

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

21 Oct, 11:45:53 PM

#82807 g.hostelley

Email: g.hostelley@innercircle.cpa ☎ 216.642.0330 x1113

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: 22 Secs

City: INDEPENDENCE

State: Ohio

Country: UNITED STATES

## Chat Transcript

Chat Duration : 33 Mins 3 Secs

g.hostelley	Hello, I am your Acebuddy	21 Oct, 11:45:53 PM
Acebuddy	Hello Gregory D Hostelley, I'm your Ace Buddy. I'll be happy to assist you!	11:45:54 PM
	Whom Would You Like to Connect With?	11:45:54 PM
g.hostelley	Technical Support (QB & App Hosting)	11:46:02 PM
Acebuddy	Welcome to Ace Support.	11:46:02 PM
	Please chose an option :	11:46:02 PM
g.hostelley	I'd like to report an Issue	11:46:07 PM
Acebuddy	Please select an option!	11:46:07 PM
g.hostelley	Password Reset	11:46:12 PM
Acebuddy	Please select an option below	11:46:12 PM
g.hostelley	Already Enrolled to Selfcare Portal	11:46:21 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	11:46:21 PM
	Do you need any further assistance on the topic?	11:46:21 PM
g.hostelley	Yes	11:46:28 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:46:28 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	11:46:28 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	11:46:47 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	11:46:52 PM
g.hostelley	Hello.	11:47:08 PM
Abhay Kumar Saraswat	Hello Gregory	11:47:16 PM
	How are you doing today?	11:47:21 PM
g.hostelley	I am well. I have a login issue.	11:47:30 PM
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.	11:47:44 PM
	I will be surely assisting you with this.	11:47:50 PM
	Is this for account: <b>Inner Circle Advisors</b> ?	11:48:19 PM
g.hostelley	yes	11:48:33 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	11:48:40 PM
g.hostelley	I successfully logged into my domain with my password. Then the connection was lost. When it returned, I tried logging in again. This time I received a message that my password was incorrect. I went to reset the password. I chose the e-mail method for verification. The e-mail ID that was associated with my account is not my e-mail, and not one that I recognize. I have concerns.	11:49:42 PM
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.	11:50:10 PM
	Thank you for your patience.	11:52:09 PM
	Your username is: ICA_Gregory, right?	11:52:30 PM
g.hostelley	That looks familiar. However, I've also see gregory. hostelley.	11:52:54 PM
	The user name that showed on the login screen was Gregory Hostelley.	11:53:24 PM
Abhay Kumar Saraswat	That is the user profile owner name: Gregory Hostelley	11:53:53 PM
	Username is: ICA_Gregory@myrealdata.net	11:54:02 PM
g.hostelley	That certainly changes things.	11:54:13 PM
	Should I try again?	11:54:54 PM
Abhay Kumar Saraswat	And as I checked in selfcare portal, registered email address is: g.hostelley@innercircle.cpa	11:55:09 PM
	Is this correct?	11:55:13 PM
g.hostelley	Yes	11:55:20 PM
Abhay Kumar Saraswat	Great, then there should be no issue.	11:55:35 PM
	You can share the screen with me, so I could also check.	11:55:49 PM

	May I take the remote access of your local computer?	11:55:59 PM
g.hostelley	So why doesn't my password work?	11:56:01 PM
	Yes you may	11:56:04 PM
Abhay Kumar Saraswat	I'll check and see on remote.	11:56:13 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	11:56:19 PM
g.hostelley	Nothing open	11:56:28 PM
Abhay Kumar Saraswat	<a href="https://assist.acecloudhosting.com/join/2962854254">https://assist.acecloudhosting.com/join/2962854254</a>	11:56:47 PM
	Kindly paste this link in the browser of local computer and join the session.	11:56:52 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:59:15 PM
	Thank you for your patience.	22 Oct, 12:12:59 AM
	As you are successfully logged in on server, is there anything else I could assist you with?	12:13:32 AM
	Are we still connected here?	12:14:36 AM
	Are we still connected here?	12:16:02 AM
	Are we still connected here?	12:17:12 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.	12:18:51 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	12:18:57 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

11 Oct, 6:32:39 PM

#82483 team

Email: team@infiniteaccountants.com ☎ 2125440001

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:** DITA

**State:** Laguna

**Country:** PHILIPPINES

## Chat Transcript

Chat Duration : 1 Min 45 Secs

team	Hello, I am your Acebuddy	11 Oct, 6:32:41 PM
Acebuddy	Hello Team, I'm your Ace Buddy. I'll be happy to assist you!	6:32:42 PM
	Whom Would You Like to Connect With?	6:32:42 PM
team	Technical Support (QB & App Hosting)	6:32:55 PM
Acebuddy	Welcome to Ace Support.	6:32:55 PM
	Please chose an option :	6:32:55 PM
team	I'd like to report an Issue	6:33:43 PM
Acebuddy	Please select an option!	6:33:43 PM
team	QuickBooks Issue	6:33:48 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:33:48 PM
team	QuickBooks Login Issue	6:34:01 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	6:34:01 PM
	Was that helpful?	6:34:01 PM
team	Yes	6:34:26 PM
Acebuddy	I'm glad to hear that! Should you need further assistance, please do not hesitate to reach out to me!	6:34:26 PM
	<i>Acebuddy has ended this chat session</i>	6:34:26 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

16 Oct, 8:42:55 AM

**#82680 Shannon****Email:** shannon@lplmtax.com  7609949565**Department:** Support(QB & App Hosting)**Operator:** Ankit Kumar**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Apple iPhone**Browser:** Apple Safari**Device:** Mobile**Average Response Time:** 4 Mins 30 Secs**City:** OCEANSIDE**State:** California**Country:** UNITED STATES

Chat Duration : 43 Mins 4 Secs

## Chat Transcript

Shannon	Hello, I am your Acebuddy	16 Oct, 8:42:55 AM
Acebuddy	Hello Shannon, I'm your Ace Buddy. I'll be happy to assist you!	8:42:56 AM
	Whom Would You Like to Connect With?	8:42:56 AM
Shannon	Technical Support (QB & App Hosting)	8:42:58 AM
Acebuddy	Welcome to Ace Support.	8:42:58 AM
	Please chose an option :	8:42:58 AM
Shannon	I'd like to report an Issue	8:43:05 AM
Acebuddy	Please select an option!	8:43:05 AM
Shannon	Other Issue	8:43:08 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:43:08 AM
Shannon	Server down	8:43:49 AM
Acebuddy	Please wait while we connect you to a Support Representative	8:43:49 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:43:49 AM
	<i>Ankit Kumar accepted the chat transfer request.</i>	8:44:13 AM
Ankit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Ankit Kumar. I will be assisting you today.	8:44:19 AM
Shannon	Ankit you were helping me before and I need a status on my server	8:44:44 AM
Ankit Kumar	Yes Shannon. I deeply apologize for all the inconvenience caused to you.	8:45:19 AM
Shannon	An apology is not enough the federal government stops accepting returns in less than 4 hours and I will lose all my clients	8:46:01 AM
	My business will be ruined and nobody is taking any action	8:46:14 AM
Ankit Kumar	Allow me 3-4 min .	8:46:24 AM

Shannon	Ok	8:46:33 AM
	How are you communicating with me but I can't do anything on my station?	8:47:34 AM
Ankit Kumar	Shannon, Please check and let me if you are able to access the website once.	8:56:03 AM
	<i>8:56:53 AM Shannon is sharing a file with you <a href="#"><u>image.jpg</u></a> - ( Size:7.13 MB )</i>	8:56:53 AM
	May I take the remote access of your local computer?	8:57:53 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:57:56 AM
Shannon	Sure	8:58:01 AM
	There's nothing to hide as I can't get to abythung	8:58:30 AM
	How do you want me to let you on my local	8:58:58 AM
Ankit Kumar	<a href="https://assist.acecloudhosting.com/join/4542234534"><u>https://assist.acecloudhosting.com/join/4542234534</u></a>	8:59:01 AM
	Please click on the link and yes for the prompts.	8:59:24 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.	9:02:30 AM
Shannon	I am on my phone to chat	9:02:40 AM
Ankit Kumar	Shannon, I was about to perform a reboot; however, since there was an active user session and you were logged in, I canceled it. The backend team has now implemented the required changes.	9:21:38 AM
	Is there anything else I may help you with ?	9:21:53 AM
	Are we still connected here?	9:22:25 AM
	Are we still connected here?	9:23:24 AM
	Are we still connected here?	9:24:57 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	9:25:53 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:25:57 AM
	<i>Ankit Kumar has ended this chat session</i>	9:26:00 AM



# Chat Transcript

Hello, I am your Acebuddy

**Visitor Details****#82245 cory****Email:** cory@totalfeeds.com 18177711968**Department:** Support(QB & App Hosting)**Operator:** Shashwat Verma**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 1 Min 7 Secs**City:** WEATHERFORD**State:** Texas**Country:** UNITED STATES

Chat Duration : 42 Mins 19 Secs

**Chat Transcript**

cory	Hello, I am your Acebuddy	5 Oct, 10:57:58 PM
Acebuddy	Hello Cory L Anderson, I'm your Ace Buddy. I'll be happy to assist you!	10:57:59 PM
	Whom Would You Like to Connect With?	10:57:59 PM
cory	Technical Support (QB & App Hosting)	10:58:05 PM
Acebuddy	Welcome to Ace Support.	10:58:05 PM
	Please chose an option :	10:58:05 PM
cory	I'd like to raise a Request	10:58:14 PM
Acebuddy	Please select your request type.	10:58:14 PM
cory	Office 365 Addition	10:58:25 PM
Acebuddy	Please specify if you already have an Office365 subscription	10:58:25 PM
cory	I already have O365 license	10:58:36 PM
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windows Server Operating Systems :	10:58:36 PM
	<ul style="list-style-type: none"> <li>• O365 E3</li> <li>• O365 E5</li> <li>• O365 Apps for Enterprise</li> </ul>	10:58:36 PM
	If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.	10:58:36 PM
	If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one mentioned above or you may purchase a compatible license from Ace.	10:58:36 PM
	Do you need any further assistance on the topic?	10:58:36 PM
cory		

	Yes	11:01:52 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:01:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:01:52 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:03:15 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:03:23 PM
	Hello	11:03:26 PM
cory	hello	11:03:33 PM
	Hello?	11:05:04 PM
Shashwat Verma	Could you please elaborate your concern?	11:05:27 PM
cory	We need O365 on our server but I do not understand the options	11:05:48 PM
	ALso, I cannot login. your system will not send me a text to verify my account	11:06:14 PM
Shashwat Verma	I will surely help you with this issue.	11:07:31 PM
	Do you have any pre-owned office license?	11:08:18 PM
cory	Microsoft 365 family	11:08:43 PM
Shashwat Verma	Cory, we would like to inform that our server only support these 3 license only • O365 E3 • O365 E5 • O365 Apps for Enterprise	11:10:41 PM
cory	I don't know what those mean. Please explain	11:10:57 PM
Shashwat Verma	These three license mentioned above are the only licenses which are compatible with our server	11:12:02 PM
cory	I understand that. Explain what licenses. I do not know what O365 E3 means or how to purchase it	11:12:46 PM
Shashwat Verma	Sure, let me email you the details of all these license for the record purpose?	11:13:49 PM
cory	ok	11:14:12 PM
Shashwat Verma	Also we lease them from our end, will share you the price and their functions in a detailed way	11:14:23 PM
	Is that work for you?	11:14:32 PM
cory	Yes?	11:14:45 PM
Shashwat Verma	Okay, will share you the detailed email within 20 mins	11:16:13 PM
	Is there anything else I may help you with ?	11:16:17 PM
cory	I still can't login	11:16:40 PM
	It says "OTP sent to..." and I get nothing	11:17:11 PM
Shashwat Verma	Could you please share me the screenshot of the same?	11:17:11 PM
	<i>11:17:33 PM cory is sharing a file with you <a href="#">image.png</a> - ( Size:1.36 MB )</i>	11:17:33 PM
	<i>11:17:46 PM cory is sharing a file with you</i>	11:17:46 PM

[image.png](#) - ( Size:1.36 MB )

Is that the email and the phone number belongs to you?

11:18:35 PM

cory That is my phone number and the wrong email

11:19:02 PM

Shashwat Verma Okay

11:20:35 PM

Kindly allow me two minutes to check the same.

11:20:41 PM

Cory, as its myportal login related query, will share the related issue, kindly share us the correct email and phone number so that we can correct the same

11:23:36 PM

We will get this done for you and let you know when it is done

11:23:56 PM

cory 817-771-1968

11:24:03 PM

cory@totalfeeds.com

11:24:09 PM

Shashwat Verma Got it

11:26:19 PM

We will get this corrected and let you know

11:26:33 PM

Just to confirm, meanwhile you are able to access the server, right?

11:26:57 PM

cory yes

11:29:02 PM

Shashwat Verma perfect

11:29:42 PM

Is there anything else I may help you with ?

11:29:44 PM

cory Please send the email about e365

11:30:14 PM

Shashwat Verma Yes, for sure

11:30:28 PM

Will share the same and price related to you in 20 mins

11:30:42 PM

Shall I disconnect this chat for now?

11:31:17 PM

Are we still connected here?

11:32:29 PM

Are we still connected here?

11:33:59 PM

Are we still connected here?

11:35:48 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.

