

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Apr, 11:07:48 PM

**#75904 steven**  
**Email:** steven@lynncpas.com 📞 17204703581  
**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:** 21 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 6 Mins 25 Secs

steven	Hello, I am your Acebuddy	22 Apr, 11:07:48 PM
Acebuddy	Hello Steven, I'm your Ace Buddy. I'll be happy to assist you!	11:07:49 PM
	Whom Would You Like to Connect With?	11:07:49 PM
steven	Technical Support (QB & App Hosting)	11:07:53 PM
Acebuddy	Welcome to Ace Support.	11:07:53 PM
	Please chose an option :	11:07:53 PM
steven	I'd like to raise a Request	11:07:58 PM
Acebuddy	Please select your request type.	11:07:58 PM
steven	Application Update	11:08:05 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	11:08:06 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	11:08:06 PM
steven	Yes	11:08:13 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:08:13 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	11:08:13 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:08:37 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:08:40 PM
	Hello Steven	11:08:44 PM
	Kindly confirm the name of the application	11:09:01 PM
steven	yes	11:09:05 PM
	lacerte	11:09:09 PM
	i have a ticket hold on	11:09:15 PM
Shashwat Verma	I will surely help you with this issue.	11:09:16 PM
	Kindly allow me two minutes to check the same.	11:09:20 PM
steven	677802	11:09:28 PM
Shashwat Verma	Thanks	11:10:31 PM
	Will do the same	11:10:36 PM
steven	I just need this updated now because i cant use it until it is	11:10:47 PM
Shashwat Verma	Sure, will do the same in 10 mins	11:11:18 PM
steven	ok	11:11:24 PM
Shashwat Verma	Will inform you on email once done	11:11:36 PM
	Is there anything else I may help you with ?	11:11:40 PM
steven	ok, let me know if I need to logoff the server	11:11:52 PM
Shashwat Verma	Yes kindly logoff	11:12:01 PM
	We have initiated the update, will let you know once done	11:14:00 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:14:09 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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!	11:14:11 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>Shashwat Verma has ended this chat session</i>	11:14:14 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Apr, 9:13:02 PM

**#75566 Erika Senese**  
**Email:** erika@sararayinteriordesign.com ☎ 16152546329  
**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:** 54 Secs  
**City:** NASHVILLE  
**State:** Tennessee  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 13 Mins 16 Secs

Erika Senese	Hello, I am your Acebuddy	14 Apr, 9:13:02 PM
Acebuddy	Hello Erika Senese, I'm your Ace Buddy. I'll be happy to assist you!	9:13:03 PM
	Whom Would You Like to Connect With?	9:13:03 PM
Erika Senese	Technical Support (QB & App Hosting)	9:13:09 PM
Acebuddy	Welcome to Ace Support.	9:13:09 PM
	Please chose an option :	9:13:09 PM
Erika Senese	I'd like to report an Issue	9:13:14 PM
Acebuddy	Please select an option!	9:13:14 PM
Erika Senese	Other Issue	9:13:18 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:13:19 PM
Erika Senese	Hi, I got a new phone over the weekend, and now I can't use my authenticator app to get into our QuickBooks space - just need to get that reset, I guess.	9:14:28 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:14:29 PM
	Acebuddy (bot) forwarded the chat request	9:14:29 PM

	<i>Rohan Prajapati accepted the chat transfer request.</i>	9:14:45 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	9:14:54 PM
	Hello Erika, how are you doing today?	9:15:05 PM
Erika Senese	Hi, I'm fine! How are you?	9:15:26 PM
Rohan Prajapati	That's Good. I'm good too, thanks for asking.	9:15:55 PM
	I will surely help you with this issue.	9:16:02 PM
	Kindly allow me two minutes to check the same.	9:16:04 PM
Erika Senese	Great, thank you!	9:16:08 PM
Rohan Prajapati	Thank you for your patience.	9:17:31 PM
	I have disenrolled you from the selfcare Portal. You can re-enroll yourself now	9:17:52 PM
Erika Senese	OK, just a moment, let me try that.	9:18:04 PM
	I am getting this message after I entered my email address:	9:20:37 PM
	Sorry, it won't attach. Here's what it says: "Unable to send the verification code. Please try with a different available options or contact your administrator."	9:21:36 PM
Rohan Prajapati	May I take the remote access of your local computer?	9:22:09 PM
Erika Senese	Wait just a moment, I submitted it again, and now it says a code was sent.	9:22:33 PM
	Let me see if it comes...	9:22:39 PM
Rohan Prajapati	Sure	9:23:33 PM
Erika Senese	OK, it came, and I entered it, and I'm in. I still need to add the account to the authenticator app on my phone, though, right?	9:24:08 PM
Rohan Prajapati	You have both option either you choose Google Auth or Email for MFA Verification.	9:24:52 PM
Erika Senese	OK, I can do email verification.	9:25:45 PM
Rohan Prajapati	Yes	9:25:50 PM
	Is there anything else I may help you with ?	9:25:52 PM
Erika Senese	OK	9:25:54 PM
	No, that's all. Thank you!	9:26:01 PM
Rohan Prajapati	Thanks for the confirmation !	9:26:05 PM
	I would request you to please give your Valuable feedback after ending the chat.	9:26:12 PM
Erika Senese	Have a good day!	9:26:14 PM
Rohan Prajapati	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:26:15 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am	

working. I will appreciate that. or you may send your feedback at [quality@acecloudhosting.com](mailto:quality@acecloudhosting.com).  
Thanks!

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

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

9:26:16 PM

*Rohan Prajapati has ended this chat session*

9:26:18 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Apr, 8:16:39 PM

**#75951 Krystal Lee**  
**Email:** krystal.lee@la.gov 📞 2253421047  
**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:** RESTON  
**State:** Virginia  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 2 Mins 26 Secs

Krystal Lee	Hello, I am your Acebuddy	23 Apr, 8:16:39 PM
Acebuddy	Hello Krystal.lee, I'm your Ace Buddy. I'll be happy to assist you!	8:16:40 PM
	Whom Would You Like to Connect With?	8:16:40 PM
	<i>Visitor updated the visitor's name from krystal.lee to Krystal.lee.</i>	8:18:33 PM
	<i>Krystal.lee has ended this chat session</i>	8:19:06 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Apr, 11:23:53 PM

**#75842 leahbeth**  
**Email:** leahbeth@earlebmoshers.com 📞 617-755-8433  
**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:** FRAMINGHAM  
**State:** Massachusetts  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 34 Secs

leahbeth	Hello, I am your Acebuddy	21 Apr, 11:23:54 PM
Acebuddy	Hello Leah Beth Allekian, I'm your Ace Buddy. I'll be happy to assist you!	11:23:55 PM
	Whom Would You Like to Connect With?	11:23:55 PM
leahbeth	Technical Support (QB & App Hosting)	11:24:02 PM
Acebuddy	Welcome to Ace Support.	11:24:02 PM
	Please chose an option :	11:24:02 PM
leahbeth	I'd like to raise a Request	11:24:09 PM
Acebuddy	Please select your request type.	11:24:09 PM
leahbeth	Application Update	11:24:16 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	11:24:16 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	11:24:16 PM
leahbeth	No	11:24:29 PM







# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Apr, 8:50:28 PM

**#76239 Paul Kollman**  
**Email:** pkollman@phoenixsteel.com ☎ 15712486890  
**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:** GAINESVILLE  
**State:** Virginia  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 34 Mins 3 Secs

Paul Kollman	Hello, I am your Acebuddy	28 Apr, 8:50:29 PM
Acebuddy	Hello Pkollman, I'm your Ace Buddy. I'll be happy to assist you!	8:50:30 PM
	Whom Would You Like to Connect With?	8:50:30 PM
Paul Kollman	Technical Support (QB & App Hosting)	8:50:37 PM
Acebuddy	Welcome to Ace Support.	8:50:37 PM
	Please chose an option :	8:50:37 PM
Paul Kollman	I'd like to raise a Request	8:50:44 PM
Acebuddy	Please select your request type.	8:50:44 PM
Paul Kollman	Other Request	8:50:54 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.	8:50:54 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	8:50:54 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:24:32 PM
	Ended due to chat idle timeout	9:24:33 PM





# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Apr, 1:32:48 AM

**#76342 andy.monarrez**  
**Email:** andy.monarrez@nuwavecom.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 57 Secs  
**City:** LONG BEACH  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 19 Secs

andy.monarrez	Hello, I am your Acebuddy	30 Apr, 1:32:49 AM
Acebuddy	Hello Andy.monarrez, I'm your Ace Buddy. I'll be happy to assist you!	1:32:50 AM
	Whom Would You Like to Connect With?	1:32:50 AM
andy.monarrez	Technical Support (QB & App Hosting)	1:32:54 AM
Acebuddy	Welcome to Ace Support.	1:32:54 AM
	Please chose an option :	1:32:54 AM
andy.monarrez	I'd like to raise a Request	1:33:02 AM
Acebuddy	Please select your request type.	1:33:02 AM
andy.monarrez	Other Request	1:33:12 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.	1:33:12 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1:33:12 AM

andy.monarrez	Yes, I'm facing issues with my server	1:33:22 AM
Acebuddy	Please select an option!	1:33:23 AM
andy.monarrez	Other Issue	1:33:26 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:33:26 AM
andy.monarrez	I am pending help on ticket 685307	1:33:45 AM
Acebuddy	Please wait while we connect you to a Support Representative	1:33:49 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:33:50 AM
	<i>Shashwat Verma accepted the chat transfer request.</i>	1:35:03 AM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	1:35:08 AM
	Hello Andy	1:35:13 AM
	Kindly allow me two minutes to check the same.	1:35:23 AM
andy.monarrez	Hello I reached out yesterday and received an email this morning saying to reach out	1:35:37 AM
	I need help with installing the remote app on my local so that I do not have to open up the remote desktop everytime.	1:36:17 AM
Shashwat Verma	I will surely help you with this issue.	1:37:00 AM
	May I take the remote access of your local computer?	1:37:03 AM
andy.monarrez	yes	1:37:07 AM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	1:37:53 AM
	<a href="https://assist.acecloudhosting.com/join/4322229857">https://assist.acecloudhosting.com/join/4322229857</a>	1:38:09 AM
	Kindly Click on the link and open the downloaded file.	1:38:12 AM
andy.monarrez	Ok	1:38:26 AM
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	1:40:03 AM
	as per the remote session we have configure the remote app	2:06:03 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:06:05 AM
	<p>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.</p> <p>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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>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>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	2:06:06 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Apr, 2:44:37 AM

**#75331 Dean Nguyen**  
**Email:** dean.n@enagic.com 📞 13105427700  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 1 Min 17 Secs  
**City:** BREA  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 36 Mins 23 Secs

Dean Nguyen	Hello, I am your Acebuddy	9 Apr, 2:44:38 AM
Acebuddy	Hello Dean.n, I'm your Ace Buddy. I'll be happy to assist you!	2:44:39 AM
	Whom Would You Like to Connect With?	2:44:39 AM
Dean Nguyen	Billing	2:44:41 AM
Acebuddy	Please wait while we connect you to an available Representative.	2:44:41 AM
	Acebuddy (bot) forwarded the chat request	2:44:42 AM
	Kunj Kalra accepted the chat transfer request.	2:44:59 AM
Kunj Kalra	Greetings from ACE Cloud Hosting!	2:45:08 AM
	This is kunj from the billing team	2:45:20 AM
	How may i assist you today	2:45:31 AM
Dean Nguyen	Hello Kunja. I am the IT Manager for Enagic USA. I would like to discuss about our account. There are	

	two accounts created for Private Cloud Quick Books and O365 Plus.	2:46:45 AM
	Each new account for Private Cloud Quickbook requires O365 ProPlus account?	2:47:29 AM
Kunj Kalra	This seems like a technical department concern, as i am from the billing team i am unable to assist you with this	2:48:15 AM
	please allow me a moment to transfer this chat to technical support dean	2:48:34 AM
Dean Nguyen	Who can I speak with about it?	2:48:35 AM
Kunj Kalra	please allow me a moment to transfer this chat	2:48:44 AM
	<i>Kunj Kalra is transferring the chat to Support(QB &amp; App Hosting).</i>	2:48:57 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	2:49:37 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	2:49:44 AM
	Hello Dean	2:49:49 AM
Dean Nguyen	Hello Anurag.	2:49:51 AM
	I am the new IT Manager for Enagic USA. I see that there are two accounts for each user. A Private Cloud Quick Books and MS O365 Pro Plus account for each user. Do we need to have both accounts for to allow access to Quick Books?	2:52:17 AM
Anurag Sharma	Dean I would like to inform you that MS O365 and QB are two different applications.	2:54:19 AM
	And both these applications have different use case.	2:55:18 AM
Dean Nguyen	Is it possible to have phone conversation with you?	2:55:54 AM
Anurag Sharma	Yes of course. We do have our 24/7 available toll-free number <b>Phone: 1-888-415-5240</b>	2:56:56 AM
	You can reach out to us anytime.	2:57:08 AM
Dean Nguyen	Which account is used to RDP into the virtual desktop to use Quickbook?	2:57:46 AM
Anurag Sharma	Dean if you want to access the cloud server to access the QB application.	2:58:59 AM
	You need to use the RDP application.	2:59:10 AM
	Please let me know if I can help you with the RDP setup on your device so that you can access the server from your local computer.	2:59:59 AM
Dean Nguyen	I would use the account dean.n@myrealdata.net to access the cloud server QB application, correct?	3:00:41 AM
Anurag Sharma	Yes	3:01:08 AM
Dean Nguyen	So when will we use the O365Pro Plus account?	3:02:14 AM
Anurag Sharma	As per my understanding you are asking for the use of O365 pro plus account right?	3:03:00 AM
Dean Nguyen	Im trying to figure out why we need to purchase an O365 pro plus account since having a Private Cloud Quick Books account ( dean.n@myrealddata.net) is all we need to access Quick Books.	3:05:10 AM
Anurag Sharma	Yes I can understand your concern Dean.	3:06:39 AM
	I would like to inform you that O365 pro plus account is only required if the user needs to send email from QB or needs to export files using excel etc. (Edited)	3:07:18 AM



