78829 johnathon	
Email: johnathon@islandentertainment.com ☎ (250) 746-9707	
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: GULFPORT	
State: Alabama	
Country: UNITED STATES	

Chat Transcript	Chat Duration : 45 Mins 12 Secs
johnathon	Hello, I am your Acebuddy
Acebuddy	Hello Johnathon Patty, I'm your Ace Buddy. I'll be happy to assist you!

1 Jul, 12:40:38 AM

12:40:39 AM

	Whom Would You Like to Connect With?	12:40:39 AM
johnathon	Technical Support (QB & App Hosting)	12:41:33 AM
Acebuddy	Welcome to Ace Support.	12:41:33 AM
	Please chose an option :	12:41:33 AM
johnathon	I'd like to raise a Request	12:41:36 AM
Acebuddy	Please select your request type.	12:41:36 AM
johnathon	Other Request	12:41:42 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	12:41:42 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	12:41:42 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.	1:25:50 AM
	<i>Ended due to chat idle timeout</i>	1:25:51 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Jul, 11:09:53 PM

#78912 Lisa Westwick

Email: lwestwick@evproav.com +14105306812

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: 24 Secs

City: CATONSVILLE

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 4 Mins 55 Secs

Lisa Westwick	Hello, I am your Acebuddy	2 Jul, 11:09:54 PM
Acebuddy	Hello Lisa Westwick, I'm your Ace Buddy. I'll be happy to assist you!	11:09:55 PM
	Whom Would You Like to Connect With?	11:09:55 PM
Lisa Westwick	Technical Support (QB & App Hosting)	11:09:58 PM
Acebuddy	Welcome to Ace Support.	11:09:58 PM
	Please chose an option :	11:09:58 PM
Lisa Westwick	I'd like to report an Issue	11:10:04 PM
Acebuddy	Please select an option!	11:10:04 PM
Lisa Westwick	Other Issue	11:10:09 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:10:09 PM
Lisa Westwick	Cant connect to the server	11:10:20 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:10:21 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:10:21 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	11:11:03 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	11:11:10 PM
Lisa Westwick	thank you	11:11:32 PM
Sujeet Kumar Suman	Could you please share the exact error message you're receiving when trying to connect to the server? (Edited)	11:12:29 PM
Lisa Westwick	[Window Title] Remote Desktop Connection [Content] Remote Desktop can't find the computer "ENTVision.myreldata.net". This might mean that "ENTVision.myreldata.net" does not belong to the specified network. Verify the computer name and domain that you are trying to connect to. [^] Hide details [OK] [Expanded Information] Error code: 0x3000016 Extended error code: 0x0 Timestamp (UTC): 07/02/25 05:37:50 PM Press Ctrl+C to copy.	11:13:05 PM
	it just reconnected	11:13:18 PM
Sujeet Kumar Suman	May I take the remote access of your local computer?	11:13:36 PM
Lisa Westwick	sure, but i'm currently in	11:13:55 PM
Sujeet Kumar Suman	Thanks for the confirmation !	11:14:10 PM
	Is there anything else I may help you with ?	11:14:16 PM
Lisa Westwick	no, thank you!	11:14:23 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!	11:14:36 PM

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

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

Sujeet Kumar Suman has ended this chat session

11:14:50 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Jul, 1:31:27 AM

#79564 Heather Fuemmeler

Email: heather@ameristarroofing.com ☎ 8164015606

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: 1 Min 32 Secs

City: ARMSTRONG

State: Missouri

Country: UNITED STATES

Chat Transcript

Chat Duration : 44 Mins 28 Secs

Heather Fuemmeler	Hello, I am your Acebuddy	18 Jul, 1:31:29 AM
Acebuddy	Hello Heather Fuemmeler, I'm your Ace Buddy. I'll be happy to assist you!	1:31:29 AM
	Whom Would You Like to Connect With?	1:31:29 AM
Heather Fuemmeler	Technical Support (QB & App Hosting)	1:31:33 AM
Acebuddy	Welcome to Ace Support.	1:31:33 AM
	Please chose an option :	1:31:33 AM
Heather Fuemmeler	I'd like to report an Issue	1:31:39 AM
Acebuddy		

	Please select an option!	1:31:39 AM
Heather Fuemmeler	QuickBooks Issue	1:31:47 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:31:47 AM
Heather Fuemmeler	Other QB related issue	1:31:51 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:31:51 AM
Heather Fuemmeler	I'm trying to export a report from QB to excel and it isn't opening the excel sheet just thinking.	1:32:19 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:32:19 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:32:19 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	1:32:26 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	1:32:31 AM
Heather Fuemmeler	Hello	1:32:40 AM
Sanyam Madan	Hello Heather	1:32:43 AM
	How are you ?	1:32:48 AM
Heather Fuemmeler	I'm fine having alot of technical issues today	1:32:58 AM
Sanyam Madan	Can you please explain your issue ?	1:33:08 AM
Heather Fuemmeler	I'm in QB on the ace cloud server and trying to export a report to excel. Normally on previous servers I have worked on it opens excel and puts the information in there. Its just thinking and not opening anything	1:33:58 AM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:34:22 AM
Heather Fuemmeler	How do I find those?	1:34:39 AM
	My QB user name is Heather	1:35:16 AM
Sanyam Madan	Please tell me your registered business name	1:35:24 AM
Heather Fuemmeler	Ameristar Roofing and Restoration	1:35:36 AM
Sanyam Madan	Kindly allow me two minutes to check the same.	1:35:52 AM
	May I take the remote access of your server?	1:37:27 AM
Heather Fuemmeler	yes	1:37:35 AM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	1:38:53 AM
	please accept the request (Edited)	1:39:03 AM
Heather Fuemmeler	ok where do I accept I don't see anything	1:39:44 AM
	got it	1:39:53 AM

	I think its froze now	1:40:03 AM
Sanyam Madan	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.	1:40:09 AM
Heather Fuemmeler	want me to re login	1:56:22 AM
Sanyam Madan	yes please	1:58:08 AM
	Please let me know once you are in	1:59:09 AM
Heather Fuemmeler	Ok i'm in, i am trying to export report again	2:01:47 AM
	Ok it exported and opened.	2:02:37 AM
Sanyam Madan	Hello heather	2:14:03 AM
Heather Fuemmeler	hi	2:14:07 AM
Sanyam Madan	we will be adding 5GB of RAM for testing purpose	2:14:48 AM
	we will monitor it closely for few days and then we will proceed accordingly	2:15:11 AM
	Is there anything else I may help you with ?	2:15:14 AM
Heather Fuemmeler	no that will be it. Thanks for your help	2:15:26 AM
Sanyam Madan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:15:51 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	2:15:55 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Sanyam Madan has ended this chat session</i>	2:15:57 AM