11:40:15 PM

*Shashwat Verma has ended this chat session*

11:40:17 PM



## Chat Transcript

# Hello, I am your Acebuddy

## Visitor Details

23 Oct, 8:19:22 PM

### #82872 William Mims

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

**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:** 51 Secs

**City:** LACON

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 12 Mins 31 Secs

William Mims	Hello, I am your Acebuddy	23 Oct, 8:19:23 PM
Acebuddy	Hello William E Mims, I'm your Ace Buddy. I'll be happy to assist you!	8:19:23 PM
	Whom Would You Like to Connect With?	8:19:23 PM
William Mims	Technical Support (QB & App Hosting)	8:19:29 PM
Acebuddy	Welcome to Ace Support.	8:19:29 PM
	Please chose an option :	8:19:29 PM
William Mims	I'd like to report an Issue	8:19:36 PM
Acebuddy	Please select an option!	8:19:36 PM
	Please specify the issue you are facing before I connect you to an available support representative!	8:19:40 PM
William Mims	Other Issue	8:19:40 PM
	Unable to access hosting	8:20:01 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:20:01 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:20:01 PM
	<i>8:20:08 PM William Mims is sharing a file with you <a href="#">image.png</a> - (Size:16.66 KB)</i>	8:20:08 PM
	<i>Manish Singh declined the transfer request.</i>	8:20:12 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	8:21:43 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	8:21:51 PM

	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:22:04 PM
William Mims	Good morning Shubham	8:22:27 PM
Shubham Maurya	Very Good Morning William ! (Edited)	8:22:45 PM
William Mims	Not certain how to retrieve that information	8:22:53 PM
Shubham Maurya	No worries, let me check for you using your email.	8:23:22 PM
William Mims	I am clicking on a remote desktop link3.	8:23:24 PM
	Error message above	8:23:35 PM
	<i>8:24:13 PM William Mims is sharing a file with you <a href="#">image.png</a> - ( Size:29.22 KB )</i>	8:24:13 PM
	Hoping to not have to reboot computer.	8:24:53 PM
Shubham Maurya	Business name: WE. & C.E. Mims Inc CID75272	8:26:04 PM
	please confirm above details are correct?	
William Mims	Yes	8:26:26 PM
	Just located the information posted. It is correct.	8:27:35 PM
Shubham Maurya	Thanks for the confirmation !	8:28:11 PM
	<i>The visitor's name was changed from William E Mims to William Mims.</i>	8:29:08 PM
	We have checked that server is accessible from our end, please let us know if there any network changes done recently?	8:29:19 PM
William Mims	None that I know of.	8:29:36 PM
	I'm In.	8:29:57 PM
	Thank you.	8:30:02 PM
	Not certain why that happened.	8:30:32 PM
Shubham Maurya	Okay, please do let us know if you face same issue again so that we can investigate it further.	8:30:51 PM
	Apologies for the inconvenience caused due to this William.	8:31:13 PM
William Mims	Will do,	8:31:22 PM
Shubham Maurya	Is there anything else I may help you with ?	8:31:23 PM
William Mims	Thank you	8:31:24 PM
	No. I'm good!	8:31:40 PM
Shubham Maurya	You are most welcome !	8:31:43 PM
	Have a good one !	8:31:46 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	8:31:49 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!

8:31:51 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/>)

*Shubham Maurya has ended this chat session*

8:31:54 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

9 Oct, 9:24:59 PM

#### #82414 Don DeLong

**Email:** don@d3techsolution.com 16053917712

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 44 Secs

**City:** RAPID CITY

**State:** South Dakota

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 14 Mins 54 Secs

Don DeLong	Hello, I am your Acebuddy	9 Oct, 9:24:59 PM
Acebuddy	Hello Don Delong, I'm your Ace Buddy. I'll be happy to assist you!	9:25:00 PM
	Whom Would You Like to Connect With?	9:25:00 PM
Don DeLong	Technical Support (QB & App Hosting)	9:25:06 PM

Acebuddy	Welcome to Ace Support.	9:25:06 PM
	Please chose an option :	9:25:06 PM
Don DeLong	I'd like to report an Issue	9:25:13 PM
Acebuddy	Please select an option!	9:25:13 PM
Don DeLong	Other Issue	9:25:19 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:25:19 PM
Don DeLong	at least 2 of our Drake 24 accounts allow us to log into drake but we cannot click on anything	9:26:34 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:26:34 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:26:34 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:28:34 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:28:38 PM
Don DeLong	our Bruce and Admin log in to our Drake 24 are logging in but then we cannot click on anything. The cheri and tom are currently functioning normally	9:30:02 PM
Manish Singh	Are Cheri and Tom using Drake 24?	9:31:00 PM
Don DeLong	we logged into drake with cheri on bruces ace cloud account and it worked but does not with bruce yes Drake 24	9:31:12 PM 9:31:19 PM
	CID74774 is our account	9:32:16 PM
Manish Singh	Let me check once.	9:32:48 PM
	Upon checking with the peers, it's a known issue with the Drake application, we have to give the admin access for the time being and you have to contact Drake support for permanent fix.	9:34:16 PM
	As I can check you are on call with Yash, he will assist you regarding this issue.	9:38:13 PM
	Is there anything else I may help you with ?	9:38:17 PM
Don DeLong	yes, I am working with them. thank you	9:39:02 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:39:20 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	9:39:23 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>Manish Singh has ended this chat session</i>	9:39:54 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

8 Oct, 8:51:56 PM

**#82362 Todd Koerner**

**Email:** todd@aeaks.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:** WICHITA

**State:** Kansas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 1 Min 7 Secs

Todd Koerner	Hello, I am your Acebuddy	8 Oct, 8:51:56 PM
Acebuddy	Hello Todd Koerner, I'm your Ace Buddy. I'll be happy to assist you!	8:51:57 PM
	Whom Would You Like to Connect With?	8:51:57 PM
Todd Koerner	Technical Support (QB & App Hosting)	8:52:02 PM
Acebuddy	Welcome to Ace Support.	8:52:02 PM
	Please chose an option :	8:52:02 PM
Todd Koerner	Setback	8:52:11 PM
Acebuddy	Hello Todd Koerner, I'm your Ace Buddy. I'll be happy to assist you!	8:52:11 PM
	Whom Would You Like to Connect With?	8:52:11 PM
Todd Koerner	Technical Support (QB & App Hosting)	8:52:25 PM
Acebuddy	Welcome to Ace Support.	8:52:25 PM
	Please chose an option :	8:52:25 PM
Todd Koerner	I'd like to raise a Request	8:52:35 PM

Acebuddy	Please select your request type.	8:52:35 PM
Todd Koerner	Other Request	8:52:46 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	8:52:46 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:52:46 PM
Todd Koerner	No, That'll be all!	8:53:04 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	8:53:04 PM
	<i>Acebuddy has ended this chat session</i>	8:53:04 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

27 Oct, 11:36:36 PM

**#82982 shylesh viswanathan**

**Email:** shylesh@rockstarbookkeeping.com ☎ 13108506091

**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:** TORRANCE

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 35 Mins 19 Secs

shylesh viswanathan	Hello, I am your Acebuddy	27 Oct, 11:36:36 PM
Acebuddy	Hello Shylesh, I'm your Ace Buddy. I'll be happy to assist you!	11:36:37 PM
	Whom Would You Like to Connect With?	11:36:37 PM
shylesh viswanathan	Technical Support (QB & App Hosting)	11:36:46 PM
Acebuddy	Welcome to Ace Support.	11:36:46 PM

Please chose an option :

11:36:46 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.

28 Oct, 12:11:56  
AM

*Ended due to chat idle timeout*

12:11:56 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Oct, 2:13:32 AM

**#82893 Jay Lode**

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

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** HARLOWTON

**State:** Montana

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 56 Secs

Jay Lode	Hello, I am your Acebuddy	24 Oct, 2:13:33 AM
Acebuddy	Hello Jay Lode, I'm your Ace Buddy. I'll be happy to assist you!	2:13:34 AM
	Whom Would You Like to Connect With?	2:13:34 AM
Jay Lode	Technical Support (QB & App Hosting)	2:13:39 AM
Acebuddy	Welcome to Ace Support.	2:13:39 AM
	Please chose an option :	2:13:39 AM
Jay Lode	I'd like to raise a Request	2:13:45 AM
Acebuddy	Please select your request type.	2:13:45 AM
Jay Lode	Printer/Scanner Addition	2:13:50 AM

Acebuddy	Please select your desired option :	2:13:50 AM
Jay Lode	Printer Addition	2:13:57 AM
Acebuddy	Kindly install the client version of 'Uniprint' on your local Desktop by following the instructions mentioned in the knowledge-base article attached below.	2:13:57 AM
	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.	2:13:57 AM
	Do you need any further assistance on the topic?	2:13:57 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.	2:44:29 AM
	<i>Ended due to chat idle timeout</i>	2:44:29 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

23 Oct, 11:37:57 PM

#### #82884 Alicen Truax

**Email:** alicen@cimodular.com ☎ 3608869933

**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 44 Secs

**City:** AUBURN

**State:** Washington

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 31 Mins 48 Secs

Alicen Truax	Hello, I am your Acebuddy	23 Oct, 11:37:57 PM
Acebuddy	Hello Alicen Truax, I'm your Ace Buddy. I'll be happy to assist you!	11:37:58 PM
	Whom Would You Like to Connect With?	11:37:58 PM

Alicen Truax	Technical Support (QB & App Hosting)	11:38:01 PM
Acebuddy	Welcome to Ace Support.	11:38:01 PM
	Please chose an option :	11:38:01 PM
Alicen Truax	I'd like to report an Issue	11:38:06 PM
Acebuddy	Please select an option!	11:38:06 PM
Alicen Truax	QuickBooks Issue	11:38:09 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:38:09 PM
Alicen Truax	QuickBooks Login Issue	11:38:14 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	11:38:14 PM
	Was that helpful?	11:38:14 PM
Alicen Truax	No	11:38:18 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	11:38:18 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:38:18 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	11:38:27 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	11:38:37 PM
	In continuation of previous chat,	11:39:16 PM
	Please confirm username is <b>AlicenTr.NPRE</b>	
	May I take the remote access of your local computer?	
Alicen Truax	Yes. You can take remote access. Thank you.	11:39:35 PM
Shubham Maurya	<a href="https://assist.acecloudhosting.com/join/7352939357">https://assist.acecloudhosting.com/join/7352939357</a>	11:39:57 PM
	Kindly paste this link in the browser of local computer and join the session.	11:40:04 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	11:40:09 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:41:44 PM
Alicen Truax	Okay, thank you.	11:41:56 PM
Shubham Maurya	Please hold on let us perform server reboot to clear any cache file.	11:51:16 PM
	It's done now please check the application working.	24 Oct, 12:08:10 AM
Alicen Truax	Yes, it works. Thank you!	12:08:51 AM
Shubham Maurya	You are most welcome ! Thanks for your patience with us while working on this.	12:09:15 AM
	Is there anything else I may help you with ?	12:09:17 AM
Alicen Truax	No, thank you for your help!	12:09:27 AM

Shubham Maurya	Have a good one !	12:09:38 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:09:41 AM
Alicen Truax	You too!	12:09:43 AM
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!	12:09:43 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> )	

*Shubham Maurya has ended this chat session*

12:09:46 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

9 Oct, 8:46:22 PM

#### #82410 inverteccasv

**Email:** inverteccasv@gmail.com ☎ 78566846

**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:** 3 Mins 26 Secs

**City:** SAN SALVADOR

**State:** San Salvador

**Country:** EL SALVADOR

### Chat Transcript

Chat Duration : 1 Hour 3 Mins

inverteccasv	Hello, I am your Acebuddy	9 Oct, 8:46:22 PM
Acebuddy	Hello Inverteccasv, I'm your Ace Buddy. I'll be happy to assist you!	8:46:24 PM
	Whom Would You Like to Connect With?	8:46:24 PM
inverteccasv	Technical Support (QB & App Hosting)	8:46:26 PM
Acebuddy	Welcome to Ace Support.	8:46:28 PM
	Please chose an option :	8:46:28 PM
inverteccasv	I'd like to report an Issue	8:46:44 PM
Acebuddy	Please select an option!	8:46:44 PM
inverteccasv	QuickBooks Issue	8:46:49 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:46:49 PM
inverteccasv	QuickBooks Update	8:46:56 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.	8:46:56 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.	8:46:56 PM
	Do you need any further assistance on the topic?	8:46:56 PM
inverteccasv	Yes	8:50:40 PM
Acebuddy	Please wait while we connect you to our Support Representative	8:50:40 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:50:40 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	8:52:07 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	8:52:15 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:52:24 PM
inverteccasv	YES	8:52:57 PM
	refers to ace access?	8:53:50 PM
	our id is	8:54:23 PM
Shubham Maurya	Yes, details which you have registered with Ace cloud.	8:54:32 PM
inverteccasv	CID73235	8:54:59 PM
Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.	8:55:12 PM
	<i>8:56:18 PM Shubham Maurya is sharing a file with you <a href="#">image.png</a> - ( Size:14.58 KB )</i>	8:56:18 PM
	<i>We can see multiple users are logged in right now, Is there any time window when we can perform the up</i>	

inverteccasv	allow me a moment	8:58:48 PM
Shubham Maurya	Sure, please take your time.	8:59:06 PM
inverteccasv	how long would the update take?	8:59:18 PM
Shubham Maurya	The update process may take approximately 30 to 40 minutes, as multiple server reboots could be necessary.	9:00:35 PM
inverteccasv	QB to version 24.0 R16 that would be?	9:01:14 PM
Shubham Maurya	Please hold on let me check.	9:01:55 PM
	QuickBooks Desktop 2024 · Release R16 September 9, 2025	9:05:14 PM
	This one is the updated version available for QB ENT 24	
inverteccasv	ok	9:05:15 PM
	perfect	9:06:32 PM
	will proceed	9:06:46 PM
	please	9:07:03 PM
Shubham Maurya	It depends on the region as well, once we proceed with update then we can see that actual update available for the particular region.	9:07:23 PM
	Shall we proceed with the update right now?	9:07:33 PM
inverteccasv	yes	9:09:01 PM
	pleace	9:09:03 PM
	urgent	9:09:20 PM
Shubham Maurya	Okay, please inform other users to logout from sever or save there work.	9:09:35 PM
	Once it's done we will update you over here.	9:09:45 PM
inverteccasv	Ready, you can start	9:10:40 PM
	<i>9:19:41 PM Shubham Maurya is sharing a file with you <a href="#">image.png</a> - (Size:135.62 KB)</i>	9:19:41 PM
	<i>It's still under process please stay connected.</i>	
	ok	9:21:33 PM
Shubham Maurya	Thanks for your patience, we are still working on it as there was some issue while updating.	9:28:17 PM
inverteccasv	ok	9:28:45 PM
	how is it going?	9:42:52 PM
Shubham Maurya	Please login to server and check now if it's working fine.	9:43:52 PM
	Are we still connected here?	9:46:22 PM
	Are we still connected here?	9:47:22 PM
	Are we still connected here?	9:48:04 PM

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

9:49:02 PM

*Shubham Maurya has ended this chat session*

9:50:17 PM



## Chat Transcript

Hello, I am your Acebuddy

16 Oct, 12:21:32 PM

### Visitor Details

**#82685 KEITH**

**Email:** ks.partsfast@gmail.com 7133203009

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

**Operator:** Ankit Kumar

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 45 Secs

**City:** RICHMOND

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 19 Mins 10 Secs

KEITH	Hello, I am your Acebuddy	16 Oct, 12:21:33 PM
Acebuddy	Hello Keith Sholar, I'm your Ace Buddy. I'll be happy to assist you!	12:21:34 PM
	Whom Would You Like to Connect With?	12:21:34 PM
KEITH	Technical Support (QB & App Hosting)	12:22:03 PM
Acebuddy	Welcome to Ace Support.	12:22:03 PM
	Please chose an option :	12:22:03 PM
KEITH	I'd like to report an Issue	12:22:22 PM
Acebuddy	Please select an option!	12:22:22 PM
KEITH	QuickBooks Issue	12:22:26 PM