**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 51 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 14 Mins 30 Secs

martha	Hello, I am your Acebuddy	30 Apr, 1:58:29 AM
Acebuddy	Hello Martha, I'm your Ace Buddy. I'll be happy to assist you!	1:58:30 AM
	Whom Would You Like to Connect With?	1:58:30 AM
martha	Technical Support (QB & App Hosting)	1:58:34 AM
Acebuddy	Welcome to Ace Support.	1:58:34 AM
	Please chose an option :	1:58:34 AM
martha	I'd like to report an Issue	1:58:39 AM
Acebuddy	Please select an option!	1:58:39 AM
martha	Other Issue	1:58:43 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1:58:43 AM
martha	ATX-Payroll-2023 service not starting. See ticket 683367.	2:00:09 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:00:09 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:00:09 AM
	<i>Vignesh Arul accepted the chat transfer request.</i>	2:02:03 AM
	<i>Vignesh Arul is transferring the chat to Anurag Sharma.</i>	2:02:12 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	2:02:16 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	2:02:19 AM
	Hello Martha	2:02:25 AM
martha	Hello again!	2:02:29 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	2:04:26 AM
	Kindly allow me two minutes to check the same.	2:04:29 AM
martha	OK	2:04:41 AM
Anurag Sharma	Please check now	2:06:37 AM



martha	ok	2:06:45 AM
	No, same error.	2:07:07 AM
Anurag Sharma	May I reboot the server once?	2:07:22 AM
martha	Everything closed, I should logoff?	2:08:06 AM
Anurag Sharma	Yes please log off	2:08:17 AM
martha	Of course, I started this chat from the server.	2:08:30 AM
Anurag Sharma	Okay,	2:08:42 AM
	Please allow me a minute.	2:08:51 AM
	Please check again	2:10:28 AM
	Are we still connected here?	2:11:47 AM
	Are we still connected here?	2:12:34 AM
	Are we still connected here?	2:12:51 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.	2:12:53 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:12:55 AM
	<i>Anurag Sharma has ended this chat session</i>	2:12:59 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75165 Satchel Loftis

Email: sloftis@louisburg.edu 📞 13362550369

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: LOUISBURG

State: North Carolina

4 Apr, 9:52:57 PM



Country: UNITED STATES

Chat Transcript

Chat Duration : 58 Secs

Satchel Loftis	Hello, I am your Acebuddy	4 Apr, 9:52:58 PM
Acebuddy	Hello Satchel Loftis, I'm your Ace Buddy. I'll be happy to assist you!	9:52:59 PM
	Whom Would You Like to Connect With?	9:52:59 PM
Satchel Loftis	Technical Support (QB & App Hosting)	9:53:09 PM
Acebuddy	Welcome to Ace Support.	9:53:09 PM
	Please chose an option :	9:53:09 PM
Satchel Loftis	I'd like to raise a Request	9:53:15 PM
Acebuddy	Please select your request type.	9:53:15 PM
Satchel Loftis	Application Update	9:53:40 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	9:53:40 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	9:53:40 PM
Satchel Loftis	Yes	9:53:48 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:53:48 PM
	Acebuddy (bot) forwarded the chat request	9:53:48 PM
	Satchel Loftis has ended this chat session	9:53:57 PM



# Chat Transcript

## How do I set up a printer

Visitor Details

22 Apr, 4:39:50 AM

#75862 Charla Collins

Email: charla@stormwateroregon.com 📞 5414807473

Department: Support(QB & App Hosting)

**Operator:** Anurag Sharma

**Website:** https://www.acecloudhosting.com/knowledgebase/how-to-setup-local-printer-redirection-on-ace-server/

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 45 Secs

**City:** SALEM

**State:** Oregon

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 50 Secs

Charla Collins	How do I set up a printer	22 Apr, 4:39:51 AM
Dikshant Yadav	Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting you further.	4:39:59 AM
	Hello Charla	4:40:14 AM
	Kindly let me know your business name or CID to help me locate your account	4:41:09 AM
Charla Collins	Storm Water Services	4:41:48 AM
	<i>Dikshant Yadav is transferring the chat to Support(QB &amp; App Hosting).</i>	4:42:03 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	4:42:27 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	4:42:31 AM
	Hello Charla	4:42:35 AM
Charla Collins	How can I get my RDG to recognize my printer	4:43:11 AM
Anurag Sharma	May I take the remote access of your local computer?	4:44:25 AM
Charla Collins	yes	4:44:48 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	4:45:32 AM
	<a href="https://assist.acecloudhosting.com/join/5902861362">https://assist.acecloudhosting.com/join/5902861362</a>	4:45:44 AM
	Kindly paste this link in the browser of local computer and join the session.	4:45:48 AM
Charla Collins	Paste while on the remote session?	4:46:49 AM
Anurag Sharma	You need to paste this link in your local computer's browser	4:47:23 AM
Charla Collins	ok	4:48:51 AM
	it is done and I am at remote support screen waiting for session key	4:49:47 AM
Anurag Sharma	Okay	4:50:27 AM
	Please refresh your browser once.	4:51:26 AM
Charla Collins	Do I need a session key?	4:51:31 AM
Anurag Sharma	590-286-1362	4:51:45 AM

	This is the session ID	4:51:51 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	4:53:48 AM
	Are we still connected here?	4:58:39 AM
	Are we still connected here?	4:59:56 AM
	Are we still connected here?	5:00:38 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	5:00:43 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:00:46 AM
	<i>Anurag Sharma has ended this chat session</i>	5:00:50 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Apr, 10:55:10 PM

#75971 sreynolds  
**Email:** sreynolds@cat5resources.com 📞 4097207692  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 20 Secs  
**City:** PORT ARTHUR  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 8 Mins 16 Secs

sreynolds	Hello, I am your Acebuddy	23 Apr, 10:55:11 PM
Acebuddy	Hello Stephanie Reynolds, I'm your Ace Buddy. I'll be happy to assist you!	10:55:12 PM

	Whom Would You Like to Connect With?	10:55:12 PM
sreynolds	Technical Support (QB & App Hosting)	10:55:26 PM
Acebuddy	Welcome to Ace Support.	10:55:26 PM
	Please chose an option :	10:55:26 PM
sreynolds	I'd like to report an Issue	10:55:32 PM
Acebuddy	Please select an option!	10:55:32 PM
sreynolds	QuickBooks Issue	10:55:36 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:55:36 PM
sreynolds	QuickBooks is Frozen	10:55:41 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	10:55:41 PM
	Was that helpful?	10:55:41 PM
sreynolds	No	10:56:40 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	10:56:40 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:56:40 PM
sreynolds	Thank you	10:58:10 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	10:58:14 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:58:17 PM
	Hello stephanie	10:58:30 PM
	I will surely help you with this issue.	10:58:48 PM
sreynolds	Hello! Thanks for your help, my QB's hosted desktop is frozen. I was trying to run a report and it froze. I have also tried the QBReset but it's not working. I have also disconnected and re-connected and it brings me right back to the report and it being frozen.	10:59:16 PM
Shashwat Verma	Kindly allow me two minutes to check the same.	10:59:38 PM
sreynolds	Ok thank you	10:59:44 PM
Shashwat Verma	Try now	11:00:36 PM
sreynolds	Perfect, that worked! Thank you SO much!	11:02:11 PM
Shashwat Verma	Is there anything else I may help you with ?	11:02:34 PM
sreynolds	Nope, that was all. Thank you again, I super appreciate your help!	11:03:18 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	11:03:19 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:03:23 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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!	11:03:25 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Shashwat Verma has ended this chat session</i>	11:03:27 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76010 sreynolds

Email: [sreynolds@cat5resources.com](mailto:sreynolds@cat5resources.com) 📞 4097207692

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 22 Secs

City: PORT ARTHUR

State: Texas

Country: UNITED STATES

Chat Transcript		Chat Duration : 11 Mins 54 Secs
sreynolds	Hello, I am your Acebuddy	24 Apr, 7:03:00 PM
Acebuddy	Hello Sreynolds, I'm your Ace Buddy. I'll be happy to assist you!	7:03:01 PM
	Whom Would You Like to Connect With?	7:03:01 PM
sreynolds	Technical Support (QB & App Hosting)	7:03:04 PM
Acebuddy	Welcome to Ace Support.	7:03:05 PM
	Please chose an option :	7:03:05 PM

sreynolds	I'd like to report an Issue	7:03:10 PM
Acebuddy	Please select an option!	7:03:10 PM
sreynolds	QuickBooks Issue	7:03:15 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:03:15 PM
sreynolds	QuickBooks is Frozen	7:03:49 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	7:03:49 PM
	Was that helpful?	7:03:49 PM
sreynolds	No	7:03:55 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	7:03:55 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:03:55 PM
sreynolds	Thank you!	7:04:08 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	7:04:32 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	7:04:41 PM
	Hi, could you please let me know if the issue is with others users on the server as well	7:05:43 PM
sreynolds	Hello, my QB's is frozen trying to pull a report and I've tried the "QBRESET" but it's still frozen. I've tried disconnecting and reconnecting and it brings me right back to where it's frozen on the report.	7:05:45 PM
	It's only me, not other users	7:05:55 PM
Sharath Kumar	understood, one moment while I sign into the server and close out just the QB app for you	7:06:20 PM
sreynolds	Thank you so much!	7:06:47 PM
Sharath Kumar	Thank you for your patience. I have just closed QuickBooks	7:09:06 PM
	Could you open the app now and let me know if it still hangs while you generate the report	7:09:43 PM
sreynolds	Perfect, I was able to login and it's not on the frozen report, one second while I regenerate it.	7:10:06 PM
	It worked! Thank you again!!	7:12:00 PM
Sharath Kumar	glad to hear that	7:13:10 PM
	anything else that I may assist you with?	7:13:23 PM
sreynolds	That was all, thank you again. Have a great day!	7:13:58 PM
Sharath Kumar	My pleasure, a positive feedback after this would be appreciated. Do let us know incase you need assistance with anything else	7:14:42 PM
	<p>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.</p> <p>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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p> <p>Thanks!</p>	7:14:48 PM

	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:14:51 PM

*Sharath Kumar has ended this chat session* 7:14:54 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details	14 Apr, 10:19:51 PM
<p><b>#75573 Christi Berryhill</b></p> <p><b>Email:</b> berryhillsewer@gmail.com 📞 8067621066</p> <p><b>Department:</b> Support(QB &amp; App Hosting)</p> <p><b>Operator:</b> Vikrant Arya</p> <p><b>Website:</b> <a href="https://www.acecloudhosting.com/support-chat.php">https://www.acecloudhosting.com/support-chat.php</a></p> <p><b>Operating System:</b> Mac OS</p> <p><b>Browser:</b> Google Chrome</p> <p><b>Device:</b> Desktop</p> <p><b>Average Response Time:</b> 2 Mins 24 Secs</p> <p><b>City:</b> LUBBOCK</p> <p><b>State:</b> Texas</p> <p><b>Country:</b> UNITED STATES</p>	

Chat Transcript	Chat Duration : 1 Hour 4 Mins
Christi Berryhill	Hello, I am your Acebuddy 14 Apr, 10:19:52 PM
Acebuddy	Hello Christi Berryhill, I'm your Ace Buddy. I'll be happy to assist you! 10:19:53 PM
	Whom Would You Like to Connect With? 10:19:53 PM
Christi Berryhill	Technical Support (QB & App Hosting) 10:19:57 PM
Acebuddy	Welcome to Ace Support. 10:19:57 PM
	Please chose an option : 10:19:57 PM
Christi Berryhill	I'd like to report an Issue 10:20:03 PM



Acebuddy	Please select an option!	10:20:03 PM
Christi Berryhill	QuickBooks Issue	10:20:07 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:20:07 PM
Christi Berryhill	QuickBooks Update	10:20:16 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.	10:20:16 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.	10:20:16 PM
	Do you need any further assistance on the topic?	10:20:16 PM
Christi Berryhill	Yes	10:20:26 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:20:26 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:20:26 PM
	<i>Gurwinder Singh accepted the chat transfer request.</i>	10:20:35 PM
Christi Berryhill	Ticket #677535 We have resolved the WiFi issue. I need help connecting to server	10:21:41 PM
Gurwinder Singh	Hi Christi, thank you for providing the ticket ID. Let me check this.	10:27:14 PM
	Christi, as we checked this ticket is escalated to our Escalation team. Kindly confirm the timing when they can give you a call back on this.	10:28:21 PM
Christi Berryhill	ASAP	10:29:06 PM
Gurwinder Singh	Sure, he is trying to call you now.	10:29:35 PM
	Christi, could you please provide us with any alternate number, We tried to call you on 806 762 1066 but we couldn't reach you.	10:30:48 PM
Christi Berryhill	8067621066 is our only number	10:31:30 PM
	My cell is 806 777 6478	10:32:36 PM
Gurwinder Singh	In this case, let me transfer this chat to our Escalation team directly. Vikrant from the team will be assisting you further.	10:33:03 PM
	<i>Gurwinder Singh is transferring the chat to Vikrant Arya.</i>	10:33:21 PM
	<i>Vikrant Arya accepted the chat transfer request.</i>	10:33:25 PM
Vikrant Arya	HI Christi, this is Vikrant Arya from the escalation team.	10:33:47 PM
	Since I am not able to dial your number I would like to request you to allow me to assist you over chat.	10:34:14 PM
Christi Berryhill	yes	10:34:24 PM
Vikrant Arya	I am sending you an email with Remote Access button. Please open this email from your local computer.	10:35:22 PM
	Then press 'Join Session' button.	10:35:38 PM

	Prior providing the access, I would suggest you to close any important documents at your end.	10:40:47 PM
	We are glad that your issue has been resolved.	11:10:16 PM
	<p>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.</p> <p>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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p> <p>Thanks!</p> <p>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>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	11:10:37 PM
	<i>Vikrant Arya has ended this chat session</i>	11:24:34 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Apr, 6:16:02 PM

**#75031 mary**  
**Email:** mary@infiniteaccountants.com ☎ 2125440001  
**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:** 5 Secs  
**City:** TAGAPO  
**State:** Laguna  
**Country:** PHILIPPINES

Chat Transcript

Chat Duration : 10 Mins 31 Secs

mary	Hello, I am your Acebuddy	2 Apr, 6:16:04 PM
Acebuddy	Hello Mary, I'm your Ace Buddy. I'll be happy to assist you!	6:16:05 PM

	Whom Would You Like to Connect With?	6:16:05 PM
mary	Technical Support (QB & App Hosting)	6:16:18 PM
Acebuddy	Welcome to Ace Support.	6:16:18 PM
	Please chose an option :	6:16:18 PM
mary	I'd like to report an Issue	6:16:24 PM
Acebuddy	Please select an option!	6:16:24 PM
mary	QuickBooks Issue	6:16:30 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:16:31 PM
mary	Other QB related issue	6:16:49 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:16:49 PM
mary	Hold Tight, we are updating your quickbooks	6:17:07 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:17:08 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:17:08 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	6:17:23 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	6:17:28 PM
	hello Mary	6:17:34 PM
	I will surely help you with this issue.	6:18:19 PM
	Mary, after clicking OK button, are you able to access the QuickBooks?	6:18:54 PM
	Are we still connected here?	6:20:20 PM
	Are we still connected here?	6:22:12 PM
	Are we still connected here?	6:24:04 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.	6:26:31 PM
mary	sorry	6:26:35 PM
	<i>Shashwat Verma has ended this chat session</i>	6:26:36 PM



# Chat Transcript

Hello, I am your Acebuddy

#76119 Bhavin

**Email:** bookkeeping@sandiegocpasteve.com 📞 +1 646 661 2865

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 52 Secs

**City:** BIDADA

**State:** Gujarat

**Country:** INDIA

Bhavin	Hello, I am your Acebuddy	25 Apr, 9:40:27 PM
Acebuddy	Hello Bookkeeping, I'm your Ace Buddy. I'll be happy to assist you!	9:40:28 PM
	Whom Would You Like to Connect With?	9:40:28 PM
Bhavin	Technical Support (QB & App Hosting)	9:40:35 PM
Acebuddy	Welcome to Ace Support.	9:40:35 PM
	Please chose an option :	9:40:35 PM
Bhavin	I'd like to report an Issue	9:40:44 PM
Acebuddy	Please select an option!	9:40:44 PM
Bhavin	Other Issue	9:40:47 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:40:47 PM
Bhavin	Ticket ID 683786	9:40:58 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:40:59 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:40:59 PM
	<i>Gaurava Tyagi declined the transfer request.</i>	9:42:32 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	9:42:33 PM
Bhavin	Hi Shivam	9:42:47 PM
	My ticket ID 683786	9:42:55 PM
Shivam Singh	Okay let check. Allow me 2 minutes	9:43:35 PM
Bhavin	sure	9:43:50 PM

	I am unable to log in my remote. Can you please help me with the same?	9:49:45 PM
Shivam Singh	surely	9:50:06 PM
	Let me check the backend.	9:50:17 PM
	Allow me some time, I will be right back with you.	9:50:38 PM
Bhavin	Yes but please fix this this error occur since yesterday morning.	9:52:42 PM
Shivam Singh	May I take the remote access of your local computer?	9:53:24 PM
Bhavin	Yes	9:53:40 PM
Shivam Singh	Thanks	9:54:49 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:54:57 PM
Bhavin	done	9:55:03 PM
Shivam Singh	Kindly paste this link in the browser of local computer and join the session.	9:57:06 PM
	<a href="https://assist.acecloudhosting.com/join/1742113766">https://assist.acecloudhosting.com/join/1742113766</a>	9:57:08 PM
	Is there anything else I may help you with ?	10:05:29 PM
Bhavin	No thank you	10:05:40 PM
Shivam Singh	Great	10:05:45 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	10:05:49 PM
	<p>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.</p> <p>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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>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>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	10:05:54 PM
	<i>Shivam Singh has ended this chat session</i>	10:06:02 PM



# Chat Transcript

Hello, I am your Acebuddy

**#76330 Sara Tam**  
**Email:** tedswiring@gmail.com 📞 808-824-4934  
**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:** HONOLULU  
**State:** Hawaii  
**Country:** UNITED STATES

Sara Tam	Hello, I am your Acebuddy	29 Apr, 11:58:07 PM
Acebuddy	Hello Sara, I'm your Ace Buddy. I'll be happy to assist you!	11:58:07 PM
	Whom Would You Like to Connect With?	11:58:07 PM
Sara Tam	Technical Support (QB & App Hosting)	11:58:16 PM
Acebuddy	Welcome to Ace Support.	11:58:17 PM
	Please chose an option :	11:58:17 PM
Sara Tam	I'd like to report an Issue	11:58:23 PM
Acebuddy	Please select an option!	11:58:23 PM
Sara Tam	QuickBooks Issue	11:58:28 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:58:28 PM
Sara Tam	Restart	11:58:36 PM
Acebuddy	Hello Sara, I'm your Ace Buddy. I'll be happy to assist you!	11:58:36 PM
	Whom Would You Like to Connect With?	11:58:36 PM
Sara Tam	Technical Support (QB & App Hosting)	11:58:43 PM
Acebuddy	Welcome to Ace Support.	11:58:43 PM
	Please chose an option :	11:58:43 PM
Sara Tam	I'd like to report an Issue	11:58:49 PM
Acebuddy	Please select an option!	11:58:49 PM
Sara Tam	Other Issue	11:58:52 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:58:52 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.

30 Apr, 12:29:30 AM

Ended due to chat idle timeout

12:29:30 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Apr, 7:30:26 PM

#76304 Patricia Gostyla

Email: pgostyla@maassagency.com 📞 917-656-1855

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: 32 Secs

City: ROCKAWAY PARK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 34 Secs

Patricia Gostyla	Hello, I am your Acebuddy	29 Apr, 7:30:26 PM
Acebuddy	Hello Pgostyla, I'm your Ace Buddy. I'll be happy to assist you!	7:30:27 PM
	Whom Would You Like to Connect With?	7:30:27 PM
Patricia Gostyla	Technical Support (QB & App Hosting)	7:30:35 PM
Acebuddy	Welcome to Ace Support.	7:30:35 PM
	Please chose an option :	7:30:35 PM
Patricia Gostyla	I'd like to report an Issue	7:30:43 PM
Acebuddy	Please select an option!	7:30:43 PM
Patricia Gostyla	Other Issue	7:30:47 PM



Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:30:47 PM
Patricia Gostyla	I cannot get into ACE's server - THIS IS AN EMERGENCY. I AM RUNNING PAYROLL TOMORROW. CONNECT ME WITH A REPRESENTATIVE. PS. WHAT'S GOING ON - FOR THREE DAYS NO ONE IS ANSWERING THE TECH SUPPORT PHONE NUMBER	7:32:02 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:32:02 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:32:03 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	7:32:15 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	7:32:19 PM
Patricia Gostyla	i am clicking on the server icon on my computer desktop and i am getting an error	7:32:56 PM
Rohan Prajapati	Hello Patricia, we do apologize for the inconvenienced caused to you	7:33:09 PM
	I will surely help you with this issue.	7:33:14 PM
	May I know what error you are getting while accessing the server ?	7:33:27 PM
Patricia Gostyla	dmla.myrealdata cannot be found	7:34:01 PM
	??	7:34:17 PM
Rohan Prajapati	Thank you for providing the information	7:34:27 PM
Patricia Gostyla	yesterday we did tech support - was something changed	7:34:40 PM
	i cannot be locked out	7:34:48 PM
	tomorrow is payroll!!	7:35:01 PM
Rohan Prajapati	Patricia, I'm checking this and will resolve it asap.	7:35:14 PM
Patricia Gostyla	PS - is ACE phasing out phone support? 3 days in a row i cannot get someone on the phone.	7:35:56 PM
	chat is bad for IT technically issues	7:36:08 PM
	its slow. there are typos.	7:36:37 PM
Rohan Prajapati	Patricia, I understand your frustration, and I would have felt the same if I were in your place.	7:37:49 PM
Patricia Gostyla	with all these problems i cannot work normally. i should have logged in at 7am -	7:37:50 PM
	and tomorrow i cannot log in early because i am commuting to the office.	7:38:13 PM
Rohan Prajapati	I would request you to please try to login back and let us know the status	7:38:25 PM
Patricia Gostyla	same error message	7:39:08 PM
	not connecting	7:39:12 PM
Rohan Prajapati	May I take the remote access of your local computer?	7:39:36 PM
Patricia Gostyla	yes will have to be through chrome since i cannot log in...	7:40:05 PM
Rohan Prajapati	Are you using a chrome Book ?	7:40:27 PM
Patricia Gostyla	i am using a dell pc notebook	7:40:42 PM
	i am chatting with you through the chrome browser	7:40:56 PM

Rohan Prajapati	Ohh got it	7:41:01 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	7:41:15 PM
Patricia Gostyla	there is nothing confidential open	7:41:30 PM
Rohan Prajapati	Kindly Copy and Paste the below link in any browser of your Local PC and Join the session  <a href="https://assist.acecloudhosting.com/join/7852637598">https://assist.acecloudhosting.com/join/7852637598</a>	7:41:41 PM
Patricia Gostyla	it says its running	7:42:51 PM
	don't see it	7:42:57 PM
	ok - now what	7:43:41 PM
Rohan Prajapati	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:43:44 PM
	As discussed, we have resolved the issue by rebooting the server. We will continue to monitor it and will follow up as needed. (Edited)	7:54:43 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day	7:54:57 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	7:54:59 PM
	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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!	
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
Rohan Prajapati has ended this chat session		7:55:01 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75469 Erika Senese

Email: erika@sararayinteriordesign.com 📞 16152546329


11 Apr, 7:14:42 PM

**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 36 Secs  
**City:** NASHVILLE  
**State:** Tennessee  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 5 Secs

Erika Senese	Hello, I am your Acebuddy	11 Apr, 7:14:42 PM
Acebuddy	Hello Erika Senese, I'm your Ace Buddy. I'll be happy to assist you!	7:14:44 PM
	Whom Would You Like to Connect With?	7:14:44 PM
Erika Senese	Technical Support (QB & App Hosting)	7:14:48 PM
Acebuddy	Welcome to Ace Support.	7:14:48 PM
	Please chose an option :	7:14:48 PM
Erika Senese	I'd like to report an Issue	7:15:01 PM
Acebuddy	Please select an option!	7:15:01 PM
Erika Senese	QuickBooks Issue	7:15:10 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:15:10 PM
Erika Senese	QuickBooks Login Issue	7:15:19 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	7:15:19 PM
	Was that helpful?	7:15:19 PM
Erika Senese	No	7:15:24 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	7:15:24 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:15:25 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	7:15:38 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	7:15:46 PM
Erika Senese	Hi, I'm not able to open our QuickBooks company file this morning.	7:15:46 PM
Sharath Kumar	Hello again Erika, could you please let me know if there is any error message	7:16:11 PM
	<i>7:16:55 PM</i> Erika Senese is sharing a file with you <a href="#">error2.png</a> - ( Size:9.61 KB )	7:16:55 PM

	<i>7:16:55 PM</i> Erika Senese is sharing a file with you <a href="#">error1.png</a> - ( Size:9.41 KB )	7:16:55 PM
Erika Senese	Yesterday, I needed to log in as an admin to do updates, but now I can't even get to that screen.	7:17:22 PM
Sharath Kumar	I see, and is it the same company file that we worked on yesterday?	7:17:32 PM
Erika Senese	Yes	7:17:35 PM
	Everything went fine yesterday after you helped me!	7:17:49 PM
	I had issued a support request to remove the version 22 so that my team wouldn't be confused & open the wrong one, and I see that that happened, so I wonder if something got messed up in that process?	7:18:40 PM
Sharath Kumar	understood, checking a few settings on the server	7:19:43 PM
	allow me 2 more minutes	7:22:05 PM
Erika Senese	Sure, thank you for looking into it!	7:22:19 PM
Sharath Kumar	my pleasure, I identified the problem as the service for the QuickBooks 2024 not running	7:23:02 PM
	I have started it, set it to automatic so that it won't stop again	7:23:21 PM
Erika Senese	OK, should I try to log in now?	7:23:35 PM
Sharath Kumar	try accessing the application now and am sure you will be able to access it	7:23:36 PM
Erika Senese	Just a moment...	7:23:44 PM
Sharath Kumar	sure, take your time.	7:24:29 PM
Erika Senese	I'm in! Thank you!	7:24:48 PM
	I really appreciate all your help - have a great day!	7:25:03 PM
Sharath Kumar	glad to hear that! anything else that I may assist you with?	7:25:20 PM
Erika Senese	No, that's all. Thanks!	7:25:31 PM
Sharath Kumar	<p>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.</p> <p>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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>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>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	7:25:40 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:25:44 PM
	<i>Sharath Kumar has ended this chat session</i>	7:25:48 PM
		



	<i>Acebuddy (bot) forwarded the chat request</i>	2:45:33 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	2:45:52 AM
	<i>Ashutosh Mishra is transferring the chat to Shivam Singh.</i>	2:46:03 AM
	<i>Shivam Singh accepted the chat transfer request.</i>	2:46:05 AM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	2:46:13 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:46:55 AM
Christi Berryhill	We were to get upgraded to QuickBooks Desktop Enterprises this weekend and just checking if it is done or how will I know when it is ready to use	2:47:35 AM
	Server name is myrealdata/Millard.pre	2:50:18 AM
Shivam Singh	thanks	2:50:31 AM
	Kindly allow me two minutes to check the same.	2:50:37 AM
Christi Berryhill	Myrealdata/MillardB.pre	2:51:09 AM
Shivam Singh	We have Placed the order, and it is still in the process of acquiring the license> You will be notified once the license is upgraded.	2:51:30 AM
Christi Berryhill	I received an email Friday with the license number	2:52:23 AM
Shivam Singh	Can you please share the License Number	2:52:56 AM
	Or the ticket number which contains it.	2:53:13 AM
Christi Berryhill	It is 589800177490295 product number 045169	2:54:02 AM
Shivam Singh	Thanks	2:54:20 AM
	Well then, we have it installed in the Night hours with the provided License Details.	2:55:53 AM
	Is there anything else I may help you with?	2:56:38 AM
Christi Berryhill	So in the morning everything will be ready to use	2:56:54 AM
Shivam Singh	You will be notified once the upgrade is done.	2:57:34 AM
Christi Berryhill	Ok thank you so much	2:57:46 AM
	Have a great evening	2:58:05 AM
Shivam Singh	really appreciated.	2:58:33 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.	2:58:40 AM
	<p>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.</p> <p>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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal</p>	2:58:44 AM




(<https://selfcare.acecloudhosting.com>).