Acebuddy	What type of QuickBooks Issue are you facing?	12:22:26 PM
KEITH	QuickBooks Login Issue	12:22:36 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	12:22:36 PM
	Was that helpful?	12:22:36 PM
KEITH	No	12:23:09 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	12:23:09 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:23:10 PM
	<i>Ankit Kumar accepted the chat transfer request.</i>	12:23:28 PM
Ankit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Ankit Kumar. I will be assisting you today.	12:23:34 PM
KEITH	PARTS.MYREALDATA.NET	12:23:51 PM
	I CANT OPEN THE COMPANY FILE AND LOG IN .ERROR 6175.0	12:24:35 PM
Ankit Kumar	I deeply apologize for the inconvenience caused to you.	12:24:58 PM
KEITH	WORKING FINE AT 10PM LOCAL TIME	12:25:01 PM
	CAN YOU LOOK. NEVER SEEN THIS ERRO	12:25:17 PM
Ankit Kumar	Kindly allow me 3-4 minutes to check the same.	12:26:54 PM
KEITH	OK	12:27:04 PM
Ankit Kumar	Thank you for waiting. May i know if your username is : SalesP@myrealdata.net ?	12:28:20 PM
KEITH	YES	12:28:32 PM
Ankit Kumar	Thanks for the confirmation !	12:28:37 PM
	May I take the remote access of your server?	12:28:44 PM
KEITH	YES	12:28:55 PM
Ankit Kumar	Prior providing the access, I would suggest you to close any important documents at your end.	12:29:03 PM
KEITH	OK. PROCEED	12:29:18 PM
Ankit Kumar	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:29:50 PM
KEITH	ok	12:35:19 PM
Ankit Kumar	Keith, I have initiated the reboot. It may take another 2-3 minutes. Once the server is up and running, I will let you know so that you can try accessing the file again.	12:36:27 PM
KEITH	ok	12:36:37 PM
Ankit Kumar	Thank you for your time and patience. The server is up and running now; please check if the company file is working as expected.	12:38:32 PM

KEITH	it appears to be working again	12:40:16 PM
Ankit Kumar	Awesome We are glad to hear that your issue is resolved.	12:40:20 PM
	Is there anything else I may help you with ?	12:40:23 PM
KEITH	no have a good day	12:40:33 PM
Ankit Kumar	Keith, Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:40:37 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!	12:40:40 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>Ankit Kumar has ended this chat session</i>	12:40:43 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

29 Oct, 3:09:05 AM

#### #83050 Neil Goldberg

**Email:** nmg386@aol.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:** 30 Secs

**City:** LOS ANGELES

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 23 Mins 14 Secs

Neil Goldberg	Hello, I am your Acebuddy	29 Oct, 3:09:06 AM
Acebuddy	Hello Neil Goldberg, I'm your Ace Buddy. I'll be happy to assist you!	3:09:07 AM
	Whom Would You Like to Connect With?	3:09:07 AM
Neil Goldberg	Technical Support (QB & App Hosting)	3:09:08 AM
Acebuddy	Welcome to Ace Support.	3:09:08 AM
	Please chose an option :	3:09:08 AM
Neil Goldberg	I'd like to report an Issue	3:09:13 AM
Acebuddy	Please select an option!	3:09:13 AM
Neil Goldberg	Other Issue	3:09:17 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:09:17 AM
Neil Goldberg	Printing works but is printing code	3:09:30 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:09:30 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:09:30 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	3:11:03 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	3:11:10 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:11:16 AM
Neil Goldberg	I you helped me earlier	3:11:20 AM
	EFPetSupplies	3:11:29 AM
Yash Kalra	Hello Neil	3:11:41 AM
Neil Goldberg	Now that RDP is fixed we are now only able to print code... Not working as before. I installed uniprint on the PC already	3:12:01 AM
Yash Kalra	May I take the remote access of your local computer?	3:12:33 AM
Neil Goldberg	Sure	3:12:37 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	3:12:45 AM
	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/4532781993">https://assist.acecloudhosting.com/join/4532781993</a>	3:12:49 AM
Neil Goldberg	There are 2 different printers listed in Quickbooks that are the same printer. One doesn't do anything and the other sends garbled text to the printer	3:13:47 AM
Yash Kalra	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:14:11 AM

	Neil, we assisted you with the printer issue. Is there anything else I may help you with ?	3:25:25 AM
Neil Goldberg	Let's try one more time please	3:26:06 AM
Yash Kalra	Sure	3:27:38 AM
	May I take the remote access of your local computer again?	3:27:49 AM
	Are we still connected here?	3:28:19 AM
	Are we still connected here?	3:30:03 AM
	Are we still connected here?	3:32:15 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.	3:32:19 AM
	<i>Yash Kalra has ended this chat session</i>	3:32:21 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

16 Oct, 2:14:08 AM

#82662 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: 1 Min

City: SAN DIEGO

State: California

Country: UNITED STATES

## Chat Transcript

Chat Duration : 35 Mins 22 Secs

alexis	Hello, I am your Acebuddy	16 Oct, 2:14:08 AM
Acebuddy	Hello Admin, I'm your Ace Buddy. I'll be happy to assist you!	2:14:09 AM

	Whom Would You Like to Connect With?	2:14:09 AM
alexis	Technical Support (QB & App Hosting)	2:14:18 AM
Acebuddy	Welcome to Ace Support.	2:14:18 AM
	Please chose an option :	2:14:18 AM
alexis	I'd like to report an Issue	2:14:29 AM
Acebuddy	Please select an option!	2:14:29 AM
alexis	QuickBooks Issue	2:14:37 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:14:37 AM
alexis	QuickBooks Login Issue	2:14:51 AM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	2:14:52 AM
	Was that helpful?	2:14:52 AM
alexis	No	2:14:57 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	2:14:57 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:14:57 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	2:15:23 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	2:15:27 AM
alexis	I would like to know how I can see another company IN QB that was associated with me.	2:16:27 AM
	What are the steps to follow to see the other company's information?	2:16:55 AM
Sujeet Kumar Suman	Hello	2:17:20 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:17:36 AM
alexis	My user name is admin2	2:18:16 AM
	The server name is San Diego Demolition	2:19:26 AM
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.	2:19:31 AM
alexis	We have another company that we must see within the same	2:19:45 AM
Sujeet Kumar Suman	Please provide us with the other username so we can check the user's access.	2:21:35 AM
alexis	How can I know the user name?	2:21:55 AM
	I usually log in with admin2	2:25:14 AM
Sujeet Kumar Suman	Got it.	2:26:12 AM
	Thank you for your patience.	2:30:12 AM
	Previously, did you have access to the company file, or is this your first time?	2:30:13 AM

alexis	Is my first time but I don't see the company file	2:31:13 AM
Sujeet Kumar Suman	May I take the remote access of your local computer?	2:31:27 AM
alexis	Yes	2:34:10 AM
Sujeet Kumar Suman	Are we still connected here?	2:34:12 AM
alexis	Yes you can connect	2:35:22 AM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	2:36:19 AM
alexis	okay	2:36:40 AM
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session.: <a href="https://assist.acecloudhosting.com/join/2932034984">https://assist.acecloudhosting.com/join/2932034984</a>	2:36:54 AM
	<i>2:37:23 AM alexis is sharing a file with you <a href="#"><u>image.png</u></a> - ( Size:149.72 KB )</i>	2:37:23 AM
	Thank you for the screenshot.	2:38:40 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	2:38:45 AM
	Thank you for your patience.	2:47:10 AM
	As per discussion over the remote session, The issue is resolved.	2:47:16 AM
	Is there anything else I may help you with ?	2:47:43 AM
alexis	No thank you	2:49:06 AM
Sujeet Kumar Suman	Thanks for the confirmation !	2:49:13 AM
	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.	2:49:18 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:49:25 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!	2:49:28 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>Sujeet Kumar Suman has ended this chat session</i>	2:49:31 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

27 Oct, 6:51:45 PM

#82959 rminaya

Email: rminaya@calldad.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: SANTO DOMINGO ESTE

State: Santo Domingo

Country: DOMINICAN REPUBLIC

## Chat Transcript

Chat Duration : 43 Mins 2 Secs

rminaya	Hello, I am your Acebuddy	27 Oct, 6:51:46 PM
Acebuddy	Hello Rminaya, I'm your Ace Buddy. I'll be happy to assist you!	6:51:47 PM
	Whom Would You Like to Connect With?	6:51:47 PM
rminaya	Technical Support (QB & App Hosting)	6:51:53 PM
Acebuddy	Welcome to Ace Support.	6:51:53 PM
	Please chose an option :	6:51:53 PM
rminaya	I'd like to raise a Request	6:52:00 PM
Acebuddy	Please select your request type.	6:52:00 PM
rminaya	Password Reset	6:52:06 PM
Acebuddy	Please select an option below	6:52:06 PM
rminaya	Not Enrolled to Selfcare Portal	6:52:18 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.	6:52:18 PM
	Do you need any further assistance on the topic?	6:52:18 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	7:34:48 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

18 Oct, 12:13:45 AM

### #82728 info

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

**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:** 30 Secs

**City:** CARROLLTON

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 13 Mins 46 Secs

info	Hello, I am your Acebuddy	18 Oct, 12:13:46 AM
Acebuddy	Hello Annie, I'm your Ace Buddy. I'll be happy to assist you!	12:13:47 AM
	Whom Would You Like to Connect With?	12:13:47 AM
info	Technical Support (QB & App Hosting)	12:13:49 AM
Acebuddy	Welcome to Ace Support.	12:13:49 AM
	Please chose an option :	12:13:49 AM
info	I'd like to report an Issue	12:13:53 AM
Acebuddy	Please select an option!	12:13:54 AM
info	QuickBooks Issue	12:13:57 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:13:57 AM
info	QuickBooks is Frozen	12:14:00 AM

Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	12:14:01 AM
	Was that helpful?	12:14:01 AM
info	No	12:14:06 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	12:14:06 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:14:06 AM
info	Hello, my server is frozen.	12:14:23 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	12:14:54 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	12:15:03 AM
	I deeply apologize for the inconvenience caused to you.	12:15:14 AM
	Is this issue occurring only for you, or are other users on the server also experiencing it?	12:15:24 AM
info	only me	12:15:34 AM
	not quickbooks	12:15:39 AM
	server	12:15:40 AM
	server is now moving	12:15:43 AM
	but the taskbar is disappearing.	12:16:00 AM
	and I can't find any icons.	12:16:12 AM
Abhay Kumar Saraswat	Could you please share the screenshot with me?	12:16:25 AM
	<i>12:16:49 AM info is sharing a file with you <a href="#">image.png</a> - ( Size:270.11 KB )</i>	12:16:49 AM
	Thank you for sharing the screenshot.	12:17:35 AM
	How long have you been experiencing this issue?	12:18:06 AM
info	few minutes	12:18:18 AM
	and still	12:18:19 AM
Abhay Kumar Saraswat	Have you tried to logged out and logged back in to the server?	12:18:41 AM
info	I cant	12:18:53 AM
	because the icon has disappeared.	12:19:05 AM
Abhay Kumar Saraswat	Okay.	12:19:12 AM
	Can I try to logged you out from the server?	12:19:23 AM
info	yes sure	12:19:32 AM
Abhay Kumar Saraswat	Thanks for the confirmation, doing it in next 1 minute. (Edited)	12:20:02 AM

	Allow me a minute.	12:20:20 AM
info	sure	12:20:25 AM
Abhay Kumar Saraswat	Thank you for your patience.	12:21:33 AM
	It seems that you were disconnected from the internet a few minutes ago, is that correct?	12:22:34 AM
info	un i'm not sure	12:22:51 AM
	but	12:22:52 AM
	I closed the app when you said this	12:23:15 AM
Abhay Kumar Saraswat	Okay.	12:23:23 AM
info	but even the app is closed when i reopen, it shows me same screen.	12:23:35 AM
Abhay Kumar Saraswat	Please try to logged back in.	12:23:40 AM
info	I did	12:25:33 AM
	thanks	12:25:33 AM
	now it's working.	12:25:37 AM
Abhay Kumar Saraswat	Great.	12:26:18 AM
	There might be some network connectivity issue ion between the connection.	12:26:39 AM
	Is there anything else I may help you with ?	12:26:43 AM
info	no that was all.	12:27:19 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.	12:27:23 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!	12:27:26 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.	12:27:29 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	12:27:32 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

11 Oct, 7:35:27 PM

### #82486 Skyler Meyer-Brown

**Email:** sky@hiighdreamsolutions.com  13364073193

**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:** DENVER

**State:** Colorado

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 38 Mins 20 Secs

Skyler Meyer-Brown	Hello, I am your Acebuddy	11 Oct, 7:35:28 PM
Acebuddy	Hello Skyler Meyer-brown, I'm your Ace Buddy. I'll be happy to assist you!	7:35:29 PM
	Whom Would You Like to Connect With?	7:35:29 PM
Skyler Meyer-Brown	Technical Support (QB & App Hosting)	7:35:36 PM
Acebuddy	Welcome to Ace Support.	7:35:36 PM
	Please chose an option :	7:35:36 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	8:13:48 PM
	<i>Ended due to chat idle timeout</i>	8:13:48 PM



# Chat Transcript

# Hello, I am your Acebuddy

## Visitor Details

11 Oct, 6:34:37 PM

### #82484 team

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

**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:** 38 Secs

**City:** DITA

**State:** Laguna

**Country:** PHILIPPINES

## Chat Transcript

Chat Duration : 22 Mins 1 Sec

team	Hello, I am your Acebuddy	11 Oct, 6:34:39 PM
Acebuddy	Hello Team, I'm your Ace Buddy. I'll be happy to assist you!	6:34:39 PM
	Whom Would You Like to Connect With?	6:34:39 PM
team	Technical Support (QB & App Hosting)	6:34:42 PM
Acebuddy	Welcome to Ace Support.	6:34:42 PM
	Please chose an option :	6:34:42 PM
team	I'd like to report an Issue	6:34:51 PM
Acebuddy	Please select an option!	6:34:51 PM
team	QuickBooks Issue	6:34:55 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:34:55 PM
team	Other QB related issue	6:35:04 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:35:04 PM
team	Every time I try to log in to my Quickbooks app inside Desktop, it just keeps loading	6:37:07 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:37:08 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:37:08 PM
	<i>Manish Singh accepted the chat transfer request.</i>	6:37:59 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	6:38:03 PM
	I will surely help you with this issue.	6:38:22 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?	6:38:49 PM
team	This happens sometimes.	6:40:16 PM
Manish Singh	May I know your username?	6:40:45 PM
team	username for quickbooks desktop?	6:41:55 PM
	myrealdatalIASAdmin.NPRE	6:42:44 PM
Manish Singh	Due to multiple session stuck in the backend you are not able to access QuickBooks.	6:43:27 PM
	Kindly try to access now.	6:43:33 PM
	Are we still connected here?	6:45:20 PM
team	yes	6:45:50 PM
Manish Singh	Is QuickBooks working fine?	6:46:06 PM
team	Inside the desktop itself, the QuickBooks app won't open or can't be accessed.	6:47:00 PM
	can you help me how to fix this?	6:47:25 PM
Manish Singh	Let me check once.	6:47:46 PM
	Need to reboot the server once I have restarted the services of QuickBooks.	6:48:07 PM
	Kindly logout of the server once you and Allen.	6:48:22 PM
team	already logged out	6:49:44 PM
Manish Singh	Try to access now	6:51:37 PM
team	Problem fixed. Thank You	6:55:00 PM
Manish Singh	Is there anything else I may help you with ?	6:55:02 PM
	Are we still connected here?	6:56:04 PM
team	Already fixed. Thank you	6:56:16 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	6:56:20 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:56:36 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!	6:56:39 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>	6:56:40 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

7 Oct, 11:41:46 PM

### #82333 Ashlee Swenson

**Email:** ashlee@equitablecpa.com

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 21 Secs

**City:** SPANISH FORK

**State:** Utah

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 9 Mins 43 Secs

Ashlee Swenson	Hello, I am your Acebuddy	7 Oct, 11:41:47 PM
Acebuddy	Hello Ashlee Swenson, I'm your Ace Buddy. I'll be happy to assist you!	11:41:48 PM
	Whom Would You Like to Connect With?	11:41:48 PM
Ashlee Swenson	Technical Support (QB & App Hosting)	11:42:08 PM
Acebuddy	Welcome to Ace Support.	11:42:08 PM
	Please chose an option :	11:42:08 PM
Ashlee Swenson	I'd like to report an Issue	11:42:13 PM
Acebuddy	Please select an option!	11:42:13 PM
Ashlee Swenson	QuickBooks Issue	11:42:16 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:42:16 PM
Ashlee Swenson	QuickBooks Update	11:42:19 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the	

application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.