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

Shivam Singh has ended this chat session

2:58:47 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Apr, 9:24:21 PM

#76115 Amy Salter

Email: amy.h.salter@gmail.com 📞 19035703459

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 25 Secs

City: HUNTSVILLE

State: Alabama

Country: UNITED STATES

Chat Transcript

Chat Duration : 59 Mins 1 Sec

Amy Salter	Hello, I am your Acebuddy	25 Apr, 9:24:21 PM
Acebuddy	Hello Amy.h.salter, I'm your Ace Buddy. I'll be happy to assist you!	9:24:22 PM
	Whom Would You Like to Connect With?	9:24:22 PM
Amy Salter	Technical Support (QB & App Hosting)	9:24:29 PM
Acebuddy	Welcome to Ace Support.	9:24:44 PM
	Please chose an option :	9:24:44 PM
Amy Salter	I'd like to report an Issue	9:25:33 PM
Acebuddy	Please select an option!	9:25:33 PM
Amy Salter	QuickBooks Issue	9:25:39 PM



Acebuddy	What type of QuickBooks Issue are you facing?	9:25:39 PM
Amy Salter	Other QB related issue	9:25:45 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:25:45 PM
Amy Salter	Ticket 682337	9:26:00 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:26:00 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:26:00 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	9:26:24 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	9:26:30 PM
Amy Salter	Hey there	9:26:44 PM
	I believe you were helping me yesterday with this same issue	9:27:25 PM
	???	9:28:58 PM
	Are you there	9:29:27 PM
Sharath Kumar	Hello, my apologies Amy	9:30:13 PM
	yes, I do remember this ticket	9:30:38 PM
Amy Salter	:)	9:30:42 PM
Sharath Kumar	QB was to be updated	9:30:45 PM
Amy Salter	Correct.	9:32:01 PM
	It still is not working	9:32:51 PM
Sharath Kumar	sorry to hear that, let me sign into the server and check what needs to be done	9:33:20 PM
Amy Salter	ok. thanks.	9:33:33 PM
	??	9:36:14 PM
Sharath Kumar	I am on the server and checking a few settings	9:37:11 PM
Amy Salter	Great. Sorry. Just wanted to make sure i didn't lose you.	9:37:25 PM
Sharath Kumar	apologies for the late response	9:37:25 PM
	is the application open on your remote session, if yes, could you please close it	9:38:39 PM
Amy Salter	you mean quickbooks?	9:38:52 PM
	or the remote sesion?	9:38:56 PM
Sharath Kumar	correct	9:38:57 PM
Amy Salter	QB is closed now	9:39:23 PM
Sharath Kumar	Thank you!	9:39:35 PM
	just to confirm, the QB version you are using is Premier 2020, is that right?	9:40:22 PM
Amy Salter	yes QuickBooks Premier - Manufacturing and Wholesale Edition 2020	9:40:42 PM

Sharath Kumar	noted! just 2 more minutes	9:41:12 PM
Amy Salter	No problem thank you	9:41:22 PM
Sharath Kumar	please try now and let me know the result	9:43:10 PM
Amy Salter	ok	9:43:19 PM
	Unfortunately we are getting the same message	9:44:48 PM
	<i>9:44:51 PM</i> Amy Salter is sharing a file with you <a href="#">1_image.png</a> - ( Size:10.5 KB )	9:44:51 PM
Sharath Kumar	and you don't have any other company files to test this	9:45:45 PM
Amy Salter	You mean other quickbooks companies? or other remote logins?	9:46:23 PM
Sharath Kumar	QuickBooks company files (Edited)	9:46:47 PM
Amy Salter	I have plenty of company files that I can try on my local machine but only one company file on this remote server	9:47:17 PM
	Should I try to login to one of the other remote computers and try it?	9:47:59 PM
Sharath Kumar	sure, that's a good idea. In the meantime, I will check for other workarounds.	9:48:43 PM
Amy Salter	ok. Give me just a sec. Gotta get the new password to the computer.	9:49:47 PM
Sharath Kumar	no problem, take your time	9:50:40 PM
	also, may I take remote of your server session	9:53:51 PM
Amy Salter	I just got logged in to the WFGBookkeeping.pre2.	9:54:42 PM
	Let me check to see if I get the same error.	9:54:50 PM
Sharath Kumar	okay sure	9:54:54 PM
Amy Salter	You are welcome to take control if you'd like. Otherwise I will let you know asap	9:55:08 PM
Sharath Kumar	I see your main account AmySa.pre2 is still connected to the server	9:55:44 PM
Amy Salter	oh. did I do something wrong?	9:56:10 PM
Sharath Kumar	no, I just wanted to check if connecting to that account would be okay	9:56:33 PM
Amy Salter	sure.	9:56:44 PM
Sharath Kumar	Prior providing the access, I would suggest you to close any important documents at your end.	9:56:50 PM
	sending the request there	9:56:58 PM
Amy Salter	Ok. I will log back in to that server.	9:58:18 PM
	FYI Received the same error message on the WFGBookkeeping.pre2 computer	9:58:40 PM
	<i>9:58:44 PM</i> Amy Salter is sharing a file with you <a href="#">image.png</a> - ( Size:132.15 KB )	9:58:44 PM
Sharath Kumar	oh, no need. I will send the request to the session you are currently using	9:59:06 PM
Amy Salter	I'm already logged off	9:59:18 PM

	Try the AmySa one	9:59:31 PM
	Sorry about that	9:59:32 PM
Sharath Kumar	okay	9:59:34 PM
Amy Salter	never seen it in a red screen before LOL	10:04:50 PM
Sharath Kumar	yes, that was expected	10:07:21 PM
	could you try signing in now and then printing	10:07:33 PM
Amy Salter	I figured. Just wasn't expecting it to be red.	10:07:44 PM
Sharath Kumar	Hi Amy, I am going to close this chat and continue our conversation on the remote session	10:17:59 PM

Sharath Kumar has ended this chat session

10:23:22 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Apr, 11:01:44 PM

#75902 Alexia Steneck

Email: office.erc.5@gmail.com 📞 14356595911

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 22 Secs

City: COALVILLE

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 37 Secs

Alexia Steneck	Hello, I am your Acebuddy	22 Apr, 11:01:45 PM
Acebuddy	Hello Alexia Steneck, I'm your Ace Buddy. I'll be happy to assist you!	11:01:46 PM
	Whom Would You Like to Connect With?	11:01:46 PM

Alexia Steneck	Technical Support (QB & App Hosting)	11:01:55 PM
Acebuddy	Welcome to Ace Support.	11:01:55 PM
	Please chose an option :	11:01:55 PM
Alexia Steneck	I'd like to report an Issue	11:01:59 PM
Acebuddy	Please select an option!	11:02:00 PM
Alexia Steneck	QuickBooks Issue	11:02:03 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:02:03 PM
Alexia Steneck	QuickBooks Update	11:02:09 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.	11:02:09 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.	11:02:09 PM
	Do you need any further assistance on the topic?	11:02:09 PM
Alexia Steneck	Yes	11:02:26 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:02:26 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:02:26 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	11:03:21 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	11:03:27 PM
	Hello Alexia	11:03:33 PM
Alexia Steneck	Hi there, thank you	11:03:55 PM
Anurag Sharma	Could you please elaborate your concern?	11:04:35 PM
Alexia Steneck	Yes, When we try to log into QB it says we need to update the application and then when we closed out it said that we need to update QB but that we don	11:05:25 PM
	Don't have access to those permissions and that we need to contact our system administrator	11:05:48 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	11:06:02 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:06:05 PM
Alexia Steneck	Server name?	11:06:50 PM
	Jared Dixon and username is just admin	11:07:16 PM
Anurag Sharma	Please confirm if your username is JaredD.NENT1@myrealdata.net	11:07:43 PM
	And your account name is Eagle Rock Contracting Inc.	11:07:55 PM
Alexia Steneck	yes, that is correct	11:08:00 PM
Anurag Sharma		

	Thanks for the confirmation !	11:08:04 PM
	Alexia, I would like to inform you that. I have scheduled this QB update during the night hours. We will inform you via email once it is completed.	11:08:40 PM
Alexia Steneck	Thank you, are we able to use our current version until that time?	11:09:04 PM
Anurag Sharma	Yes, you can surely use the application till then. As the update will take place in the night hours.	11:09:35 PM
	Is there anything else I may help you with ?	11:09:39 PM
Alexia Steneck	Can you give me just a moment to try to log into QB	11:09:57 PM
Anurag Sharma	Sure, please take your time	11:10:04 PM
Alexia Steneck	It was not allowing us to use it at all- thats what initially prompted our chat. One secong	11:10:25 PM
Anurag Sharma	Could you please share me the snapshot of the error you are receiving ?	11:11:00 PM
Alexia Steneck	It won't open without updating and still says we need to have permission	11:11:15 PM
Anurag Sharma	Okay, no problem Alexia. I have scheduled this QB update during the night hours. We will surely inform you via email once it is completed.	11:12:05 PM
	Actually, you are on a shared server which is why we are incapable of updating the application right now.	11:12:36 PM
	<i>11:12:47 PMAlexia Steneck is sharing a file with you</i> <a href="#">IMG_0446.jpg</a> - ( Size:2.91 MB )	11:12:47 PM
	As there are other users who are working on the server.	11:12:49 PM
	Yes, it is asking for an update.	11:13:05 PM
	You got it correct	11:13:14 PM
Alexia Steneck	If the other users log off, can we update now? I think that Lexi is the only one on right now	11:13:19 PM
	<i>11:13:21 PMAlexia Steneck is sharing a file with you</i> <a href="#">IMG_0446.jpg</a> - ( Size:2.91 MB )	11:13:21 PM
	My acccont	11:13:30 PM
	account	11:13:34 PM
Anurag Sharma	I can really understand your concern Alexia.	11:13:45 PM
Alexia Steneck	I logged off of my account	11:14:09 PM
	Can the admin account for Jared be updated now?	11:14:20 PM
Anurag Sharma	But the problem is that, you are on a shared server. Which consist of different users from other companies.	11:14:21 PM
	Who are working on the same server in which you are in.	11:14:46 PM
Alexia Steneck	Interesting.	11:14:51 PM
	I was not aware	11:15:01 PM
Anurag Sharma	Your server name is QBNXTENT1.myrealddata.net	11:15:24 PM

Alexia Steneck	Thank you.	11:15:38 PM
Anurag Sharma	We cannot interrupt other users working. I hope you understand.	11:15:55 PM
Alexia Steneck	If you can schedule the update for all three of our QB for our company	11:16:03 PM
	Thank you	11:16:07 PM
Anurag Sharma	Surely, we will do that for you.	11:16:21 PM
	You don't need to worry. We will update you via email once it is completed on the server.	11:16:38 PM
Alexia Steneck	Thank you! We will wait for the update.	11:16:42 PM
Anurag Sharma	Thank you so much Alexia for understanding.	11:16:57 PM
	Is there anything else I may help you with ?	11:16:59 PM
Alexia Steneck	No, thank you!	11:17:11 PM
Anurag Sharma	Thanks for the confirmation !	11:17:15 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:17:17 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	11:17:20 PM
	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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!	
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
<i>Anurag Sharma has ended this chat session</i>		11:17:22 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75744 PRATIK.G

Email: pratik.g@myrealddata.net.rdp

Department: Support(QB & App Hosting)

Operator:

17 Apr, 10:06:41 PM



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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 29 Secs

**City:** DUNCAN

**State:** British Columbia

**Country:** CANADA


Chat Transcript

Chat Duration : 29 Mins 37 Secs

PRATIK.G	Hello, I am your Acebuddy	17 Apr, 10:06:42 PM
Acebuddy	Hello Pratik.g, I'm your Ace Buddy. I'll be happy to assist you!	10:06:43 PM
	Whom Would You Like to Connect With?	10:06:43 PM
PRATIK.G	Technical Support (QB & App Hosting)	10:08:43 PM
Acebuddy	Welcome to Ace Support.	10:09:00 PM
	Please chose an option :	10:09:00 PM
PRATIK.G	I'd like to report an Issue	10:09:52 PM
Acebuddy	Please select an option!	10:09:52 PM
PRATIK.G	QuickBooks Issue	10:09:57 PM
Acebuddy	What type of QuickBooks Issue are you facing?	10:09:58 PM
PRATIK.G	Other QB related issue	10:10:05 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:10:05 PM
PRATIK.G	Hi, whenever I am trying to save anything on QB, it crashes and everything vanishes off.	10:10:51 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:10:52 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:10:52 PM
	<i>Gaurav Kumar declined the transfer request.</i>	10:11:52 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	10:11:57 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	10:12:05 PM
PRATIK.G	Hello Sharath	10:12:15 PM
Sharath Kumar	Hello Pratik, sorry to hear about your concern	10:12:27 PM
	could you let me know if this is happening just with your QB instance or are others also reporting the same?	10:13:05 PM
PRATIK.G	It is happening with me only..	10:13:26 PM
Sharath Kumar	that is strange, and has this ever happened before?	10:13:49 PM



PRATIK.G	It happened once in a while but when I restart my QB it goes away.. this time I did it several times.. restarted my computer too but it didn't work..	10:14:43 PM
Sharath Kumar	understood, and how do you close the server session? close from the top bar or use the log off icon provided on the desktop screen?	10:15:32 PM
PRATIK.G	I just log off - like press that icon.	10:16:02 PM
Sharath Kumar	that's great! That is the correct way to sign out.	10:16:28 PM
PRATIK.G	Good to know that	10:16:52 PM
Sharath Kumar	May I take a remote session of your screen and you can show me exactly what you do that crashes QB	10:16:56 PM
PRATIK.G	Sure, that would be helpful	10:17:11 PM
Sharath Kumar	sending the request now, check your server screen	10:17:24 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	10:17:27 PM
	try saving something and let me see what happening	10:18:21 PM
PRATIK.G	that is how it goes off	10:19:07 PM
Sharath Kumar	got it, allow me a moment to check a few settings on the server	10:19:32 PM
PRATIK.G	okay thank you!	10:19:40 PM
Sharath Kumar	Thank you for your patience. I see there are a few updates pending on the application, the previous updates did not install properly	10:21:33 PM
	and I am pretty sure that once it is updated, your issue will be resolved	10:21:52 PM
PRATIK.G	Great, can you please help me to update those	10:22:08 PM
Sharath Kumar	Yes, however, there are currently users logged in on the server. They will need to sign out for 30 minutes max so that we can update Quickbooks	10:23:04 PM
	We usually do this during afterhours so that there are no users	10:23:24 PM
PRATIK.G	Okay, I need to check with them. What is the best time for that.. Please give me a moment..	10:23:44 PM
Sharath Kumar	If you could check with others and let us know the appropriate time that'd be helpful.	10:24:11 PM
PRATIK.G	Yes, just give me few mins thank you	10:24:50 PM
Sharath Kumar	sure, take your time	10:25:19 PM
PRATIK.G	Could you please do it at 10:15 PM	10:27:22 PM
	sorry	10:27:29 PM
	10:15 AM	10:27:34 PM
	like in next 15-18 mins	10:27:47 PM
Sharath Kumar	sure! that can be done.	10:28:02 PM
	Have you informed the other users that they need to sign out	10:28:17 PM
	Other that you, there are three more users currently signed in on the server	10:29:11 PM
		10:29:34 PM

	I will wait for them to disconnect and will proceed with updating the application	
	could you let me know your email address so that I can keep you posted via email	10:30:00 PM
	Are we still connected here?	10:31:24 PM
PRATIK.G	sorry	10:31:58 PM
	Yes I told everyone	10:32:08 PM
	Everyone is aware now	10:32:40 PM
Sharath Kumar	Thank you!	10:32:44 PM
PRATIK.G	Thank you :)	10:33:02 PM
Sharath Kumar	I will update the application in 15 minutes	10:33:03 PM
PRATIK.G	Sounds good	10:33:10 PM
Sharath Kumar	how do I keep you informed?	10:33:11 PM
PRATIK.G	Could you please call me at 250-743-1222	10:33:45 PM
Sharath Kumar	unfortunately, I do not have access to phones. If you could let me know your email address, I will send you an email once this task is completed	10:34:32 PM
	you can reply to it and let me know if that resolved your concern or if you require any further assistance	10:34:52 PM
PRATIK.G	yes sure.. Pratik.Gupta@mgvinc.com	10:34:54 PM
Sharath Kumar	got it, thank you!	10:35:11 PM
	Is there anything else I may help you with in the meantime?	10:35:21 PM
PRATIK.G	No, that's everything. Thank you	10:35:33 PM
Sharath Kumar	alright, sir. Inthat case, I wish you have a good rest of your day	10:35:47 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	10:35:54 PM
	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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!	
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
PRATIK.G	Have a great day too!	10:35:58 PM
	<i>Sharath Kumar has ended this chat session</i>	10:36:19 PM
		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Apr, 9:31:27 PM

**#75049 dave**  
**Email:** dave@vlsusa.com 📞 18016764983  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 24 Secs  
**City:** SANDY  
**State:** Utah  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 15 Secs

dave	Hello, I am your Acebuddy	2 Apr, 9:31:28 PM
Acebuddy	Hello David Gant, I'm your Ace Buddy. I'll be happy to assist you!	9:31:30 PM
	Whom Would You Like to Connect With?	9:31:30 PM
dave	Technical Support (QB & App Hosting)	9:31:37 PM
Acebuddy	Welcome to Ace Support.	9:31:37 PM
	Please chose an option :	9:31:37 PM
dave	I'd like to report an Issue	9:31:44 PM
Acebuddy	Please select an option!	9:31:44 PM
dave	Other Issue	9:31:49 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:31:50 PM
dave	We are experiencing very bad lag with our mouse pointers. I did a speed test and we are showing 903 mb/sec down and 36 mb/sec up.	9:33:18 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:33:19 PM
	Acebuddy (bot) forwarded the chat request	9:33:19 PM
	Ashutosh Mishra accepted the chat transfer request.	9:33:52 PM

Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	9:34:08 PM
	I understand you are facing lag on the server.	9:34:27 PM
dave	Yes	9:34:41 PM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:34:48 PM
dave	Vehicle.LS and CID74198	9:35:50 PM
Ashutosh Mishra	Kindly allow me two minutes to check the same.	9:36:52 PM
	Are all the users facing the same issue?	9:40:49 PM
dave	Most users are experiencing this	9:42:15 PM
Ashutosh Mishra	In such case, we can reboot the server first.	9:43:12 PM
	I have sent a message on the server to inform all the users to sign off.	9:44:14 PM
dave	Got it. We are logging out.	9:44:44 PM
Ashutosh Mishra	Thanks for the confirmation !	9:45:03 PM
	Please login again and check if the issue persists.	9:51:19 PM
	Are we still connected here?	9:52:49 PM
	Are we still connected here?	9:55:03 PM
dave	Sorry, I'm here now.	9:56:55 PM
Ashutosh Mishra	Sure, Please login now and let me know if issue persists.	9:57:15 PM
dave	We are all logging in and checking things out	9:59:59 PM
Ashutosh Mishra	Sure, please take your time	10:00:26 PM
dave	Seems to have fixed the issue. Thank you!	10:04:06 PM
Ashutosh Mishra	Is there anything else I may help you with ?	10:04:16 PM
dave	No, thank you. Have a good day.	10:04:33 PM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	10:04:36 PM
	<p>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.</p> <p>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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>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>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	10:04:41 PM
	<i>Ashutosh Mishra has ended this chat session</i>	10:04:45 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Apr, 1:21:39 AM

**#75920 Julio Gomez**  
**Email:** jgomez@princecpagroup.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:** ORLANDO  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 9 Secs

Julio Gomez	Hello, I am your Acebuddy	23 Apr, 1:21:40 AM
Acebuddy	Hello Julio Gomez, I'm your Ace Buddy. I'll be happy to assist you!	1:21:41 AM
	Whom Would You Like to Connect With?	1:21:41 AM
Julio Gomez	Technical Support (QB & App Hosting)	1:21:54 AM
Acebuddy	Welcome to Ace Support.	1:21:54 AM
	Please chose an option :	1:21:54 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	2:06:50 AM
	Ended due to chat idle timeout	2:06:50 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Apr, 9:22:52 PM

#75635 Seokgu Moon

Email: mark.moon@lekpartners.com ☎ 17143862353

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 8 Secs

City: CARSON

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 Mins 9 Secs

Seokgu Moon	Hello, I am your Acebuddy	15 Apr, 9:22:53 PM
Acebuddy	Hello Mark.moon, I'm your Ace Buddy. I'll be happy to assist you!	9:22:54 PM
	Whom Would You Like to Connect With?	9:22:54 PM
Seokgu Moon	Technical Support (QB & App Hosting)	9:23:02 PM
Acebuddy	Welcome to Ace Support.	9:23:02 PM
	Please chose an option :	9:23:02 PM
Seokgu Moon	I'd like to report an Issue	9:23:09 PM
Acebuddy	Please select an option!	9:23:09 PM
Seokgu Moon	Other Issue	9:23:12 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:23:13 PM
Seokgu Moon	Can't log in	9:23:26 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:23:27 PM
	Acebuddy (bot) forwarded the chat request	9:23:27 PM
	Rohan Prajapati accepted the chat transfer request.	9:23:45 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	9:23:53 PM

	Hello Mark, how are you doing today ?	9:24:09 PM
	I will surely help you with this issue.	9:25:44 PM
	As I can see you are already logged in.	9:33:10 PM
	May I know if you still need further assistance or this has been resolved	9:34:38 PM
	Are we still connected here?	9:35:21 PM
	Are we still connected here?	9:37:07 PM
	Are we still connected here?	9:38:13 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	9:39:00 PM

*Rohan Prajapati has ended this chat session*



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

29 Apr, 1:20:22 AM

**#76278 kending**  
**Email:** pkending@schulershook.com ☎ 6122127660  
**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:** SHAKOPEE  
**State:** Minnesota  
**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 41 Mins 38 Secs

kending	Hello, I am your Acebuddy	29 Apr, 1:20:23 AM
Acebuddy	Hello Pkending, I'm your Ace Buddy. I'll be happy to assist you!	1:20:23 AM
	Whom Would You Like to Connect With?	1:20:23 AM



kending	Technical Support (QB & App Hosting)	1:20:26 AM
Acebuddy	Welcome to Ace Support.	1:20:26 AM
	Please chose an option :	1:20:26 AM
kending	I'd like to report an Issue	1:20:38 AM
Acebuddy	Please select an option!	1:20:38 AM
kending	QuickBooks Issue	1:20:41 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:20:41 AM
kending	QuickBooks is Frozen	1:20:49 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	1:20:49 AM
	Was that helpful?	1:20:49 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.	2:02:02 AM

Ended due to chat idle timeout

2:02:02 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Apr, 6:24:34 PM

**#76369 info**  
**Email:** info@brkimcpa.com 📞 9729724930  
**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:** 2 Mins 26 Secs  
**City:** NEW YORK  
**State:** New York  
**Country:** UNITED STATES

info	Hello, I am your Acebuddy	30 Apr, 6:24:35 PM
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!	6:24:36 PM
	Whom Would You Like to Connect With?	6:24:36 PM
info	Technical Support (QB & App Hosting)	6:24:38 PM
Acebuddy	Welcome to Ace Support.	6:24:38 PM
	Please chose an option :	6:24:38 PM
info	I'd like to report an Issue	6:24:42 PM
Acebuddy	Please select an option!	6:24:42 PM
info	QuickBooks Issue	6:24:46 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:24:46 PM
info	QuickBooks Update	6:24:50 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.	6:24:50 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.	6:24:50 PM
	Do you need any further assistance on the topic?	6:24:50 PM
info	Yes	6:25:02 PM
Acebuddy	Please wait while we connect you to our Support Representative	6:25:02 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:25:02 PM
	<i>Rohan Prajapati accepted the chat transfer request.</i>	6:25:13 PM
info	Could you please schedule QB update at midnight?	6:25:19 PM
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	6:25:53 PM
	Hello, How are you doing today ?	6:26:04 PM
info	Could you please schedule QB update at midnight?	6:26:55 PM
Rohan Prajapati	Sure, We can schedule the QuickBooks updates for tonight and will update you via email once done	6:27:13 PM
	Is there any specific time ?	6:27:22 PM
info	12:00am central time	6:27:42 PM
Rohan Prajapati	Thanks for the confirmation !	6:28:24 PM
	Is there anything else I may help you with ?	6:28:26 PM
info	I have one more question	6:28:33 PM
	is there any way I can change my server password that I want?	6:28:47 PM

Rohan Prajapati	Yes, of course, you can change your password through the Selfcare Portal; however, you need to be enrolled in it.	6:29:57 PM
	Here is the link : <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>	6:30:26 PM
info	hold on please	6:30:32 PM
	I want to try it	6:30:35 PM
Rohan Prajapati	Sure take your time	6:30:42 PM
	May I know your Username ? (Edited)	6:31:04 PM
	<i>6:31:48 PM</i> info is sharing a file with you <a href="#">image.png</a> - ( Size:9.48 KB )  <i>If i don't remember the first one, what should I do?</i>	6:31:48 PM
	Didn't you get the option to verify through Email ?	6:32:39 PM
info	no.	6:34:23 PM
Rohan Prajapati	If you don't have the email verification option and don't remember the security question, then I will need to disenroll you from the Selfcare Portal, and you will need to re-enroll using your existing password.	6:34:46 PM
	Please confirm this	6:34:55 PM
info	Are we still connected here?	6:36:10 PM
	ye	6:36:37 PM
	Donna_BK	6:36:43 PM
Rohan Prajapati	You have been disenrolled from the Selfcare Portal. You can now re-enroll from the beginning and, this time, choose either Google Authenticator or email verification. (Edited)	6:38:56 PM
info	<i>6:38:57 PM</i> info is sharing a file with you <a href="#">image.png</a> - ( Size:25.75 KB )  <i>I think I am stuck here</i>	6:38:57 PM
	how can I reenroll?	6:39:16 PM
Rohan Prajapati	Just close everything and log in to the Selfcare Portal using the provided link and your existing server username and password. It will ask you a few questions—enter the email address where you'd like to receive the OTP for verification. That's all.	6:40:58 PM
	<i>6:42:17 PM</i> Rohan Prajapati is sharing a file with you <a href="#">SelfCare Portal.pdf</a> - ( Size:848.54 KB )  <i>This document contains steps by step instructions. Please go through the same</i>	6:42:17 PM
info	hold on please	6:42:18 PM
	<i>6:43:41 PM</i> info is sharing a file with you <a href="#">image.png</a> - ( Size:214.27 KB )	6:43:41 PM
	you mean I need to put what I want to set up the password. right?	6:43:56 PM
Rohan Prajapati	Don't use MyrealData	6:44:05 PM

info	then it said invalid	6:44:06 PM
	<i>6:44:37 PM</i> info is sharing a file with you <a href="#">image.png</a> - ( Size:44.41 KB )	6:44:37 PM
	It is locked	6:44:42 PM
	I only put Donna_bk and it automatically change to Myrealdata\Donna_bk	6:45:11 PM
Rohan Prajapati	Please confirm one thing first: do you remember the existing password for this user?	6:45:27 PM
info	yes I know my password, but I want to change it	6:46:09 PM
Rohan Prajapati	Ok Great	6:46:29 PM
	May I take the remote access of your local computer?	6:46:31 PM
info	yes	6:46:34 PM
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.	6:46:41 PM
info	okay	6:46:48 PM
Rohan Prajapati	Kindly Copy and Paste the below link in any browser of computer and join the session (Edited)	6:47:31 PM
	<a href="https://assist.acecloudhosting.com/join/8382756556">https://assist.acecloudhosting.com/join/8382756556</a>	6:47:32 PM
	This message has been deleted	6:47:46 PM
info	Now we connected I guess	6:48:33 PM
Rohan Prajapati	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:48:40 PM
info	previous password? or new one?	6:49:39 PM
Rohan Prajapati	As discussed over the remote session, we will check this from the backend and will update you vai email once done	7:17:48 PM
info	okay	7:18:12 PM
	thank you.	7:18:13 PM
Rohan Prajapati	Thanks for the confirmation !	7:18:17 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:18:22 PM
	<p>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.</p> <p>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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>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>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	7:18:23 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Apr, 5:39:16 PM