11:42:19 PM

If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.

11:42:19 PM

Do you need any further assistance on the topic?

11:42:19 PM

Ashlee Swenson Yes

11:42:29 PM

Acebuddy Please wait while we connect you to our Support Representative

11:42:29 PM

*Acebuddy (bot) forwarded the chat request*

11:42:29 PM

*Ashutosh Mishra accepted the chat transfer request.*

11:42:53 PM

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

11:42:59 PM

Ashlee Swenson EquitableAS.myrealdata.net

11:43:16 PM

myrealdata\AshleeSwe

11:43:25 PM

Ashutosh Mishra I will surely help you with this issue.

11:43:28 PM

Thank you for providing the details. Let me check that for you.

11:43:51 PM

Ashlee, currently users are logged in the server and updating QuickBooks would require users to log out, we can also schedule the update during night hours that would prevent interruption during the working hours.

11:48:43 PM

Ashlee Swenson Yes, if you could update it during the night hours tonight, that would be best. This is the 5th time I've had to reach out about this so hopefully the update will actually be installed and QB will work going forward...

11:49:49 PM

Ashutosh Mishra Our apologies for the inconvenience. Rest assured I will schedule this on priority basis, and you will receive an email once the update is completed during the night hours itself.

11:50:49 PM

Is there anything else I may help you with ?

11:51:04 PM

Ashlee Swenson No, that's all. Thank you

11:51:11 PM

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

11:51:21 PM

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

11:51:24 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!

11:51:27 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/>)



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

24 Oct, 3:56:05 PM

### #82906 rlangford

**Email:** rlangford@roistrategies.net ☎ 14046102218

**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:** ALPHARETTA

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 31 Mins 39 Secs

rlangford	Hello, I am your Acebuddy	24 Oct, 3:56:06 PM
Acebuddy	Hello Rlangford, I'm your Ace Buddy. I'll be happy to assist you!	3:56:08 PM
	Whom Would You Like to Connect With?	3:56:08 PM
rlangford	Technical Support (QB & App Hosting)	3:56:16 PM
Acebuddy	Welcome to Ace Support.	3:56:17 PM
	Please chose an option :	3:56:17 PM
rlangford	I'd like to raise a Request	3:56:22 PM
Acebuddy	Please select your request type.	3:56:22 PM
rlangford	Reboot your Server	3:56:26 PM
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion.	3:56:26 PM
	Do you need any further assistance on the topic?	3:56:26 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.

4:27:45 PM

*Ended due to chat idle timeout*

4:27:45 PM



## Chat Transcript

I am unable to log into the RDP. I also cannot change my password through <https://selfcare.acecloudhosting.com/authorization.do>

### Visitor Details

9 Oct, 3:29:53 AM

#### #82381 Marquez

**Email:** jessica@mariastax.com 6616194875

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

**Operator:** Ashutosh Mishra

**Website:** <https://www.acecloudhosting.com/knowledgebase/>

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 53 Secs

**City:** SANTA BARBARA

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 8 Mins 18 Secs

Marquez

I am unable to log into the RDP. I also cannot change my password through  
<https://selfcare.acecloudhosting.com/authorization.do>

9 Oct, 3:29:54 AM

Dikshant Yadav

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

3:30:03 AM

*Dikshant Yadav is transferring the chat to Support(QB & App Hosting).*

3:30:15 AM

*Ashutosh Mishra accepted the chat transfer request.*

3:30:28 AM

Ashutosh Mishra

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

3:30:33 AM

Hello Marquez, I will surely help you with this issue.

3:30:51 AM

Marquez

Hello, the server that I am trying to access is Mariastaxnew.myrealdatal.net

3:30:55 AM

Ashutosh Mishra

Kindly allow me two minutes to check the same.

3:31:46 AM

Marquez	Sure, thank you	3:31:56 AM
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?	3:33:00 AM
Marquez	Just for me	3:33:08 AM
Ashutosh Mishra	Please help me with your username.	3:33:24 AM
Marquez	Jessica_MTS	3:33:35 AM
	myrealdatalJessica_MTS	3:33:54 AM
Ashutosh Mishra	Is this the first time you are facing this issue?	3:34:43 AM
Marquez	Yes	3:34:54 AM
	I have not logged on in months.	3:35:02 AM
Ashutosh Mishra	Thank you for providing the details.	3:37:10 AM
	Please login now	3:37:21 AM
Marquez	perfect! it is working now	3:37:50 AM
Ashutosh Mishra	Great to see it is working.	3:38:02 AM
	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.	3:38:08 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!	3:38:14 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> )	
Marquez	of course. thank you!	3:38:20 AM
	<i>Ashutosh Mishra has ended this chat session</i>	3:38:22 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #82479 pstapleton

**Email:** pstapleton@tippfloor.com ☎ 12019838438

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 13 Secs

**City:** RIDGEFIELD

**State:** New Jersey

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 8 Mins 23 Secs

pstapleton	Hello, I am your Acebuddy	11 Oct, 2:50:14 AM
Acebuddy	Hello Pstapleton, I'm your Ace Buddy. I'll be happy to assist you!	2:50:15 AM
	Whom Would You Like to Connect With?	2:50:15 AM
pstapleton	Technical Support (QB & App Hosting)	2:50:18 AM
Acebuddy	Welcome to Ace Support.	2:50:19 AM
	Please chose an option :	2:50:19 AM
pstapleton	I'd like to report an Issue	2:50:29 AM
Acebuddy	Please select an option!	2:50:29 AM
pstapleton	QuickBooks Issue	2:50:33 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:50:33 AM
pstapleton	Other QB related issue	2:50:46 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:50:46 AM
pstapleton	Need to reinstall QB with New Product Number	2:51:19 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:51:19 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:51:19 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	2:51:27 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	2:51:33 AM
	Hello Patrick , how are you?	2:52:11 AM
pstapleton	Hi	2:52:21 AM
	I just opened Ticket ID: 783740	2:52:30 AM

Anjainay Singh	I was already working on it .	2:52:44 AM
	I will install it on your behalf and will let you know over an email.	2:53:23 AM
pstapleton	I am just getting any remaining users off the system	2:53:25 AM
Anjainay Singh	Sure, thankyou (Edited)	2:53:44 AM
	Is there anything else I may help you with ?	2:53:56 AM
	Are we still connected here?	2:54:51 AM
pstapleton	sorry, back	2:55:34 AM
Anjainay Singh	Sure Patrick.	2:55:55 AM
pstapleton	You can proceed with updating now	2:55:56 AM
Anjainay Singh	Is there anything else I may help you with ?	2:56:06 AM
pstapleton	how long will this take?	2:56:15 AM
Anjainay Singh	It will take almost 30-35 minutes.	2:56:34 AM
pstapleton	ok. there is still one users showing logged in. She is gone but I can't remotely log her out	2:57:20 AM
Anjainay Singh	I will logout every users from my end before update.	2:57:30 AM
pstapleton	ok, go for it	2:57:48 AM
Anjainay Singh	Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji to share your positive feedback	2:58:00 AM
pstapleton	Keep me updated, will do	2:58:14 AM
Anjainay Singh	I will instantly inform you over an email once it's done.	2:58:15 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:58:28 AM
	<i>Anjainay Singh has ended this chat session</i>	2:58:37 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Oct, 5:14:12 PM

#82864 tina

Email: tina@groundscapeconcepts.com

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 42 Secs

**City:** SODDY DAISY

**State:** Tennessee

**Country:** UNITED STATES

Chat Duration : 14 Mins 39 Secs

### Chat Transcript

tina	Hello, I am your Acebuddy	23 Oct, 5:14:13 PM
Acebuddy	Hello Tina, I'm your Ace Buddy. I'll be happy to assist you!	5:14:15 PM
	Whom Would You Like to Connect With?	5:14:15 PM
tina	Technical Support (QB & App Hosting)	5:14:22 PM
Acebuddy	Welcome to Ace Support.	5:14:22 PM
	Please chose an option :	5:14:22 PM
tina	I'd like to raise a Request	5:14:30 PM
Acebuddy	Please select your request type.	5:14:30 PM
tina	Other Request	5:14:37 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	5:14:37 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	5:14:37 PM
tina	Yes, I'm facing issues with my server	5:14:48 PM
Acebuddy	Please select an option!	5:14:48 PM
tina	Other Issue	5:15:09 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:15:09 PM
tina	On Monday 10/13 I had the Fabula Tech utility installed on my server. Can I please have help uninstalling this?	5:19:19 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:19:20 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:19:20 PM
	<i>Manish Singh accepted the chat transfer request.</i>	5:20:55 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	5:21:03 PM
	I will surely help you with this issue.	5:21:19 PM

tina	Thank you	5:21:30 PM
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	5:22:13 PM
	Also, the registered email for your account with us is : [freddy@groundscapeconcepts.com] (mailto:freddy@groundscapeconcepts.com)	
	Are we still connected here?	5:23:57 PM
tina	yes, I'm trying to get this information to Freddy to send an email	5:24:16 PM
Manish Singh	Sure, please email us so that we can uninstall it from the server end.	5:25:02 PM
	Is there anything else I may help you with ?	5:25:09 PM
tina	Thank you he is emailing you now.	5:25:52 PM
Manish Singh	Sure, we will proceed accordingly.	5:27:04 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:27:09 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	5:27:17 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Manish Singh has ended this chat session</i>	5:28:53 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

7 Oct, 9:59:36 PM

#### #82324 info

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

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 13 Mins 16 Secs

info Hello, I am your Acebuddy

7 Oct, 9:59:36 PM

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

9:59:37 PM

Whom Would You Like to Connect With?

9:59:37 PM

*info has ended this chat session*

10:12:53 PM



## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

11 Oct, 11:30:55 PM

**#82489 ktbooks46**

**Email:** ktbooks46@gmail.com ☎ 118508677001

**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:** PANAMA CITY

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 2 Mins 36 Secs

ktbooks46 Hello, I am your Acebuddy

11 Oct, 11:30:56 PM

Acebuddy Hello Ktbooks46, I'm your Ace Buddy. I'll be happy to assist you!

11:30:57 PM

	Whom Would You Like to Connect With?	11:30:57 PM
ktbooks46	Technical Support (QB & App Hosting)	11:31:38 PM
Acebuddy	Welcome to Ace Support.	11:31:38 PM
	Please chose an option :	11:31:38 PM
ktbooks46	I'd like to report an Issue	11:31:44 PM
Acebuddy	Please select an option!	11:31:45 PM
ktbooks46	QuickBooks Issue	11:31:53 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:31:53 PM
ktbooks46	QuickBooks is Frozen	11:32:03 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	11:32:03 PM
	Was that helpful?	11:32:03 PM
ktbooks46	No	11:32:46 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	11:32:47 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:32:47 PM
	<i>ktbooks46 has ended this chat session</i>	11:33:33 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

29 Oct, 9:51:51 AM

**#83061 Jamie**

**Email:** stinagoransson.alligo.com@gmail.com 16787674531

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 10 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 18 Mins 8 Secs

Jamie	Hello, I am your Acebuddy	29 Oct, 9:51:52 AM
Acebuddy	Hello Jamie, I'm your Ace Buddy. I'll be happy to assist you!	9:51:54 AM
	Whom Would You Like to Connect With?	9:51:54 AM
Jamie	Technical Support (QB & App Hosting)	9:52:31 AM
Acebuddy	Welcome to Ace Support.	9:52:31 AM
	Please chose an option :	9:52:31 AM
Jamie	I'd like to report an Issue	9:52:46 AM
Acebuddy	Please select an option!	9:52:46 AM
Jamie	Other Issue	9:53:01 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:53:01 AM
Jamie	i need you to setup rdp sever on my desktop	9:54:40 AM
Acebuddy	Please wait while we connect you to a Support Representative	9:54:41 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:54:41 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	9:54:48 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	9:54:58 AM
	Hi Jamie	9:55:03 AM
	Unfortunately, our last session was disconnected	9:55:21 AM
	May I take the remote access of your local computer again?	9:55:28 AM
Jamie	sorry i lost you with my network	9:55:30 AM
Shubham Kataria	No problem, I will help you now.	9:55:46 AM
Jamie	yes	9:55:52 AM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	9:55:57 AM
	<a href="https://assist.acecloudhosting.com/join/1572422895">https://assist.acecloudhosting.com/join/1572422895</a>	9:56:11 AM
	Kindly paste this link in the browser of local computer and join the session.	9:56:16 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:58:22 AM
	Thank you for your patience.	10:08:18 AM

As per our remote session we successfully set up your RDP and you're able to access the server.

10:08:43 AM

Is there anything else I may help you with ?

10:08:46 AM

Are we still connected here?

10:09:10 AM

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

10:09:57 AM

*Shubham Kataria has ended this chat session*

10:10:01 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

7 Oct, 8:12:36 PM

**#82310 Daniel Bresnick**

**Email:** daniel@bresnickcpa.com ☎ 12033070272

**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 22 Secs

**City:** SHELTON

**State:** Connecticut

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 59 Mins 7 Secs

Daniel Bresnick	Hello, I am your Acebuddy	7 Oct, 8:12:36 PM
Acebuddy	Hello Daniel Bresnick, I'm your Ace Buddy. I'll be happy to assist you!	8:12:37 PM
	Whom Would You Like to Connect With?	8:12:37 PM
Daniel Bresnick	Technical Support (QB & App Hosting)	8:12:44 PM
Acebuddy	Welcome to Ace Support.	8:12:44 PM
	Please chose an option :	8:12:44 PM

Daniel Bresnick	I'd like to report an Issue	8:12:51 PM
Acebuddy	Please select an option!	8:12:51 PM
Daniel Bresnick	Other Issue	8:12:56 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:12:56 PM
Daniel Bresnick	Uniprint client is printing a watermark on all printouts saying the license has expired.	8:13:13 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:13:14 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:13:14 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	8:13:47 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	8:14:08 PM
Daniel Bresnick	Hi	8:14:44 PM
Ashutosh Mishra	Hello Daniel, I will be surely assisting you with this. Kindly help me with your server name and user name?	8:15:39 PM
Daniel Bresnick	BFinancialISLLC.myrealdatal.net	8:16:14 PM
	DanielBk'	8:16:21 PM
	DanielBk	8:16:23 PM
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.	8:18:41 PM
	Thank you for your patience.	8:27:54 PM
	Please allow me to inform we are verifying some backend changes.	8:28:48 PM
Daniel Bresnick	ok	8:30:43 PM
Ashutosh Mishra	We have made some changes from backend, please do another print job and check if watermark is still displayed.	8:38:00 PM
Daniel Bresnick	ok, hold please	8:38:58 PM
Ashutosh Mishra	Sure	8:39:03 PM
Daniel Bresnick	no, the print still has a watermark that says "Incorrect license key or demo evaluation period expired. Contract your IT support desk."	8:40:38 PM
	I am using the Uniprint software downloaded directly from your website and have been using it for years with no issue.	8:41:14 PM
Ashutosh Mishra	May I take the remote access of your server to identify root cause?	8:41:32 PM
Daniel Bresnick	yes	8:42:05 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	8:42:11 PM
Daniel Bresnick	ok, hold on..	8:42:25 PM
Ashutosh Mishra	Sure	8:42:49 PM
Daniel Bresnick	ok I'm ready	8:43:05 PM
Ashutosh Mishra		

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.

8:44:05 PM

May I take the remote access of your local computer as the issue appears to be with the local client side?

8:46:57 PM

Daniel Bresnick yes

8:47:16 PM

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

8:47:32 PM

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

8:47:36 PM

<https://assist.acecloudhosting.com/join/2332742343>

8:47:39 PM

As per discussion over the remote session, The issue is resolved by rebooting local machine so that license between the client and server side can sync and that resolved the expired license error that lead to watermark on the pages.

9:11:31 PM

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

9:11:38 PM

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

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

9:11:42 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*

9:11:44 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Oct, 12:18:56 AM

#82547 KEITH

Email: ks.partsfast@gmail.com ☎ 7133203009

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:** 23 Secs

**City:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

Chat Duration : 30 Mins 36 Secs

### Chat Transcript

KEITH	Hello, I am your Acebuddy	14 Oct, 12:18:57 AM
Acebuddy	Hello Ks.partsfast, I'm your Ace Buddy. I'll be happy to assist you!	12:18:58 AM
	Whom Would You Like to Connect With?	12:18:58 AM
KEITH	Technical Support (QB & App Hosting)	12:19:19 AM
Acebuddy	Welcome to Ace Support.	12:19:19 AM
	Please chose an option :	12:19:19 AM
KEITH	I'd like to report an Issue	12:19:25 AM
Acebuddy	Please select an option!	12:19:26 AM
KEITH	QuickBooks Issue	12:19:30 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:19:30 AM
KEITH	Other QB related issue	12:19:37 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:19:37 AM
KEITH	UNIPRINT IS NOT WORKING.	12:20:03 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:20:03 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:20:03 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	12:21:26 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	12:21:30 AM
KEITH	OK	12:22:01 AM
Sujeet Kumar Suman	Hello Keiths	12:22:10 AM
KEITH	PARTS.MYREALDATA.NET	12:22:11 AM
	UNIPRINT HAS DECIDED NOT TO WORK	12:22:27 AM
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:22:39 AM
	I deeply apologize for the inconvenience caused to you.	12:22:48 AM

	Are we still connected here?	12:26:05 AM
KEITH	YES	12:26:29 AM
Sujeet Kumar Suman	Are you the only one experiencing this issue, or are others affected as well?	12:26:59 AM
KEITH	IM NOT SURE I HAVE NOT SPOKEN WITH THEM. I HEAR THEM PRINTING. SOME PRIBNT DIRECT I USE UNI PRINBT	12:27:59 AM
	I CAN PRINT DIRECT NOW.	12:28:12 AM
	FROM SERVER	12:28:19 AM
Sujeet Kumar Suman	Thanks for the confirmation !	12:28:28 AM
	Is this your first time trying to print from the server, or have you faced the same problem in the past?	12:28:31 AM
KEITH	1ST TIME TODAY. I USE IT ALL THE TIME. WE PRINT ALMOST EVERY DAY. TODAY IT DOES NOT SEEMED CONNECTED	12:29:40 AM
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.	12:30:09 AM
	This message has been deleted	12:30:20 AM
	May I take the remote access of your local computer?	12:30:24 AM
KEITH	YES	12:31:06 AM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	12:31:14 AM
KEITH	I AM PRINTING A DOUMENT CURRENTLY DIRECTLY FROM SERVER	12:31:29 AM
	THEN WE CAN TROUBLESHOOT UNIPRINT	12:31:45 AM
Sujeet Kumar Suman	Okay, but we need to check why UniPrint is not working on the server. For that, we need to check on your local machine.	12:32:17 AM
	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/1782187984">https://assist.acecloudhosting.com/join/1782187984</a>	12:32:31 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.	12:33:18 AM
	Thank you for your patience.	12:41:25 AM
	As per discussion over the remote session, The issue is resolved.	12:41:31 AM
	Is there anything else I may help you with ?	12:42:45 AM
	Are we still connected here?	12:44:08 AM
	Are we still connected here?	12:46:49 AM
	Are we still connected here?	12:49:27 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	12:49:30 AM
	<i>Sujeet Kumar Suman has ended this chat session</i>	12:49:33 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

6 Oct, 10:57:29 PM

### #82274 kg

**Email:** kg@nationalincometax.com ☎ 7273457790

**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:** MIAMI

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 43 Mins 34 Secs

kg	Hello, I am your Acebuddy	6 Oct, 10:57:29 PM
Acebuddy	Hello Kg, I'm your Ace Buddy. I'll be happy to assist you!	10:57:30 PM
	Whom Would You Like to Connect With?	10:57:30 PM
kg	Technical Support (QB & App Hosting)	10:57:35 PM
Acebuddy	Welcome to Ace Support.	10:57:35 PM
	Please chose an option :	10:57:35 PM
kg	I'd like to raise a Request	10:57:42 PM
Acebuddy	Please select your request type.	10:57:42 PM
kg	Other Request	10:57:51 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	10:57:51 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:57:51 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.	11:41:04 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

14 Oct, 7:36:44 PM

### #82574 mariateresacastulo

**Email:** mariateresacastulo@gmail.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:** 25 Secs

**City:** LAKANDULA

**State:** Bulacan

**Country:** PHILIPPINES

## Chat Transcript

Chat Duration : 6 Mins 17 Secs

mariateresacastulo	Hello, I am your Acebuddy	14 Oct, 7:36:45 PM
Acebuddy	Hello Mariateresacastulo, I'm your Ace Buddy. I'll be happy to assist you!	7:36:46 PM
	Whom Would You Like to Connect With?	7:36:46 PM
mariateresacastulo	Technical Support (QB & App Hosting)	7:36:56 PM
Acebuddy	Welcome to Ace Support.	7:36:56 PM
	Please chose an option :	7:36:56 PM
mariateresacastulo	I'd like to report an Issue	7:37:02 PM
Acebuddy	Please select an option!	7:37:02 PM
	Please specify the issue you are facing before I connect you to an available support representative!	7:37:07 PM
mariateresacastulo	Other Issue	7:37:07 PM
	The RDP is showing all black when i log in	7:37:22 PM

Acebuddy	Please wait while we connect you to a Support Representative	7:37:22 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:37:22 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	7:37:27 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	7:37:39 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:37:55 PM
mariateresacastulo	I'm not actually sure what my username and server name is, can you help me where can i found it?	7:38:31 PM
	hi, found them	7:39:47 PM
	username:s:myrealdata\Maria Teresa.C	7:39:49 PM
Shubham Maurya	Business name: Buffalo Finances	
	Server name: BuffaloFinances.myrealdata.net	7:39:56 PM
	username: Maria Teresa.C@myrealdata.net	
mariateresacastulo	BuffaloFinances.myrealdata.net	7:40:03 PM
Shubham Maurya	Please confirm is it correct?	7:40:05 PM
mariateresacastulo	looks right	7:40:20 PM
Shubham Maurya	Thanks for the confirmation !	7:40:31 PM
	Your session was stuck on the server, so we have logged you out. Please try logging in again now and let us know if everything is working fine.	7:41:40 PM
mariateresacastulo	alright one moment I'll try to log	7:42:02 PM
	looks okay now	7:42:20 PM
	thanks for the help shubham!	7:42:28 PM
Shubham Maurya	Your are most welcome Maria !	7:42:43 PM
	Is there anything else I may help you with ?	7:42:46 PM
mariateresacastulo	that it for now	7:42:52 PM
Shubham Maurya	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	7:42:54 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!	7:42:58 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/>)

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

7:43:01 PM

*Shubham Maurya has ended this chat session*

7:43:03 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

21 Oct, 3:31:35 AM

**#82780 jmadewell**

**Email:** jmadewell@qimsolutions.com 19127398341

**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:** CLAXTON

**State:** Georgia

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 43 Mins 10 Secs

jmadewell	Hello, I am your Acebuddy	21 Oct, 3:31:35 AM
Acebuddy	Hello Jmadewell, I'm your Ace Buddy. I'll be happy to assist you!	3:31:36 AM
	Whom Would You Like to Connect With?	3:31:36 AM
jmadewell	Technical Support (QB & App Hosting)	3:42:32 AM
Acebuddy	Welcome to Ace Support.	3:42:32 AM
	Please chose an option :	3:42:32 AM
jmadewell	I'd like to raise a Request	3:42:43 AM
Acebuddy	Please select your request type.	3:42:43 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.	4:14:46 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

3 Oct, 1:53:36 AM

### #82193 Emily Cuellar

**Email:** ecuellar@starchase.com

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 30 Secs

**City:** OAK BROOK

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 30 Mins 40 Secs

Emily Cuellar	Hello, I am your Acebuddy	3 Oct, 1:53:36 AM
Acebuddy	Hello Emily, I'm your Ace Buddy. I'll be happy to assist you!	1:53:37 AM
	Whom Would You Like to Connect With?	1:53:37 AM
Emily Cuellar	Technical Support (QB & App Hosting)	1:54:19 AM
Acebuddy	Welcome to Ace Support.	1:54:19 AM
	Please chose an option :	1:54:19 AM
Emily Cuellar	I'd like to report an Issue	1:54:28 AM
Acebuddy	Please select an option!	1:54:28 AM
Emily Cuellar	QuickBooks Issue	1:54:37 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:54:37 AM
Emily Cuellar	Other QB related issue	1:54:44 AM

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:54:44 AM
Emily Cuellar	Printer is not synced to the remote desktop	1:54:59 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:55:00 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:55:00 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	1:56:08 AM
	<i>Abhay Kumar Saraswat is transferring the chat to Manish Singh.</i>	1:56:18 AM
	<i>Manish Singh accepted the chat transfer request.</i>	1:56:24 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	1:56:29 AM
	I will surely help you with this issue.	1:56:34 AM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	1:56:41 AM
Emily Cuellar	Hi Manish, thank you	1:56:43 AM
	First time, this is my first time accessing Quickbooks in the server	1:57:04 AM
	No other users affected	1:57:14 AM
Manish Singh	Alright	1:57:38 AM
	Kindly allow me two minutes to check the same.	1:57:40 AM
	May I take the remote access of your local computer?	2:00:25 AM
Emily Cuellar	Yes	2:00:33 AM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/5152238461">https://assist.acecloudhosting.com/join/5152238461</a>	2:00:47 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	2:00:51 AM
	Kindly paste this link in the browser of local computer and join the session.	2:00:54 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	2:03:09 AM
	Kindly install Uniprint client on your local PC.	2:05:54 AM
	As the issue is resolved.	2:21:27 AM
	Is there anything else I may help you with ?	2:21:29 AM
	Are we still connected here?	2:22:55 AM
	Are we still connected here?	2:23:03 AM
	Are we still connected here?	2:24:09 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.	2:24:15 AM
	<i>Manish Singh has ended this chat session</i>	2:24:16 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

2 Oct, 12:59:48 AM

#82152 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: RENO

State: Nevada

Country: UNITED STATES

## Chat Transcript

Chat Duration : 30 Mins 18 Secs

shari	Hello, I am your Acebuddy	2 Oct, 12:59:49 AM
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!	12:59:50 AM
	Whom Would You Like to Connect With?	12:59:50 AM
shari	Technical Support (QB & App Hosting)	1:01:26 AM
Acebuddy	Welcome to Ace Support.	1:01:26 AM
	Please chose an option :	1:01:26 AM
shari	I'd like to report an Issue	1:01:28 AM
Acebuddy	Please select an option!	1:01:28 AM
shari	QuickBooks Issue	1:01:32 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:01:32 AM
shari	Other QB related issue	1:01:38 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:01:38 AM

shari	Joel is logged in on enterprise Beacon file and it went to single user mode and now is locked up	1:02:02 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:02:02 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:02:02 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	1:02:52 AM
	<i>Sujeet Kumar Suman is transferring the chat to Abhay Kumar Saraswat.</i>	1:03:22 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	1:03:24 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	1:03:30 AM
shari	hi the beacon file is still having issues	1:04:31 AM
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.	1:04:55 AM
shari	and joel is now locked out saying he is logged in asingle user	1:04:55 AM
Abhay Kumar Saraswat	On same Drake server?	1:05:22 AM
shari	Enterprise	1:05:40 AM
	server	1:05:43 AM
	d: Client Data\Beacon	1:05:53 AM
Abhay Kumar Saraswat	Yes, I can see the two company files there.	1:06:42 AM
	BME 062025 Premier and BME 06132025 Premier	1:07:02 AM
	And I'm unable to see Joel on server.	1:07:47 AM
shari	I just tried to login and it says admin is logged in and it will not allow me to access	1:09:29 AM
Abhay Kumar Saraswat	Are you trying from different local PC?	1:10:01 AM
shari	yes I was on my laptop... I am logging in as joel on my other PC	1:10:51 AM
	I am logged into the Enterprise server as sbray	1:11:52 AM
Abhay Kumar Saraswat	Can you please share the screenshot of the error showing on screen while logging into the server?	1:11:58 AM
shari	But the Beacon file will not open as it is locked	1:11:59 AM
	can you access my remote and see	1:12:08 AM
Abhay Kumar Saraswat	Sure.	1:12:12 AM
shari	this is an ongoing issue!!!	1:12:12 AM
Abhay Kumar Saraswat	Please open remote on local PC.	1:12:19 AM
	Is there any previously raised ticket?	1:12:37 AM
shari	yes and I emailed again last night	1:12:52 AM