**#76363 Diane Brooks**  
**Email:** admin@dottconstruction.com 📞 7178269097  
**Department:** Support(QB & App Hosting)  
**Operator:** Anjainay Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 7 Secs  
**City:** NORTH BERGEN  
**State:** New Jersey  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 44 Secs

Diane Brooks	Hello, I am your Acebuddy	30 Apr, 5:39:17 PM
Acebuddy	Hello Admin, I'm your Ace Buddy. I'll be happy to assist you!	5:39:18 PM
	Whom Would You Like to Connect With?	5:39:18 PM
Diane Brooks	Technical Support (QB & App Hosting)	5:39:29 PM
Acebuddy	Welcome to Ace Support.	5:39:29 PM
	Please chose an option :	5:39:29 PM
Diane Brooks	I'd like to report an Issue	5:39:38 PM
Acebuddy	Please select an option!	5:39:38 PM
Diane Brooks	Other Issue	5:39:46 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:39:46 PM
Diane Brooks	Error message: Remote Desltop cant find the computer	5:40:26 PM

Acebuddy	Please wait while we connect you to a Support Representative	5:40:26 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:40:26 PM
Diane Brooks	Qblivepre1.myrealddata.net"	5:40:48 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	5:40:58 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	5:41:13 PM
Diane Brooks	thank you	5:41:21 PM
Anjainay Singh	Since when you are not able to login into the server ?	5:41:40 PM
Diane Brooks	now	5:41:53 PM
Anjainay Singh	Apart from you is there anyone else who is facing this issue .	5:43:16 PM
Diane Brooks	no i am the only user today	5:43:29 PM
Anjainay Singh	Thankyou for letting me know .	5:44:20 PM
	Please allow me sometime so that I can look into it .	5:44:36 PM
Diane Brooks	ok	5:44:43 PM
Anjainay Singh	May I take the remote access of your local computer?	5:45:25 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	5:45:34 PM
Diane Brooks	i have none open thank you	5:45:55 PM
Anjainay Singh	<a href="https://assist.acecloudhosting.com/join/1272681645">https://assist.acecloudhosting.com/join/1272681645</a>	5:46:51 PM
	Please copy this URL at your local machine browser so that I can access it .	5:47:11 PM
Diane Brooks	hello, is there anything else you need to do ?	5:56:38 PM
Anjainay Singh	Nothing , you may end this chat as well .	5:59:13 PM
	You may receive a feedback after this chats get ended you may click on smiling emoji to provide positive feedback.	6:00:39 PM
Diane Brooks	i took care of that :)	6:01:16 PM
Anjainay Singh	You may end this chat .	6:03:12 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:03:27 PM
	<i>Anjainay Singh has ended this chat session</i>	6:04:01 PM





7 Apr, 12:09:08 PM

Visitor Details

#75245 xianna zhong

Email: visionpointtax@gmail.com 📞 19173029317

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: 15 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Duration : 7 Mins 13 Secs

Chat Transcript

xianna zhong	Hello, I am your Acebuddy	7 Apr, 12:09:09 PM
Acebuddy	Hello Xianna Zhong, I'm your Ace Buddy. I'll be happy to assist you!	12:09:10 PM
	Whom Would You Like to Connect With?	12:09:10 PM
xianna zhong	Technical Support (QB & App Hosting)	12:09:17 PM
Acebuddy	Welcome to Ace Support.	12:09:17 PM
	Please chose an option :	12:09:17 PM
xianna zhong	I'd like to raise a Request	12:09:21 PM
Acebuddy	Please select your request type.	12:09:21 PM
xianna zhong	Application Update	12:09:28 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	12:09:28 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	12:09:28 PM
xianna zhong	Yes	12:09:37 PM
Acebuddy	Please wait while we connect you to our Support Representative	12:09:37 PM
	Acebuddy (bot) forwarded the chat request	12:09:37 PM
	Shubham Kataria accepted the chat transfer request.	12:09:43 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	12:09:50 PM



xianna zhong	Hi Shubham,	12:10:11 PM
	Please help to update lacerte	12:10:21 PM
Shubham Kataria	Hello Xianna	12:10:25 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	12:10:30 PM
xianna zhong	i need to send tax eturn	12:10:32 PM
	tax return	12:10:35 PM
	VisionPoint Tax	12:10:45 PM
	Xianna Zhong	12:10:49 PM
Shubham Kataria	Thank you for the information	12:10:57 PM
	I've initiate the update for lacerte program	12:11:50 PM
	Could you please log off from the server for next 10 min so that the update can run smoothly	12:12:53 PM
	<i>12:13:09 PMShubham Kataria is sharing a file with you</i> <a href="#"><i>image.png</i></a> - ( <i>Size:34.32 KB</i> )	12:13:09 PM
	Are we still connected here?	12:14:12 PM
xianna zhong	yes	12:14:54 PM
Shubham Kataria	Kindly log off from the server for next 10 minutes	12:15:18 PM
xianna zhong	should i log off the server?	12:15:18 PM
Shubham Kataria	Yes please	12:15:23 PM
xianna zhong	ok	12:15:23 PM
	plz email me when it's done	12:15:33 PM
	thanks.	12:15:35 PM
Shubham Kataria	Sure, I will inform you in next 10 minutes	12:15:43 PM
	Is there anything else I may help you with ?	12:15:46 PM
xianna zhong	that's t. thanks.	12:15:54 PM
Shubham Kataria	You're welcome	12:16:06 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	12:16:10 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:16:18 PM
	<p>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.</p> <p>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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p> <p>Thanks!</p>	12:16:21 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 Kataria has ended this chat session

12:16:23 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Apr, 4:26:03 PM

#75467 Nilay Patel

Email: nilay@priorware.com 📞 12294570732

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 43 Secs

City: PATERSON

State: New Jersey

Country: UNITED STATES

Chat Transcript


Chat Duration : 41 Mins 22 Secs

Nilay Patel	Hello, I am your Acebuddy	11 Apr, 4:26:04 PM
Acebuddy	Hello Nilay Patel, I'm your Ace Buddy. I'll be happy to assist you!	4:26:06 PM
	Whom Would You Like to Connect With?	4:26:06 PM
Nilay Patel	Technical Support (QB & App Hosting)	4:26:21 PM
Acebuddy	Welcome to Ace Support.	4:26:21 PM
	Please chose an option :	4:26:21 PM
Nilay Patel	I'd like to report an Issue	4:26:28 PM
Acebuddy	Please select an option!	4:26:28 PM

Nilay Patel	Other Issue	4:26:32 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:26:32 PM
Nilay Patel	Re:[## 676443 ##] Priorware Solutions : Folder back up and permission	4:26:38 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:26:39 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:26:39 PM
Nilay Patel	on D drive there is folder called Nilay_1	4:26:52 PM
	<i>Sharath Kumar accepted the chat transfer request.</i>	4:26:53 PM
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	4:27:08 PM
Nilay Patel	there was permission to couple of users	4:27:22 PM
Sharath Kumar	You'll have to provide an approval on the same ticket so that we can provide the user account KHIDATA01 with the folder access	4:29:29 PM
Nilay Patel	yes can you tell me all users start with hkidata	4:29:48 PM
	?	4:29:50 PM
Sharath Kumar	could you please elaborate your query	4:30:56 PM
	are you asking for user accounts that have hkidata in their username? if yes, there are three - HKiDATA01, HKiDATA03 and HKiDATA04	4:32:46 PM
Nilay Patel	ok give all of then and ankit user permission on d: Nilay_1 folder	4:33:09 PM
	also is malkeet in ?	4:33:19 PM
	can you check and tell me ?	4:33:25 PM
Sharath Kumar	noted! again, an email confirmation would be requried,. I'll email you about this and you can reply to my email approving the folder permissions	4:34:02 PM
	Yes, he is	4:34:24 PM
	Nilay, I found that the the folder name Nilay_1 under D drive does not have any data	4:37:24 PM
	I found the same folder name under H drive which has data	4:37:38 PM
	could you confirm again the location of the folder so that appropriate access can be provided	4:38:09 PM
	Are we still connected here?	4:39:45 PM
Nilay Patel	Hi	4:40:41 PM
	NO	4:40:45 PM
	dont restore	4:40:48 PM
	we moved it for reason	4:40:57 PM
Sharath Kumar	Understood, not restoring anything but wanted to confirm the location of the folder	4:41:22 PM
	So the D drive folder named Nilay_1 should have access for hkidata users and Ankit	4:42:09 PM
Nilay Patel	yes	4:42:29 PM

Sharath Kumar	as of now I see that Shashin and Krushant also have access to that folder	4:42:42 PM
Nilay Patel	can you also tell malkeet to call me	4:42:52 PM
	need to know about status on qb update	4:43:02 PM
Sharath Kumar	sure	4:43:35 PM
Nilay Patel	also let me know once permission is done	4:44:18 PM
Sharath Kumar	what about this, should the access for Shashin and Krushant to be removed or we should keep them as it is	4:44:37 PM
Nilay Patel	I think all of then have still shortcut on their desktop with same desination	4:44:38 PM
	so it should work	4:44:40 PM
	was there access of them as well on that	4:45:01 PM
	?	4:45:02 PM
Sharath Kumar	noted! I will check that also just to make sure	4:45:03 PM
Nilay Patel	it should not	4:45:04 PM
	only 4 of them should have access	4:45:22 PM
	krushant should only have client data acess	4:45:32 PM
Sharath Kumar	noted! 3 hki users an 1 is Ankit	4:45:42 PM
Nilay Patel	yes	4:45:46 PM
Sharath Kumar	noted!	4:45:53 PM
Nilay Patel	also send me details on which folder , which user have access	4:45:58 PM
	if krushant had access then I need to rpeort to client	4:46:15 PM
	he should not have any other access then client data	4:46:29 PM
	also who can see h drive and F drive	4:46:55 PM
	make sure that is only visible to admin	4:47:09 PM
Sharath Kumar	for H drive only admins have access	4:49:23 PM
Nilay Patel	ok	4:49:38 PM
Sharath Kumar	I'll remove Krushant	4:50:14 PM
	other user access details will take some time but we will keep you posted on that	4:50:36 PM
	I also received an information about QB license purchase from Billing team and they mentioned that you need to fill the Credit card authorization form. Reason being that they tried to fetch the details from internal billing, but they could not see the relevant information completely.	4:52:31 PM
Nilay Patel	so you want me to buy it insted	4:53:03 PM
	?	4:53:04 PM
	will it be easier	4:53:09 PM

	?	4:53:11 PM
Sharath Kumar	It is requested to fill the attached form and reply on this chat so that we can procure the license by today and work with you during the weekend incase the QB files need to be updated	4:53:20 PM
	No, we are in the middle of processing your license but require the form to be filled so we can proceed with assigning those licenses to you	4:54:12 PM
	<i>4:54:20 PMSharath Kumar is sharing a file with you</i> <a href="#">ACH Credit Card Authorization Form.pdf</a> - ( Size:434.95 KB )	4:54:20 PM
	All we need is this form to be filled out by you	4:55:22 PM
Nilay Patel	have malkeet to call me for this	4:55:59 PM
	already talked for the same	4:56:04 PM
	I need licese today	4:56:09 PM
Sharath Kumar	No problem, I will have him call you shortly	4:56:25 PM
	he's currently in a meeting and will be calling ASAP	4:56:40 PM
Nilay Patel	ok thanks	4:56:55 PM
	meanwhile user permission done	4:57:00 PM
	?	4:57:01 PM
Sharath Kumar	I am sending you the email to approve user permissions	4:57:08 PM
Nilay Patel	did you gave to those 4 users	4:57:14 PM
	?	4:57:15 PM
	let me send you email if this is what you need	4:57:44 PM
Sharath Kumar	Sir, I do need a written confirmation from you before I can proceed	4:57:47 PM
Nilay Patel	then tell me so that we can move fwd	4:57:51 PM
Sharath Kumar	Yes, that would be helpful	4:58:20 PM
	User permissions will be provided in 5-10 minutes after I receive the approval from you.	4:58:47 PM
	and I will reply once this is done!	4:59:04 PM
	Is there anything else I may help you with ?	4:59:10 PM
Nilay Patel	I did send email	5:00:44 PM
	please check it	5:00:48 PM
Sharath Kumar	checking, one moment please	5:00:59 PM
	got it, thank you!	5:02:07 PM
	working on it now, anything else that I may assist you with?	5:02:19 PM
	I have provided the permissions	5:05:20 PM
Nilay Patel	ok perfect !	5:05:56 PM

	thanks	5:05:57 PM
	only quickbook license is pending now	5:06:06 PM
	rest all good	5:06:10 PM
Sharath Kumar	alright sir, for that I will have Malkeet call you as soon as he's out of the meeting	5:06:40 PM
	<p>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.</p> <p>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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>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>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	5:06:51 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	5:06:57 PM
	<i>Sharath Kumar has ended this chat session</i>	5:07:27 PM
		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75857 Bill Cohn

Email: wcohn@hersheys.com 📞 18326939686

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: ASHBURN

State: Virginia


Country: UNITED STATES

Chat Transcript

Chat Duration : 3 Mins 27 Secs

Bill Cohn	Hello, I am your Acebuddy	22 Apr, 3:37:19 AM
Acebuddy	Hello Wcohn, I'm your Ace Buddy. I'll be happy to assist you!	3:37:19 AM
	Whom Would You Like to Connect With?	3:37:19 AM
Bill Cohn	Technical Support (QB & App Hosting)	3:37:27 AM
Acebuddy	Welcome to Ace Support.	3:37:27 AM
	Please chose an option :	3:37:27 AM
Bill Cohn	I'd like to raise a Request	3:37:33 AM
Acebuddy	Please select your request type.	3:37:33 AM
Bill Cohn	Other Request	3:37:46 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	3:37:46 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	3:37:46 AM
Bill Cohn	No, That'll be all!	3:40:46 AM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	3:40:46 AM