Abhay Kumar Saraswat	Let me check.	1:13:07 AM
	Kindly allow me two minutes to check the same.	1:13:09 AM
shari	so I just took over Joels remote	1:13:12 AM
	he was logged into the server as joel.b	1:13:19 AM
	He was logged into QB as admin and it is locked up	1:13:29 AM
	we were in single user mode yesterday and whne trying to switch back to multi it gave an error and now it tries to go into single user each time it is opened and crashes	1:14:06 AM
Abhay Kumar Saraswat	I got it.	1:15:06 AM
	Let me send you the remote session link.	1:15:32 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	1:15:40 AM
	<a href="https://assist.acecloudhosting.com/join/8632378290">https://assist.acecloudhosting.com/join/8632378290</a>	1:15:50 AM
	Kindly paste this link in the browser of local computer and join the session.	1:15:53 AM
shari	before this can you refresh the enterprise server	1:16:31 AM
	restart*	1:16:37 AM
	I don't like to download on my mac because it makes to many changes... please escalate to a manager that can take access my remote	1:17:10 AM
Abhay Kumar Saraswat	I'm closing the QuickBooks for everyone.	1:18:59 AM
shari	ok	1:19:06 AM
Abhay Kumar Saraswat	And I'm making changes from backend in QuickBooks for multi-user mode issue.	1:19:25 AM
shari	ok	1:20:52 AM
Abhay Kumar Saraswat	We have make required changes from backend.	1:23:06 AM
	Could you please ask Joel to check again?	1:23:18 AM
shari	I am logged in as him	1:23:24 AM
Abhay Kumar Saraswat	Ok	1:23:31 AM
shari	ok I was able to verify multi user	1:24:09 AM
Abhay Kumar Saraswat	Okay great.	1:24:24 AM
	Is there anything else I may help you with ?	1:24:36 AM
shari	no there is another critical update that needs to be installed though	1:25:10 AM
Abhay Kumar Saraswat	Try to close the Qb and check again.	1:26:19 AM
	That critical update pop-up should not come.	1:26:39 AM

	Are we still connected here?	1:27:22 AM
	Are we still connected here?	1:28:46 AM
	Are we still connected here?	1:29:07 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.	1:30:04 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	1:30:07 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 23 Oct, 1:06:14 AM

**#82847 info**

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

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 24 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

Chat Transcript Chat Duration : 15 Mins 10 Secs

info	Hello, I am your Acebuddy	23 Oct, 1:06:14 AM
Acebuddy	Hello Jeongin, I'm your Ace Buddy. I'll be happy to assist you!	1:06:15 AM
	Whom Would You Like to Connect With?	1:06:15 AM
info	Technical Support (QB & App Hosting)	1:06:33 AM
Acebuddy	Welcome to Ace Support.	1:06:33 AM
	Please chose an option :	1:06:33 AM

	info	I'd like to raise a Request	1:06:54 AM
Acebuddy		Please select your request type.	1:06:54 AM
	info	Other Request	1:07:00 AM
Acebuddy		Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	1:07:00 AM
		If you are facing any issue/problem with your server, Please select the appropriate option below :	1:07:00 AM
	info	Yes, I'm facing issues with my server	1:07:05 AM
Acebuddy		Please select an option!	1:07:05 AM
	info	Other Issue	1:07:08 AM
Acebuddy		Please specify the issue you are facing before I connect you to an available support representative!	1:07:08 AM
	info	Hello, Would it be possible to request the restoration of a previous file?	1:07:48 AM
Acebuddy		Please wait while we connect you to a Support Representative	1:07:49 AM
		<i>Acebuddy (bot) forwarded the chat request</i>	1:07:49 AM
		<i>Anjainay Singh accepted the chat transfer request.</i>	1:08:05 AM
Anjainay Singh		Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	1:08:10 AM
	info	It's a excel file. "I accidentally overwrote the saved file, but I'd like to request a restoration of the previous version as a separate Excel file if possible.	1:08:30 AM
Anjainay Singh		I understand your concern Jeongin and assure you the best possible resolution for it.	1:09:33 AM
		Could you please provide me the exact date from where you want to restore the file and excel file path so that I can assist you accordingly?	1:10:20 AM
	info	10/17/25's file	1:10:55 AM
		<i>1:11:04 AM info is sharing a file with you <a href="#">KC MIRAE INVESTMENT LLC Sales Tax Summary 2025 09.xlsx</a> - ( Size:359.64 KB )</i>	1:11:04 AM
Anjainay Singh		Thankyou for your confirmation.	1:11:27 AM
		Please allow me two minutes so that I can check it at my end.	1:11:45 AM
		Could you please also confirm your username?	1:12:30 AM
	info	username is ANNIE_BK	1:12:38 AM
Anjainay Singh		Thankyou.	1:12:43 AM
		Could you please also share the file path with me where it is actually located?	1:13:34 AM
	info	E:\Server\1 CARROLLTON\4 SALES TAX\KC MIRAE INVESTMENT LLC(from 3Q,2025)\2025	1:13:49 AM
Anjainay Singh		Thankyou.	1:14:19 AM
		As I have checked and found that we can restore file for 10/17/25'	1:16:23 AM
		Thankyou for your patience.	1:16:33 AM

	Once it is restored I will paste it at its original location and will also share the backup over an email in form of URL.	1:17:18 AM
info	Thank you.	1:17:42 AM
Anjainay Singh	Is there anything else I may help you with ?	1:17:51 AM
info	no that was all	1:18:15 AM
	Can i check is restored?	1:18:20 AM
	I think it's not restored yet	1:18:35 AM
Anjainay Singh	No it will take 30 minutes approximately as I informed you that once it is restored I will inform you over an email .	1:19:11 AM
info	ah okay.	1:19:32 AM
	thank you.	1:19:33 AM
Anjainay Singh	I have to raise the task to my backend team and they will provide the backup for 17 October.	1:19:44 AM
info	thanks.	1:20:04 AM
Anjainay Singh	Please also do me a favor , please provide your positive feedback by clicking on smiling emoji.	1:20:14 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:20:25 AM
	I will try my best to get it complete soon.	1:20:49 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:21:19 AM
<i>Anjainay Singh has ended this chat session</i>		1:21:24 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

29 Oct, 3:46:34 AM

**#83053 Danielle Bribiesca**

**Email:** danielle@beartechalloys.com

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 22 Secs

**City:** SANTA ANA

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 17 Mins 13 Secs

Danielle Bribiesca	Hello, I am your Acebuddy	29 Oct, 3:46:34 AM
Acebuddy	Hello Danielle Bribiesca, I'm your Ace Buddy. I'll be happy to assist you!	3:46:35 AM
	Whom Would You Like to Connect With?	3:46:35 AM
Danielle Bribiesca	Technical Support (QB & App Hosting)	3:46:44 AM
Acebuddy	Welcome to Ace Support.	3:46:44 AM
	Please chose an option :	3:46:44 AM
Danielle Bribiesca	I'd like to report an Issue	3:46:50 AM
Acebuddy	Please select an option!	3:46:51 AM
Danielle Bribiesca	Other Issue	3:46:54 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:46:54 AM
Danielle Bribiesca	need RDP for mac	3:47:07 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:47:08 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:47:08 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	3:47:28 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	3:47:36 AM
	Yes, I just emailed you and Rick.	3:47:54 AM
	Could you please assist me with the remote access?	3:48:21 AM
Danielle Bribiesca	please send new remote session	3:49:07 AM
	please send new remote session	3:49:23 AM
Abhay Kumar Saraswat	Sure.	3:50:18 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	3:50:23 AM
Danielle Bribiesca	ok	3:50:34 AM
Abhay Kumar Saraswat	<a href="https://assist.acecloudhosting.com/join/6252211035">https://assist.acecloudhosting.com/join/6252211035</a>	3:50:53 AM
	Kindly paste this link in the browser of local computer and join the session.	3:50:57 AM
	Please grant me the permission to access your Mac.	3:53:26 AM

	Are you seeing any pop-up on screen to grant me the permission?	3:53:48 AM
Danielle Bribiesca	Yes, I am workign on it	3:54:01 AM
Abhay Kumar Saraswat	Great.	3:54:08 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote.	3:54:55 AM
	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.	3:55:00 AM
	Thank you for your patience.	4:03:33 AM
Danielle Bribiesca	Thank you for your help	4:03:36 AM
Abhay Kumar Saraswat	My pleasure to assist you.	4:03:43 AM
	<i>Danielle Bribiesca has ended this chat session</i>	4:03:48 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

22 Oct, 8:39:23 PM

**#82836 Maricel**

**Email:** admin@taxwisecorp.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 14 Secs

**City:** NAGBALON

**State:** Bulacan

**Country:** PHILIPPINES

### Chat Transcript

Chat Duration : 24 Mins 5 Secs

Maricel	Hello, I am your Acebuddy	22 Oct, 8:39:23 PM
Acebuddy	Hello Maricel Nacion, I'm your Ace Buddy. I'll be happy to assist you!	8:39:24 PM

	Whom Would You Like to Connect With?	8:39:24 PM
Maricel	Technical Support (QB & App Hosting)	8:39:27 PM
Acebuddy	Welcome to Ace Support.	8:39:27 PM
	Please chose an option :	8:39:27 PM
Maricel	I'd like to report an Issue	8:39:37 PM
Acebuddy	Please select an option!	8:39:37 PM
Maricel	Other Issue	8:39:41 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:39:41 PM
Maricel	Following up on a request earlier.	8:39:56 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:39:57 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:39:57 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	8:40:45 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	8:40:50 PM
	I will surely help you with this issue. Please let me know if you have a ticket number regarding the concern.	8:41:16 PM
Maricel	I haven	8:41:25 PM
	I haven't receive the ticket number yet	8:41:38 PM
Ashutosh Mishra	I understand you have concern related to slowness faced on the server, is that correct?	8:43:26 PM
Maricel	Yes, I can't connect on RDP due to change of IP address	8:45:15 PM
Ashutosh Mishra	Thanks for the confirmation !	8:46:35 PM
	Kindly allow me two minutes to check the same.	8:46:43 PM
	May I take the remote access of your local computer to assist further?	8:49:56 PM
Maricel	Do you mean this MyRealData Maricel ?	8:50:39 PM
Ashutosh Mishra	Yes, your username in the account is myrealdata\TW_Maricel. I would like to take the access to identify how the RDP is reacting on your local machine	8:51:55 PM
Maricel	Why? the one I talked to earlier only ask for the account username and IP address	8:53:12 PM
	<i>8:53:55 PM Maricel is sharing a file with you <a href="#">image.png</a> - ( Size:21.68 KB )</i>	8:53:55 PM
	Here's what it's showing	8:53:56 PM
Ashutosh Mishra	Thank you for sharing the screenshot, please allow me few minutes to check with the senior team and I will assist you further.	8:55:25 PM
	Thank you for your patience.	8:57:13 PM
	Maricel, we need the new IP address to ensure backend checks and server accessibility. Please share the new IP address and we will take care of the rest.	8:58:15 PM

Maricel	Here is the IP Address 124.104.163.241	8:59:11 PM
Ashutosh Mishra	Your IP has been whitelisted, please share the access to your local computer to verify the configurations on your end.	9:01:54 PM
Maricel	I'm connected now. Thank you	9:02:40 PM
Ashutosh Mishra	Great to see the issue has been resolved.	9:02:57 PM
	Is there anything else I may help you with ?	9:03:00 PM
Maricel	No, that's all. Thanks and have a great day!	9:03:17 PM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	9:03:20 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:03:23 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	9:03:27 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>	9:03:29 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

14 Oct, 8:56:01 PM

#82586 mary

Email: mary@infiniteaccountants.com 2125440001

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:** 8 Secs

**City:** DITA

**State:** Laguna

**Country:** PHILIPPINES

## Chat Transcript

Chat Duration : 21 Mins 14 Secs

mary	Hello, I am your Acebuddy	14 Oct, 8:56:02 PM
Acebuddy	Hello Mary, I'm your Ace Buddy. I'll be happy to assist you!	8:56:03 PM
	Whom Would You Like to Connect With?	8:56:03 PM
mary	Technical Support (QB & App Hosting)	8:56:05 PM
Acebuddy	Welcome to Ace Support.	8:56:05 PM
	Please chose an option :	8:56:05 PM
mary	I'd like to report an Issue	8:56:10 PM
Acebuddy	Please select an option!	8:56:10 PM
mary	QuickBooks Issue	8:56:14 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:56:14 PM
mary	Other QB related issue	8:56:21 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:56:21 PM
mary	Ticket ID: 785716 Issue: QuickBooks company file login issue Dear Ace, Could you please help me retrieve the latest backup file? The current file I have is outdated. We also discovered that the Admin user password is currently blank.	8:56:33 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:56:34 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:56:34 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:56:47 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	8:56:52 PM
	Hello Mary	8:57:00 PM
mary	Ticket ID: 785716 Issue: QuickBooks company file login issue Dear Ace, Could you please help me retrieve the latest backup file? The current file I have is outdated. We also discovered that the Admin user password is currently blank.	8:57:17 PM
Sujeet Kumar Suman	I was connected with the previous agent on chat.	8:57:23 PM
mary	Yes	8:57:36 PM
Sujeet Kumar Suman	May I take the remote access of your local computer?	8:57:57 PM
mary		

	Okay	8:58:30 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	8:58:39 PM
	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/9552272402">https://assist.acecloudhosting.com/join/9552272402</a>	8:58:50 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.	9:00:57 PM
	Thank you for your patience.	9:16:16 PM
	As per discussion over the remote session, The issue is resolved.	9:16:22 PM
mary	Thank you for your support	9:16:29 PM
Sujeet Kumar Suman	Most welcome Mary. (Edited)	9:16:40 PM
	Is there anything else I may help you with ?	9:16:49 PM
mary	None, thank you!	9:17:00 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.	9:17:07 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:17:11 PM
mary	Okay	9:17:13 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!	9:17:15 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>Sujeet Kumar Suman has ended this chat session</i>	9:17:17 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #82510 Ben Marchiafava