*Acebuddy has ended this chat session*



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75278 ayiana

Email: ayiana@franklinassociates.com ☎ 2257689060

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: BATON ROUGE

State: Louisiana



Country: UNITED STATES

Chat Transcript

Chat Duration : 39 Mins 58 Secs

ayiana	Hello, I am your Acebuddy	8 Apr, 2:10:27 AM
Acebuddy	Hello Ayiana, I'm your Ace Buddy. I'll be happy to assist you!	2:10:28 AM
	Whom Would You Like to Connect With?	2:10:28 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.	2:50:26 AM

Ended due to chat idle timeout

2:50:26 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Apr, 7:05:55 AM

#75462 shari

Email: shari@jkservicesinc.com 📞 18054079440

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: RENO

State: Nevada

Country: UNITED STATES

Chat Transcript

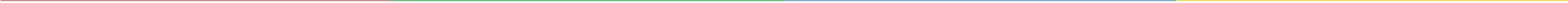
Chat Duration : 44 Mins 31 Secs

shari	Hello, I am your Acebuddy	11 Apr, 7:05:56 AM
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!	7:05:57 AM
	Whom Would You Like to Connect With?	7:05:57 AM

shari	Technical Support (QB & App Hosting)	7:06:03 AM
Acebuddy	Welcome to Ace Support.	7:06:03 AM
	Please chose an option :	7:06:03 AM
shari	I'd like to raise a Request	7:06:14 AM
Acebuddy	Please select your request type.	7:06:14 AM
shari	Other Request	7:06:29 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	7:06:29 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:06:29 AM
shari	Restart	7:06:38 AM
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!	7:06:38 AM
	Whom Would You Like to Connect With?	7:06:38 AM
shari	Technical Support (QB & App Hosting)	7:06:44 AM
Acebuddy	Welcome to Ace Support.	7:06:44 AM
	Please chose an option :	7:06:44 AM
shari	I'd like to raise a Request	7:06:51 AM
Acebuddy	Please select your request type.	7:06:51 AM
shari	Other Request	7:06:59 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	7:06:59 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:06:59 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.	7:50:28 AM

Ended due to chat idle timeout

7:50:28 AM



Chat Transcript

Hello, I am your Acebuddy

#75954 Nannette Stone

Email: nstone@centuriaventures.com 📞 479-648-6805

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: 8 Secs

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript

Chat Duration : 48 Mins 36 Secs

Nannette Stone	Hello, I am your Acebuddy	23 Apr, 8:43:16 PM
Acebuddy	Hello Nannette Stone, I'm your Ace Buddy. I'll be happy to assist you!	8:43:17 PM
	Whom Would You Like to Connect With?	8:43:17 PM
Nannette Stone	Technical Support (QB & App Hosting)	8:43:22 PM
Acebuddy	Welcome to Ace Support.	8:43:22 PM
	Please chose an option :	8:43:22 PM
Nannette Stone	I'd like to report an Issue	8:43:28 PM
Acebuddy	Please select an option!	8:43:29 PM
Nannette Stone	QuickBooks Issue	8:43:33 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:43:34 PM
Nannette Stone	Other QB related issue	8:43:39 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:43:39 PM
Nannette Stone	I cannot print. Our office moved location and now I cannot print to our printer out of QB.	8:44:20 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:44:20 PM
	Acebuddy (bot) forwarded the chat request	8:44:20 PM
	Anjainay Singh accepted the chat transfer request.	8:46:07 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	8:46:18 PM
	May I take the remote access of your server?	8:46:44 PM
Nannette Stone	yes please	8:47:26 PM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	8:47:37 PM
Nannette Stone	It's ready.	8:47:54 PM

Anjainay Singh	<a href="https://assist.acecloudhosting.com/join/9782054555">https://assist.acecloudhosting.com/join/9782054555</a>	8:47:58 PM
	Please copy above URL in your server browser so that I can access your server end .	8:48:30 PM
	<div>https://assist.acecloudhosting.com/join/1332780861</div>	8:55:22 PM
	Please copy this URL at your local machine browser so that I can access your local machine	8:55:53 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	9:31:52 PM
	Ended due to chat idle timeout	9:31:52 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Apr, 6:20:44 AM

#75539 Porter

Email: gporter@facilitiesadvisors.com ☎ 17026052394

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 10 Secs

Porter	Hello, I am your Acebuddy	14 Apr, 6:20:45 AM
Acebuddy	Hello Gary Porter, I'm your Ace Buddy. I'll be happy to assist you!	6:20:46 AM
	Whom Would You Like to Connect With?	6:20:46 AM
Porter	Technical Support (QB & App Hosting)	6:20:53 AM
Acebuddy	Welcome to Ace Support.	6:20:53 AM

	Please chose an option :	6:20:53 AM
Porter	I'd like to raise a Request	6:21:02 AM
Acebuddy	Please select your request type.	6:21:02 AM
Porter	Other Request	6:21:14 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.	6:21:15 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	6:21:15 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	6:53:56 AM

Ended due to chat idle timeout

6:53:56 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Apr, 10:35:06 PM

#76196 Kanika Aggarwal

**Email:** info.goeltax@gmail.com ☎ +17789528103

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** GRAND FORKS

**State:** British Columbia

**Country:** CANADA

Chat Transcript

Chat Duration : 24 Mins 8 Secs

Kanika Aggarwal	Hello, I am your Acebuddy	27 Apr, 10:35:08 PM
Acebuddy	Hello Kanika Aggarwal, I'm your Ace Buddy. I'll be happy to assist you!	10:35:09 PM
	Whom Would You Like to Connect With?	10:35:09 PM

Kanika Aggarwal	Technical Support (QB & App Hosting)	10:35:17 PM
Acebuddy	Welcome to Ace Support.	10:35:17 PM
	Please chose an option :	10:35:17 PM
Kanika Aggarwal	I'd like to report an Issue	10:35:27 PM
Acebuddy	Please select an option!	10:35:27 PM
Kanika Aggarwal	Other Issue	10:35:32 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:35:32 PM
Kanika Aggarwal	Can't login	10:35:42 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:35:43 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:35:43 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	10:36:18 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	10:36:26 PM
Kanika Aggarwal	I can't login	10:36:38 PM
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:37:09 PM
Kanika Aggarwal	Goel Accounting Solutions Inc	10:37:24 PM
	Kanika Aggarwal	10:37:28 PM
	Even can't login through another user	10:37:43 PM
Ashutosh Mishra	Thanks for the confirmation !	10:38:25 PM
	Kindly allow me two minutes to check the same.	10:38:31 PM
Kanika Aggarwal	ok	10:38:35 PM
	1/	10:43:16 PM
	?	10:43:17 PM
Ashutosh Mishra	We are still connected.	10:43:31 PM
	I see that server is accessible from backend.	10:43:48 PM
	Allow me few minutes to make some changes.	10:43:59 PM
Kanika Aggarwal	ok	10:44:16 PM
Ashutosh Mishra	Please try logging again.	10:46:20 PM
	Are we still connected here?	10:49:13 PM
Kanika Aggarwal	checking	10:49:22 PM
Ashutosh Mishra	Sure, please take your time.	10:49:36 PM
Kanika Aggarwal	Yes its working now	10:49:52 PM
	What was the issue?	10:49:55 PM

Ashutosh Mishra	It was just a minor DNS resolution issue, we have fixed it from backend.	10:51:37 PM
	Is there anything else I may help you with ?	10:51:45 PM
	Are we still connected here?	10:53:44 PM
	Are we still connected here?	10:56:40 PM
	Are we still connected here?	10:58:16 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	10:59:13 PM
	<i>Ashutosh Mishra has ended this chat session</i>	10:59:17 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Apr, 10:29:28 PM

**#75213 Denise**  
**Email:** denise@lawcenter-ss.com ☎ 4054014312  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 18 Secs  
**City:** OKLAHOMA CITY  
**State:** Oklahoma  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 14 Secs

Denise	Hello, I am your Acebuddy	5 Apr, 10:29:30 PM
Acebuddy	Hello Denise, I'm your Ace Buddy. I'll be happy to assist you!	10:29:30 PM
	Whom Would You Like to Connect With?	10:29:30 PM
Denise	Managed IT	10:29:45 PM



Acebuddy	Please wait while we connect you to an available Representative.	10:29:45 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:29:45 PM
	<i>Priyanshu accepted the chat transfer request.</i>	10:29:53 PM
Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How may I assist you?	10:30:11 PM
Denise	This is the second time i am logging in and it says the password is incorrect	10:30:49 PM
Priyanshu	I am sorry for the inconvenience caused. Could you please help me with your businessname and username so that I can better assist you accordingly.	10:31:50 PM
Denise	The Law Center for Social Security Disability	10:32:06 PM
Priyanshu	Thank you for sharing the detail	10:32:29 PM
	It seems that your server is being managed by different team. Please let me transfer you chat to the concerned team.	10:33:11 PM
	Okay	10:33:12 PM
	<i>Priyanshu is transferring the chat to Support(QB &amp; App Hosting).</i>	10:33:36 PM
Denise	Okay.	10:33:47 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	10:33:53 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:33:57 PM
	Hello Denise	10:34:10 PM
Denise	Hello	10:34:17 PM
Shashwat Verma	I will surely help you with this issue.	10:34:35 PM
	We have some changes, kindly try now.	10:36:27 PM
Denise	ok	10:37:00 PM
Shashwat Verma	Kindly try to login now.	10:37:09 PM
Denise	It worked now. Thank you.	10:39:15 PM
Shashwat Verma	Great!	10:39:24 PM
	Is there anything else I may help you with ?	10:39:27 PM
Denise	no thank you	10:39:33 PM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	10:39:37 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:39:40 PM
	<p>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.</p> <p>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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>.</p> <p>Thanks!</p>	10:39:42 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/>)

*Shashwat Verma has ended this chat session*

10:39:44 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Apr, 3:22:20 AM


**#76349 Lizzie.h**  
**Email:** lizzie.h@myrealdata.net  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 26 Secs  
**City:** DENVER  
**State:** Colorado  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 12 Secs

Lizzie.h	Hello, I am your Acebuddy	30 Apr, 3:22:21 AM
Acebuddy	Hello Lizzie.h, I'm your Ace Buddy. I'll be happy to assist you!	3:22:22 AM
	Whom Would You Like to Connect With?	3:22:22 AM
Lizzie.h	Technical Support (QB & App Hosting)	3:22:28 AM
Acebuddy	Welcome to Ace Support.	3:22:28 AM
	Please chose an option :	3:22:28 AM
Lizzie.h	I'd like to report an Issue	3:22:36 AM
Acebuddy	Please select an option!	3:22:36 AM

Lizzie.h	QuickBooks Issue	3:22:41 AM
Acebuddy	What type of QuickBooks Issue are you facing?	3:22:41 AM
Lizzie.h	QuickBooks Login Issue	3:22:46 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	3:22:46 AM
	Was that helpful?	3:22:46 AM
Lizzie.h	No	3:27:01 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	3:27:01 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:27:01 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	3:27:27 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	3:27:29 AM
	Hello Lizzie	3:27:34 AM
Lizzie.h	Hi Anurag	3:27:46 AM
Anurag Sharma	How can I help you?	3:28:01 AM
	Are we still connected here?	3:29:31 AM
Lizzie.h	I am working for a company called Doja and I just started. I downloaded the software and tried getting onto Quickbooks and a message pops up that says the subscription is expired.	3:29:55 AM
	My question is how do I log in for the first time and should I be worried about the subscription being expired?	3:30:46 AM
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:30:59 AM
Lizzie.h	Lizzie Hickok and my CID is CID73694	3:31:41 AM
Anurag Sharma	Could you please show me the error on remote session?	3:32:58 AM
Lizzie.h	Yes how do I do that? Also the first message disappeared	3:34:05 AM
Anurag Sharma	May I take the remote access of your server?	3:34:17 AM
Lizzie.h	yes	3:34:26 AM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	3:34:33 AM
Lizzie.h	okay!	3:34:46 AM
	okay all good	3:35:05 AM
Anurag Sharma	Please accept the remote session request on the server.	3:35:15 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	3:35:16 AM
	The issue seems to be resolved.	3:42:05 AM
	Is there anything else I may help you with ?	3:42:07 AM

Lizzie.h	No thank you for the help!	3:42:20 AM
Anurag Sharma	Thanks for the confirmation !	3:42:24 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:42:27 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:42:29 AM
	<p>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.</p> <p>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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>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>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	3:42:31 AM
	<i>Anurag Sharma has ended this chat session</i>	3:42:33 AM
		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76056 Bert Atkinson

Email: batkinson@occaps.com 📞 18437627600

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: 45 Secs

City: CHARLESTON

State: South Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 33 Secs

Bert Atkinson	Hello, I am your Acebuddy	25 Apr, 2:00:36 AM
Acebuddy	Hello Bert Atkinson, I'm your Ace Buddy. I'll be happy to assist you!	2:00:37 AM
	Whom Would You Like to Connect With?	2:00:37 AM
Bert Atkinson	Managed Security	2:00:51 AM
Acebuddy	Please wait while we connect you to an available Representative.	2:00:51 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:00:52 AM
	<i>Priyanshu accepted the chat transfer request.</i>	2:00:56 AM
Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How may I assist you?	2:01:14 AM
Bert Atkinson	How can I add Cathy Griffith to our account so that she can handle issues that require permission to change during my absence?	2:02:11 AM
	She is registered as a user.	2:02:28 AM
Priyanshu	Sure, It seems that your server is managed by different team therefore, let me transfer the chat to the concerned team	2:03:21 AM
	Okay	2:03:22 AM
	They will surely be assisting with your queries.	2:03:46 AM
	<i>Priyanshu is transferring the chat to Support(QB &amp; App Hosting).</i>	2:03:56 AM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	2:04:37 AM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	2:05:04 AM
	I understand you want to add Cathy as the point of contact for your account.	2:05:38 AM
Bert Atkinson	Yes. I want her to be able to handle things in my absence.	2:06:31 AM
Ashutosh Mishra	Sure, that can be done. We can end the chat session and i will send you a request over the email along with the ticket ID. Once you have sent your approval i will forward it to relevant team to add Cathy as point of contact.	2:07:57 AM
Bert Atkinson	OK and thanks.	2:08:18 AM
Ashutosh Mishra	Is there anything else I may help you with ?	2:08:24 AM
	Are we still connected here?	2:10:18 AM
	Are we still connected here?	2:12:03 AM
	Are we still connected here?	2:14:50 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.	2:16:07 AM
	<i>Ashutosh Mishra has ended this chat session</i>	2:16:09 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Apr, 10:16:24 PM