**Email:** ben@protechsupport.me ☎ 14803004770

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 12 Secs

**City:** PHOENIX

**State:** Arizona

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 22 Mins 33 Secs

Ben Marchiafava	Hello, I am your Acebuddy	13 Oct, 1:55:26 AM
Acebuddy	Hello Ben Marchiafava, I'm your Ace Buddy. I'll be happy to assist you!	1:55:27 AM
	Whom Would You Like to Connect With?	1:55:27 AM
Ben Marchiafava	Technical Support (QB & App Hosting)	1:55:33 AM
Acebuddy	Welcome to Ace Support.	1:55:33 AM
	Please chose an option :	1:55:33 AM
Ben Marchiafava	I'd like to report an Issue	1:55:41 AM
Acebuddy	Please select an option!	1:55:41 AM
Ben Marchiafava	Other Issue	1:55:44 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:55:44 AM
Ben Marchiafava	This is for existing ticket 784575	1:55:56 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:55:56 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:55:56 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	1:57:11 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1:57:17 AM
	Hello	1:57:19 AM
	Kindly allow me two minutes to check the same.	1:58:01 AM
Ben Marchiafava	Okay. They said to test that the onedrive is accessible from the browser and it is.	1:58:57 AM
Shashwat Verma	Okay	1:59:05 AM
	Do you face any problems for the same	1:59:15 AM

Ben Marchiafava	The issue is that I can't log into the onedrive app on the remote sessions session	2:00:23 AM
Shashwat Verma	May I take the remote access of your local computer?	2:00:30 AM
Ben Marchiafava	Yes	2:01:10 AM
	Its for the accounting user	2:01:17 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	2:01:19 AM
	<a href="https://assist.acecloudhosting.com/join/5402897259">https://assist.acecloudhosting.com/join/5402897259</a>	2:01:23 AM
Ben Marchiafava	Yes that is fine	2:01:24 AM
Shashwat Verma	Kindly Click on the link and open the downloaded file.	2:01:30 AM
	Issue resolved on remote session	2:17:54 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:17:57 AM
	<i>Shashwat Verma has ended this chat session</i>	2:18:00 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

23 Oct, 8:01:42 PM

**#82870 REBECCA HARDY**

**Email:** rebecca@trelfalabs.com 19784172525

**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:** 56 Secs

**City:** WESTON

**State:** Massachusetts

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 1 Hour 6 Mins

REBECCA HARDY	Hello, I am your Acebuddy	23 Oct, 8:01:43 PM
Acebuddy	Hello Rebecca Hardy, I'm your Ace Buddy. I'll be happy to assist you!	8:01:44 PM
	Whom Would You Like to Connect With?	8:01:44 PM
REBECCA HARDY	Technical Support (QB & App Hosting)	8:01:48 PM
Acebuddy	Welcome to Ace Support.	8:01:48 PM
	Please chose an option :	8:01:48 PM
REBECCA HARDY	I'd like to report an Issue	8:01:57 PM
Acebuddy	Please select an option!	8:01:57 PM
REBECCA HARDY	QuickBooks Issue	8:02:10 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:02:10 PM
REBECCA HARDY	QuickBooks is Frozen	8:02:21 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	8:02:22 PM
	Was that helpful?	8:02:22 PM
REBECCA HARDY	No	8:02:27 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	8:02:27 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:02:27 PM
	<i>Manish Singh accepted the chat transfer request.</i>	8:02:58 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	8:03:01 PM
REBECCA HARDY	Hi, QuickBooks keeps freezing and the whole system is slow.	8:03:06 PM
Manish Singh	I will surely help you with this issue.	8:03:24 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?	8:03:29 PM
REBECCA HARDY	We only have one user on the account - me.	8:03:51 PM
	It has been getting worse.	8:03:57 PM
Manish Singh	I will be surely assisting you with this.	8:04:19 PM
	Kindly allow me two minutes to check the same.	8:04:23 PM
	Kindly try to access now.	8:07:44 PM
	Checked CPU and RAM on the server seems to be adequate	8:08:59 PM
REBECCA HARDY	Still moving very slowly for me.	8:09:25 PM
Manish Singh	May I know the speed of your Internet.	8:10:33 PM
REBECCA HARDY	I don't know. So, there's nothing more you can do?	8:10:57 PM
Manish Singh	May I take the remote access of your local computer?	8:11:08 PM

REBECCA HARDY	it's on a different computer than this one	8:11:28 PM
Manish Singh	Need to check the computer you are working on, Rebecca.	8:12:19 PM
REBECCA HARDY	Right, so how do we do that?	8:12:33 PM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/7682978121">https://assist.acecloudhosting.com/join/7682978121</a>	8:13:15 PM
	Kindly paste this link in the browser of local computer and join the session.	8:13:22 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	8:13:25 PM
REBECCA HARDY	ook	8:16:03 PM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:16:22 PM
REBECCA HARDY	ok	8:16:33 PM
Manish Singh	Rebecca, There is no response on remote session.	8:21:02 PM
	Are we still connected here?	8:22:37 PM
	<a href="https://assist.acecloudhosting.com/join/1802118418">https://assist.acecloudhosting.com/join/1802118418</a>	8:26:31 PM
	Kindly use this link and paste the link on the browser of local machine.	8:26:54 PM
REBECCA HARDY	Ok, almost there	8:28:14 PM
	you are connected	8:28:54 PM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:29:07 PM
REBECCA HARDY	ok	8:29:14 PM
Manish Singh	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.	9:07:49 PM
	<i>Ended due to chat idle timeout</i>	9:07:49 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Oct, 2:25:57 AM

#82492 rbason

**Email:** rbason@basoncpa.com  3362735649

**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:** GREENSBORO

**State:** North Carolina

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 42 Mins 55 Secs

rbason	Hello, I am your Acebuddy	12 Oct, 2:25:58 AM
Acebuddy	Hello Rbason, I'm your Ace Buddy. I'll be happy to assist you!	2:25:59 AM
	Whom Would You Like to Connect With?	2:25:59 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.	3:08:53 AM
	<i>Ended due to chat idle timeout</i>	3:08:53 AM



## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

24 Oct, 2:08:49 AM

#82892 lisa

**Email:** lisa@cortextax.com  4802258447

**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:** SAMMAMISH

**State:** Washington

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 35 Mins 42 Secs

lisa	Hello, I am your Acebuddy	24 Oct, 2:08:49 AM
Acebuddy	Hello Lisa Stefani, I'm your Ace Buddy. I'll be happy to assist you!	2:08:50 AM
	Whom Would You Like to Connect With?	2:08:50 AM
lisa	Technical Support (QB & App Hosting)	2:08:53 AM
Acebuddy	Welcome to Ace Support.	2:08:53 AM
	Please chose an option :	2:08:53 AM
lisa	I'd like to raise a Request	2:08:59 AM
Acebuddy	Please select your request type.	2:08:59 AM
lisa	Reboot your Server	2:09:05 AM
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion.	2:09:05 AM
	Do you need any further assistance on the topic?	2:09:05 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.	2:44:32 AM
	<i>Ended due to chat idle timeout</i>	2:44:32 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

6 Oct, 10:34:53 AM

**#82250 Mariely Maximo**

**Email:** office@jlreengineering.org

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min

**City:** SYLMAR

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 20 Mins 51 Secs

Mariely Maximo	Hello, I am your Acebuddy	6 Oct, 10:34:54 AM
Acebuddy	Hello Mariely Maximo, I'm your Ace Buddy. I'll be happy to assist you!	10:34:55 AM
	Whom Would You Like to Connect With?	10:34:55 AM
Mariely Maximo	Technical Support (QB & App Hosting)	10:35:09 AM
Acebuddy	Welcome to Ace Support.	10:35:09 AM
	Please chose an option :	10:35:09 AM
Mariely Maximo	I'd like to report an Issue	10:35:14 AM
Acebuddy	Please select an option!	10:35:14 AM
Mariely Maximo	Other Issue	10:35:50 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:35:50 AM
Mariely Maximo	i cant log in to server	10:36:02 AM
Acebuddy	Please wait while we connect you to a Support Representative	10:36:03 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:36:03 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	10:36:39 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	10:36:45 AM
	Hello Mariely	10:36:53 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:37:01 AM
Mariely Maximo	Hi, server name is	10:37:34 AM
	JLREngineering.myrealdata.net	10:38:09 AM
	user name	10:38:14 AM
	mariely.m@myrealdata.net	10:38:25 AM
Shubham Kataria	Thank you for the information.	10:38:46 AM
	Upon checking, I found that your account has been temporarily disabled by the billing team due to non-payment.	10:39:34 AM
	The account will be enabled by the team once the pending payment is settled.	10:41:11 AM
	Please contact the account owner once they will pay the pending amount, you will be able to access server without any issue.	10:44:00 AM

Mariely Maximo	omg ok let me do now	10:44:12 AM
Shubham Kataria	Sure	10:44:23 AM
Mariely Maximo	how do I pay online?	10:45:26 AM
	i dont see an option	10:45:33 AM
Shubham Kataria	We apologize for the inconvenience. Unfortunately, we are not fully aware of the billing process, as it can only be handled by the account owners.	10:48:48 AM
	However, I can inform your concern to the billing team. Once they are available in the office, they will assist you with the billing process. As the billing team is unavailable on weekends. (Edited)	10:49:12 AM
Mariely Maximo	i am the account under i found it thank you	10:49:42 AM
Shubham Kataria	You're welcome	10:50:11 AM
	Once the billing is completed, they will enable all user accounts.	10:50:53 AM
	Here are the billing team contact information for your reference Email - [billing@acecloudbilling.com](mailto:billing@acecloudbilling.com) Phone: 888-590-2786 Availability : Monday to Friday from 11:30 am to 08.30 pm EST. (Edited)	10:53:12 AM
Mariely Maximo	thank you for your help	10:53:27 AM
Shubham Kataria	You're most welcome, and I'm truly sorry for the inconvenience.	10:54:08 AM
	Is there anything else I may help you with ?	10:54:14 AM
	Are we still connected here?	10:55:15 AM
	As you're disconnected from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:55:43 AM
	<i>Shubham Kataria has ended this chat session</i>	10:55:45 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Oct, 11:45:42 AM

#82568 mary

Email: mary@infiniteaccountants.com ☎ 2125440001

Department: Support(QB & App Hosting)

Operator: Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 49 Secs

**City:** BALIBAGO

**State:** Laguna

**Country:** PHILIPPINES

Chat Duration : 41 Mins 34 Secs

### Chat Transcript

mary	Hello, I am your Acebuddy	14 Oct, 11:45:43 AM
Acebuddy	Hello Mary, I'm your Ace Buddy. I'll be happy to assist you!	11:45:44 AM
	Whom Would You Like to Connect With?	11:45:44 AM
mary	Technical Support (QB & App Hosting)	11:45:46 AM
Acebuddy	Welcome to Ace Support.	11:45:46 AM
	Please chose an option :	11:45:46 AM
mary	I'd like to report an Issue	11:45:52 AM
Acebuddy	Please select an option!	11:45:52 AM
mary	QuickBooks Issue	11:45:57 AM
Acebuddy	What type of QuickBooks Issue are you facing?	11:45:57 AM
mary	Other QB related issue	11:46:06 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:46:06 AM
	<i>11:46:27 AM mary is sharing a file with you <a href="#">image.png</a> - ( Size:78.12 KB )</i>	11:46:27 AM
	Please wait while we connect you to a Support Representative	11:46:28 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:46:28 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	11:46:40 AM
mary	The problem is that Quickbooks can't open the company file	11:46:45 AM
	<i>Shubham Kataria is transferring the chat to Rohan.</i>	11:47:04 AM
	<i>Rohan accepted the chat transfer request.</i>	11:47:06 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	11:47:25 AM
	Hello Mary, how are you doing today ?	11:47:33 AM
mary	I'm good, thanks for assistance	11:47:43 AM
	Please help us access our quickbooks.	11:48:03 AM

	our User on Remote Desktoo is : myrealdata\IASAdmin.NPRE	11:49:02 AM
Rohan	Yes I'm about to take the remote access of the user from your company who initiated the chat earlier	11:49:14 AM
	Kindly allow me 5-6 minutes to check the same.	11:49:21 AM
mary	Thanks	11:49:36 AM
Rohan	Please accept the remote session request	11:50:27 AM
	Please look at the server screen and a pop-up will come asking for your permission	11:51:51 AM
mary	myrealdata\AllenC.NPRE	11:52:05 AM
	sorry, I think I'm using the other user	11:52:11 AM
	My co-worker is maybe using the other one I gave you	11:52:23 AM
	Sorry for this	11:52:29 AM
	Is it possible to troubleshoot using this user? myrealdata\AllenC.NPRE	11:53:22 AM
Rohan	Yes, If another user is okay with that	11:53:52 AM
	I can take the remote access of this user	11:54:02 AM
mary	Thanks	11:54:07 AM
	<i>11:55:30 AM mary is sharing a file with you <a href="#">image.png</a> - ( Size:94.93 KB )</i>	11:55:30 AM
Rohan	Please look for the Pop-up on the server screen, I'm going to send you the remote access request	11:55:50 AM
mary	I am able to access one company file	11:56:10 AM
Rohan	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:56:26 AM
mary	Hello, thanks for your help	12:26:11 PM
	I will check the email	12:26:22 PM
	when you're done retrieving the file. Thanks so much for your kind assistance	12:26:36 PM
Rohan	We will update you via email once the repairing Process is completed	12:26:38 PM
mary	Ok, thanks so much	12:26:58 PM
Rohan	Is there anything else I may help you with ?	12:26:59 PM
mary	That's all for now	12:27:08 PM
	Thanks	12:27:10 PM
Rohan	Thanks for the confirmation !	12:27:13 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:27:14 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

12:27:16 PM

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

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

*Rohan has ended this chat session*

12:27:18 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

24 Oct, 4:34:16 PM

#### #82910 reem daoudi

**Email:** rdaoudi@topelforman.com 3122392520

**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:** 38 Secs

**City:** CHICAGO

**State:** Illinois

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 7 Mins 23 Secs

reem daoudi	Hello, I am your Acebuddy	24 Oct, 4:34:17 PM
Acebuddy	Hello Reem Daoudi, I'm your Ace Buddy. I'll be happy to assist you!	4:34:18 PM
	Whom Would You Like to Connect With?	4:34:18 PM
reem daoudi	Technical Support (QB & App Hosting)	4:34:23 PM
Acebuddy	Welcome to Ace Support.	4:34:23 PM
	Please chose an option :	4:34:23 PM

reem daoudi	I'd like to report an Issue	4:34:30 PM
Acebuddy	Please select an option!	4:34:30 PM
reem daoudi	Other Issue	4:34:34 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:34:34 PM
reem daoudi	when logging in, i get a pop up that says restrictions alert and action requires MFA verification	4:35:07 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:35:07 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:35:07 PM
	<i>Manish Singh accepted the chat transfer request.</i>	4:35:12 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	4:35:18 PM
reem daoudi	thanks can you help me log in please	4:35:30 PM
Manish Singh	I will surely help you with this issue.	4:35:53 PM
	Kindly allow me two minutes to check the same.	4:36:01 PM
reem daoudi	ok	4:36:58 PM
Manish Singh	Our team is currently performing essential updates on the MFA server, which may temporarily impact access to your server.	4:39:54 PM
reem daoudi	how long will this take?	4:40:03 PM
Manish Singh	Please wait 30 minutes and then try logging in again.	4:40:13 PM
reem daoudi	will you email me when the server isup?	4:40:25 PM
Manish Singh	Sure	4:40:33 PM
	Is there anything else I may help you with ?	4:41:07 PM
reem daoudi	no thanks	4:41:13 PM
Manish Singh	Thank you for your patience.	4:41:23 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:41:34 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	4:41:38 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>	4:41:40 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

24 Oct, 4:27:36 PM

#82908 rakeshsuthar

Email: rakeshsuthar@gmail.com ☎ 12407152061

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 13 Secs

City: BANGALORE

State: Karnataka

Country: INDIA

## Chat Transcript

Chat Duration : 8 Mins 37 Secs

rakeshsuthar	Hello, I am your Acebuddy	24 Oct, 4:27:37 PM
Acebuddy	Hello Rakeshsuthar, I'm your Ace Buddy. I'll be happy to assist you!	4:27:38 PM
	Whom Would You Like to Connect With?	4:27:38 PM
rakeshsuthar	Technical Support (QB & App Hosting)	4:27:46 PM
Acebuddy	Welcome to Ace Support.	4:27:46 PM
	Please chose an option :	4:27:46 PM
rakeshsuthar	I'd like to raise a Request	4:27:56 PM
Acebuddy	Please select your request type.	4:27:56 PM
rakeshsuthar	Other Request	4:28:10 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.	4:28:10 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	4:28:10 PM
rakeshsuthar	Yes, I'm facing issues with my server	4:28:17 PM

Acebuddy	Please select an option!	4:28:17 PM
rakeshsuthar	Other Issue	4:28:41 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:28:41 PM
rakeshsuthar	Getting below error while trying to login: "This action requires MFA verification, ensure the identity verification server is reachable."	4:29:36 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:29:37 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:29:37 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	4:29:44 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	4:29:56 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:30:38 PM
rakeshsuthar	Server name:Qblivepa.myreldata.net	4:31:44 PM
	User Name : CID60899	4:31:45 PM
Vikas Singh Chauhan	Thanks for the confirmation !	4:32:10 PM
	I have just verified, our team is currently performing essential updates on the MFA server, which may temporarily impact access to your server.	4:33:33 PM
	Please wait 30 minutes and then try logging in again.	4:33:38 PM
rakeshsuthar	Sure. I will login after 30 minutes. Thank you.	4:34:07 PM
Vikas Singh Chauhan	Is there anything else I may help you with ?	4:34:10 PM
	Are we still connected here?	4:35:19 PM
rakeshsuthar	No	4:35:53 PM
Vikas Singh Chauhan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	4:36:07 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	4:36:11 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Vikas Singh Chauhan has ended this chat session</i>	4:36:14 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

2 Oct, 11:46:09 PM

#82187 Glen Willis

Email: mfstaxes@gmail.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: 54 Secs

City: VALDOSTA

State: Georgia

Country: UNITED STATES

## Chat Transcript

Chat Duration : 23 Mins 16 Secs

Glen Willis	Hello, I am your Acebuddy	2 Oct, 11:46:09 PM
Acebuddy	Hello Glen Willis, I'm your Ace Buddy. I'll be happy to assist you!	11:46:10 PM
	Whom Would You Like to Connect With?	11:46:10 PM
Glen Willis	Technical Support (QB & App Hosting)	11:46:19 PM
Acebuddy	Welcome to Ace Support.	11:46:19 PM
	Please chose an option :	11:46:19 PM
Glen Willis	I'd like to report an Issue	11:46:32 PM
Acebuddy	Please select an option!	11:46:32 PM
Glen Willis	Other Issue	11:46:37 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:46:37 PM
Glen Willis	Access to Drake folder	11:46:59 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:46:59 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:46:59 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	11:47:36 PM

Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	11:47:40 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:47:43 PM
	Are we still connected here?	11:49:07 PM
Glen Willis	mfs	11:49:45 PM
	mfservices	11:50:09 PM
Yash Kalra	Kindly allow me two minutes to check the same.	11:50:30 PM
Glen Willis	glenwillis	11:50:36 PM
Yash Kalra	To help me assist you better, please answer the following questions:  1. Is this issue occurring for all the user or is it user specific. 2. When was the last time you were able to access the folder successfully? 3. Are you receiving any error message while attempting? If yes, kindly share the exact message.	11:51:46 PM
	(Edited)	
Glen Willis	I have never accessed the folder the reason for the request is because I need to rebuild drake 2023 because it wont open some clients	11:53:27 PM
Yash Kalra	Glen, please share us the exact pact of the folder	11:54:04 PM
Glen Willis	dont understand I dont have access to drive c	11:54:55 PM
Yash Kalra	May I take the remote access of your server to get this issue resolved?	11:55:10 PM
Glen Willis	someone from your company did that a few days ago  but it now problem	11:55:48 PM 11:56:05 PM
Yash Kalra	Yes, I have checked that ticket Glen please allow a remote access of your server to check all the settings from your end as well this might resolve the issue. (Edited)	11:58:40 PM
Glen Willis	ok	3 Oct, 12:00:15 AM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	12:00:28 AM
	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/6602573147">https://assist.acecloudhosting.com/join/6602573147</a>	12:00:41 AM
Glen Willis	I need to access the drake2023 folder I have to delete some so I can do a rebuiled	12:06:39 AM
Yash Kalra	We assisted you with the folder access Is there anything else I may help you with ? (Edited)	12:08:48 AM
Glen Willis	no thanks	12:09:07 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	12:09:15 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:09:18 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!

12:09:20 AM

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

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

*Yash Kalra has ended this chat session*

12:09:25 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

12 Oct, 2:39:16 PM

**#82498 James Ray**

**Email:** jim@jraycpa.com ☎ 4046301059

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 39 Secs

**City:** WOODSTOCK

**State:** Georgia

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 8 Mins 43 Secs

James Ray	Hello, I am your Acebuddy	12 Oct, 2:39:16 PM
Acebuddy	Hello James Ray, I'm your Ace Buddy. I'll be happy to assist you!	2:39:17 PM
	Whom Would You Like to Connect With?	2:39:17 PM
James Ray	Technical Support (QB & App Hosting)	2:39:20 PM
Acebuddy	Welcome to Ace Support.	2:39:20 PM
	Please chose an option :	2:39:20 PM

James Ray	I'd like to report an Issue	2:39:27 PM
Acebuddy	Please select an option!	2:39:27 PM
James Ray	Other Issue	2:39:32 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:39:32 PM
James Ray	Can't log onto your site James Ray J Ray CPA	2:39:54 PM
Acebuddy	Please wait while we connect you to a Support Representative	2:39:54 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:39:54 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	2:40:08 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	2:40:16 PM
	Hi james	2:40:24 PM
	Kindly confirm if you're unable to access the server	2:40:39 PM
	Are we still connected here?	2:42:30 PM
	Are we still connected here?	2:43:34 PM
James Ray	I'm back in	2:43:43 PM
	Apparently you had to reboot my server	2:43:53 PM
	Thanks anyway	2:43:56 PM
Shubham Kataria	Great, As the server was set to reboot daily this was likely the reason you were unable to access it earlier	2:44:54 PM
	You're welcome	2:45:00 PM
	Is there anything else I may help you with ?	2:45:03 PM
	Are we still connected here?	2:46:09 PM
	Are we still connected here?	2:46:36 PM
	Are we still connected here?	2:47:09 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.	2:47:55 PM
	<i>Shubham Kataria has ended this chat session</i>	2:47:59 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

28 Oct, 1:35:21 AM

#82989 PAUL WEYMER

Email: weymep@intentry.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 36 Secs

City: WARREN

State: Ohio

Country: UNITED STATES

## Chat Transcript

Chat Duration : 39 Mins 52 Secs

PAUL WEYMER	Hello, I am your Acebuddy	28 Oct, 1:35:21 AM
Acebuddy	Hello Paul Weymer, I'm your Ace Buddy. I'll be happy to assist you!	1:35:22 AM
	Whom Would You Like to Connect With?	1:35:22 AM
PAUL WEYMER	Technical Support (QB & App Hosting)	1:35:50 AM
Acebuddy	Welcome to Ace Support.	1:35:50 AM
	Please chose an option :	1:35:50 AM
PAUL WEYMER	I'd like to raise a Request	1:35:59 AM
Acebuddy	Please select your request type.	1:35:59 AM
PAUL WEYMER	Printer/Scanner Addition	1:36:11 AM
Acebuddy	Please select your desired option :	1:36:11 AM
PAUL WEYMER	Printer Addition	1:36:19 AM
Acebuddy	Kindly install the client version of 'Uniprint' on your local Desktop by following the instructions mentioned in the knowledge-base article attached below.	1:36:19 AM
	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.	1:36:19 AM
	Do you need any further assistance on the topic?	1:36:19 AM

PAUL WEYMER	Yes	1:36:26 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:36:26 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:36:26 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	1:36:41 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	1:36:47 AM
	Hello Paul, I will be surely assisting you with this. Kindly help me with your server name and user name?	1:37:16 AM
PAUL WEYMER	migrated to office 365 hosted by ace. need a couple of printers added back, we cannot do on our end would like to add back hpf6bc75 (HP laser jet pro 4001 and pdf 24 printer which was connecting directly to our office equipment	1:37:26 AM
	not interested in uniprint	1:38:51 AM
Ashutosh Mishra	I will surely help you with this issue.	1:39:34 AM
PAUL WEYMER	most kind of you. i travel a lot	1:40:44 AM
	<i>1:41:20 AMAshutosh Mishra is sharing a file with you <a href="#">image.png</a> - ( Size:36.31 KB )</i>	1:41:20 AM
	<i>Please right click on the RDP and click on edit, and go to local resources tab as shown in the example</i>	
Ashutosh Mishra	Make sure the printer is selected. Then save and you can access the printer on your server.	1:42:08 AM
PAUL WEYMER	i am already signed in should i sign out	1:43:22 AM
Ashutosh Mishra	Yes, please sign out of the server to make the changes.	1:43:50 AM
PAUL WEYMER	if i sign off i loose connections	1:45:41 AM
Ashutosh Mishra	May I take the remote access of your local computer to assist with this?	1:45:57 AM
PAUL WEYMER	yes	1:46:03 AM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	1:46:08 AM
	Kindly paste this link in the browser of local computer and join the session.	1:46:20 AM
	<a href="https://assist.acecloudhosting.com/join/1642711140">https://assist.acecloudhosting.com/join/1642711140</a>	1:46:22 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:48:24 AM
	It looks like we have lost the remote session connection.	2:07:20 AM
	Are we still connected here?	2:07:28 AM
	Are we still connected here?	2:10:03 AM
	Are we still connected here?	2:12:18 AM
	As there was no response, we are disconnecting the chat now. We regret the inconvenience caused due to this and will be following up over the email for further assistance. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. (Edited)	2:14:38 AM

Ashutosh Mishra has ended this chat session

2:15:14 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

15 Oct, 2:14:07 AM

**#82609 victoria**

**Email:** victoria@tapartners-llc.com ☎ 19496279114

**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:** LAGUNA HILLS

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 31 Mins 56 Secs

victoria	Hello, I am your Acebuddy	15 Oct, 2:14:07 AM
Acebuddy	Hello Victoria, I'm your Ace Buddy. I'll be happy to assist you!	2:14:08 AM
	Whom Would You Like to Connect With?	2:14:08 AM
victoria	Technical Support (QB & App Hosting)	2:14:17 AM
Acebuddy	Welcome to Ace Support.	2:14:17 AM
	Please chose an option :	2:14:17 AM
victoria	I'd like to report an Issue	2:14:24 AM
Acebuddy	Please select an option!	2:14:24 AM
victoria	Password Reset	2:14:28 AM
Acebuddy	Please select an option below	2:14:28 AM
victoria	Not Enrolled to Selfcare Portal	2:14:52 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. 2:14:52 AM

Do you need any further assistance on the topic? 2:14:52 AM

*Ended due to chat idle timeout* 2:46:04 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. 2:46:04 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 14 Oct, 7:53:22 PM

**#82577 Jennifer**

**Email:** jennifer@usstuccosupply.com **Phone:** 7045768799  
**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:** 27 Secs  
**City:** CLOVER  
**State:** South Carolina  
**Country:** UNITED STATES

Chat Transcript Chat Duration : 12 Mins 44 Secs

Jennifer	Hello, I am your Acebuddy	14 Oct, 7:53:22 PM
Acebuddy	Hello Jennifer, I'm your Ace Buddy. I'll be happy to assist you!	7:53:23 PM
	Whom Would You Like to Connect With?	7:53:23 PM
	Welcome to Ace Support.	7:53:40 PM
	Please chose an option :	7:53:40 PM
Jennifer	Technical Support (QB & App Hosting)	7:53:40 PM
	I'd like to report an Issue	7:53:46 PM

Acebuddy	Please select an option!	7:53:46 PM
Jennifer	QuickBooks Issue	7:53:50 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:53:50 PM
Jennifer	Other QB related issue	7:54:01 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:54:01 PM
Jennifer	I cannot open the company file	7:54:12 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:54:12 PM
<i>Acebuddy (bot) forwarded the chat request</i>		7:54:12 PM
<i>Shubham Maurya accepted the chat transfer request.</i>		7:54:25 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	7:54:34 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:54:44 PM
Jennifer	Hello, I actually just got it working so I do not need assistance. Thank you	7:55:12 PM
Shubham Maurya	Thanks for the confirmation Jennifer, Please feel free to reach us back anytime.	7:55:57 PM
	Is there anything else I may help you with ?	7:55:59 PM
	Are we still connected here?	8:00:18 PM
	Are we still connected here?	8:03:26 PM
	Are we still connected here?	8:04:09 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.	8:06:05 PM
<i>Shubham Maurya has ended this chat session</i>		8:06:07 PM