**#75835 Croaches**  
**Email:** croaches@mvalveso.com ☎ 8323158558  
**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:** HOUSTON  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 10 Secs

Croaches	Hello, I am your Acebuddy	21 Apr, 10:16:25 PM
Acebuddy	Hello Croaches, I'm your Ace Buddy. I'll be happy to assist you!	10:16:26 PM
	Whom Would You Like to Connect With?	10:16:26 PM
Croaches	Technical Support (QB & App Hosting)	10:17:13 PM
Acebuddy	Welcome to Ace Support.	10:17:13 PM
	Please chose an option :	10:17:13 PM
Croaches	I'd like to report an Issue	10:17:20 PM
Acebuddy	Please select an option!	10:17:20 PM
Croaches	Password Reset	10:17:30 PM
Acebuddy	Please select an option below	10:17:30 PM
Croaches	Already Enrolled to Selfcare Portal	10:17:35 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	10:17:35 PM
	Do you need any further assistance on the topic?	10:17:35 PM
Croaches	Restart	10:22:08 PM

Acebuddy	Hello Croaches, I'm your Ace Buddy. I'll be happy to assist you!	10:22:08 PM
	Whom Would You Like to Connect With?	10:22:08 PM
Croaches	Technical Support (QB & App Hosting)	10:22:14 PM
Acebuddy	Welcome to Ace Support.	10:22:14 PM
	Please chose an option :	10:22:14 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10:53:35 PM
Ended due to chat idle timeout		10:53:35 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Apr, 6:52:43 PM

#75419 Rosco Kortyna

**Email:** rkortyna@theforestdisensary.com

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 53 Secs

**City:** WEST CHESTER

**State:** Ohio

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 4 Secs

Rosco Kortyna	Hello, I am your Acebuddy	10 Apr, 6:52:44 PM
Acebuddy	Hello Rosco Kortyna, I'm your Ace Buddy. I'll be happy to assist you!	6:52:45 PM
	Whom Would You Like to Connect With?	6:52:45 PM
Rosco Kortyna	Technical Support (QB & App Hosting)	6:52:56 PM



Acebuddy	Welcome to Ace Support.	6:52:56 PM
	Please chose an option :	6:52:56 PM
Rosco Kortyna	I'd like to report an Issue	6:53:04 PM
Acebuddy	Please select an option!	6:53:04 PM
Rosco Kortyna	Other Issue	6:53:16 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:53:16 PM
Rosco Kortyna	we keep getting an error message when logging in.	6:54:03 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:54:03 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:54:03 PM
	<i>6:54:25 PMRosco Kortyna is sharing a file with you</i>	6:54:25 PM
	<i><a href="#">1_image.png</a> - ( Size:102.66 KB )</i>	
Rosco Kortyna	[Window Title] Remote Desktop Connection [Content] There was a problem connecting to the remote resource. Ask your network administrator for help. [^] Hide details [OK] [Expanded Information] Error code: 0x3000008 Extended error code: 0x0 Timestamp (UTC): 04/10/25 01:21:55 PM Press Ctrl+C to copy.	6:54:45 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	6:55:14 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	6:55:17 PM
	Hello Rosco	6:55:26 PM
Rosco Kortyna	hey	6:55:53 PM
	can you help with my issue?	6:56:20 PM
Shashwat Verma	I will surely help you with this issue.	6:56:28 PM
Rosco Kortyna	CID 73206	6:56:43 PM
Shashwat Verma	May I take the remote access of your local computer?	6:58:32 PM
Rosco Kortyna	yes	6:58:40 PM
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.	6:59:04 PM
	<a href="https://assist.acecloudhosting.com/join/9472295261">https://assist.acecloudhosting.com/join/9472295261</a>	6:59:12 PM
	Kindly Click on the link and open the downloaded file.	6:59:17 PM
Rosco Kortyna	we are requesting to be allowed from out IT provier	7:00:39 PM
Shashwat Verma	Sorry, I didn't get you.	7:01:45 PM
Rosco Kortyna	one sec	7:03:19 PM
Shashwat Verma	Sure	7:04:42 PM
	Are we still connected here?	7:09:01 PM
Rosco Kortyna	yes	7:09:05 PM
		7:09:25 PM

	do you have access?	
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:09:55 PM
	Issue resolved on remote session by resetting the password by selfcare.	7:18:41 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:18:44 PM
	<p>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.</p> <p>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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>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>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	7:18:46 PM
	<i>Shashwat Verma has ended this chat session</i>	7:18:49 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76348 mark

Email: mark@ritepainting.com 📞 12064064844

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 24 Secs

City: SEATTLE

State: Washington

Country: UNITED STATES

30 Apr, 3:14:56 AM

Chat Transcript		Chat Duration : 12 Mins 59 Secs
mark	Hello, I am your Acebuddy	30 Apr, 3:14:57 AM
Acebuddy	Hello Mark, I'm your Ace Buddy. I'll be happy to assist you!	3:14:57 AM
	Whom Would You Like to Connect With?	3:14:57 AM
mark	Technical Support (QB & App Hosting)	3:15:18 AM
Acebuddy	Welcome to Ace Support.	3:15:18 AM
	Please chose an option :	3:15:18 AM
mark	I'd like to report an Issue	3:15:31 AM
Acebuddy	Please select an option!	3:15:31 AM
mark	Other Issue	3:15:39 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	3:15:39 AM
mark	I appear to be locked out of my account	3:16:07 AM
Acebuddy	Please wait while we connect you to a Support Representative	3:16:07 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:16:07 AM
	<i>Shivam Singh accepted the chat transfer request.</i>	3:17:30 AM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	3:17:50 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:18:00 AM
mark	RitePainting.myrealdata.net	3:18:42 AM
	myrealdata\SandyL	3:18:54 AM
Shivam Singh	Thank you for the information and allow 2 minutes to check the same.	3:19:53 AM
	You mentioned that you are not able to login into your account, is it only you or it is also affecting anybody else.	3:22:16 AM
mark	Just me	3:22:31 AM
Shivam Singh	Could you please try now ?	3:22:52 AM
mark	yep	3:22:59 AM
Shivam Singh	Please try and confirm if it is working or you still face the issue.	3:23:21 AM
mark	Unable to connect	3:24:09 AM
	An error occurred while communicating with the Remote Desktop Gateway. If this keeps happening, contact your network administrator for assistance. Error code: 0x3000066	3:24:20 AM
Shivam Singh	Okay let me check	3:24:29 AM
	May be because of multiple attempts your account was locked.	3:26:22 AM

	I have unlocked the account	3:26:27 AM
	Please try now	3:26:40 AM
	And login using the same password.	3:26:54 AM
mark	I'm in now	3:27:15 AM
Shivam Singh	great	3:27:26 AM
	Is there anything else I may help you with ?	3:27:28 AM
mark	No it working fine now	3:27:39 AM
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	3:27:48 AM
	<p>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.</p> <p>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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>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>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	3:27:54 AM
	<i>Shivam Singh has ended this chat session</i>	3:27:57 AM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Apr, 3:12:30 AM

#75069 srinivas

**Email:** [srinivas@taxgeeks.com](mailto:srinivas@taxgeeks.com) 📞 2252847776

**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:** WILMINGTON

**State:** Illinois  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 35 Mins 27 Secs

srinivas	Hello, I am your Acebuddy	3 Apr, 3:12:31 AM
Acebuddy	Hello Srinivas, I'm your Ace Buddy. I'll be happy to assist you!	3:12:32 AM
	Whom Would You Like to Connect With?	3:12:32 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	3:47:58 AM
	Ended due to chat idle timeout	3:47:58 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Apr, 2:19:11 AM

**#75798 Phoenixforkliftservice**  
**Email:** phoenixforkliftservice@gmail.com 📞 16026535511  
**Department:** Support(QB & App Hosting)  
**Operator:** Sandeep Kumar  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Apple iPhone  
**Browser:** Apple Safari  
**Device:** Mobile  
**Average Response Time:** 1 Min 2 Secs  
**City:** SCOTTSDALE  
**State:** Arizona  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 11 Secs


Phoenixforkliftservice	Hello, I am your Acebuddy	19 Apr, 2:19:12 AM
Acebuddy	Hello Jamie Shiner, I'm your Ace Buddy. I'll be happy to assist you!	2:19:13 AM

	Whom Would You Like to Connect With?	2:19:13 AM
Phoenixforkliftservice	Technical Support (QB & App Hosting)	2:19:24 AM
Acebuddy	Welcome to Ace Support.	2:19:24 AM
	Please chose an option :	2:19:24 AM
Phoenixforkliftservice	I'd like to raise a Request	2:19:31 AM
Acebuddy	Please select your request type.	2:19:31 AM
Phoenixforkliftservice	Other Request	2:19:45 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	2:19:45 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:19:45 AM
Phoenixforkliftservice	Yes, I'm facing issues with my server	2:20:04 AM
Acebuddy	Please select an option!	2:20:04 AM
Phoenixforkliftservice	QuickBooks Issue	2:20:11 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:20:11 AM
Phoenixforkliftservice	QuickBooks Update	2:20:16 AM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	2:20:16 AM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	2:20:16 AM
	Do you need any further assistance on the topic?	2:20:16 AM
Phoenixforkliftservice	Restart	2:20:24 AM
Acebuddy	Hello Jamie Shiner, I'm your Ace Buddy. I'll be happy to assist you!	2:20:24 AM
	Whom Would You Like to Connect With?	2:20:24 AM
Phoenixforkliftservice	Yes	2:20:27 AM
Acebuddy	You have chosen an Invalid Option. Please try Again!	2:20:27 AM
	Whom Would You Like to Connect With?	2:20:27 AM
Phoenixforkliftservice	Managed IT	2:20:35 AM
Acebuddy	Please wait while we connect you to an available Representative.	2:20:35 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:20:35 AM
	<i>Shubham accepted the chat transfer request.</i>	2:20:46 AM
Phoenixforkliftservice	Hello?	2:21:28 AM
	<i>Shubham is transferring the chat to Support(QB &amp; App Hosting).</i>	2:22:13 AM



	<i>Sandeep Kumar accepted the chat transfer request.</i>	2:22:45 AM
Sandeep Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sandeep Kumar. I will be assisting you today.	2:23:05 AM
	Hi Jamie, How are you doing today?	2:23:17 AM
Phoenixforkliftservice	Hi! I'm trying to download the service fusion program onto the server but I'm receiving an error can you assist	2:23:38 AM
Sandeep Kumar	I will surely help you with this.	2:23:52 AM
	Kindly allow me two minutes to connect with the server.	2:24:10 AM
Phoenixforkliftservice	Thank you!	2:25:54 AM
Sandeep Kumar	Thank you for waiting.	2:25:57 AM
	Jamie I see that you have already downloaded the installation setup over the server.	2:26:16 AM
	We just need to install the same, right?	2:26:30 AM
Phoenixforkliftservice	Yes please	2:26:46 AM
Sandeep Kumar	Sure, I request you to send an email at support@acecloudhosting.com. So that I can proceed ahead with the installation. Please use the registered email for raising the request(phoenixforkliftservice@gmail.com)	2:28:45 AM
Phoenixforkliftservice	What needs to be said in the email	2:29:50 AM
	Ok sent	2:30:18 AM
Sandeep Kumar	Im just waiting for the email to come through.	2:32:13 AM
	Just got the email.	2:33:14 AM
	Please check on your server end.	2:33:20 AM
	The application is installed and ready to use.	2:33:45 AM
Phoenixforkliftservice	Thank you so much!	2:34:22 AM
Sandeep Kumar	You are welcome!!	2:34:34 AM
	Is there anything else I may help you with ?	2:34:38 AM
Phoenixforkliftservice	I think that's all for now	2:35:53 AM
Sandeep Kumar	Okay.	2:36:05 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:36:09 AM
	<p>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.</p> <p>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.</p> <p>Thanks!</p>	2:36:19 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> )	
Phoenixforkliftservice	You too!!	2:36:22 AM
	<i>Sandeep Kumar has ended this chat session</i>	2:36:24 AM
<div></div>		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Apr, 8:17:49 PM

**#74978 Joanne Saltarelli**

**Email:** joanne@arcbrotherselectric.com 📞 15198227959

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

**Operator:** Shivam Singh

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 39 Secs

**City:** TORONTO

**State:** Ontario

**Country:** CANADA

Chat Transcript

Chat Duration : 16 Mins 56 Secs

Joanne Saltarelli	Hello, I am your Acebuddy	1 Apr, 8:17:50 PM
Acebuddy	Hello Joanne Saltarelli, I'm your Ace Buddy. I'll be happy to assist you!	8:17:50 PM
	Whom Would You Like to Connect With?	8:17:50 PM
Joanne Saltarelli	Technical Support (QB & App Hosting)	8:18:01 PM
Acebuddy	Welcome to Ace Support.	8:18:01 PM
	Please chose an option :	8:18:01 PM
Joanne Saltarelli	I'd like to report an Issue	8:18:05 PM
Acebuddy	Please select an option!	8:18:05 PM

Joanne Saltarelli	Other Issue	8:18:11 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:18:11 PM
Joanne Saltarelli	Can't log in. Password doesn't work	8:18:23 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:18:24 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:18:24 PM
	<i>Gaurav Kumar declined the transfer request.</i>	8:18:27 PM
	<i>Shivam Singh accepted the chat transfer request.</i>	8:18:49 PM
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.	8:19:02 PM
Joanne Saltarelli	I ha	8:19:10 PM
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:19:13 PM
Joanne Saltarelli	I've been trying for two days now and seem to be getting the same issue. My username is JoanneSalt Server name is ArcBrothers. myrealdata.net	8:20:38 PM
Shivam Singh	I deeply apologize for the inconvenience caused to you.	8:21:17 PM
	Let me look into it	8:21:41 PM
	Allow me 2 minutes to check.	8:21:58 PM
Joanne Saltarelli	Also all users are complaining about speed	8:22:06 PM
Shivam Singh	since when are you facing the speed issue. Actually, we have fix the speed issue earlier yesterday.	8:23:20 PM
	however, let me primarily look into your password issue.	8:23:43 PM
	Allow me 2 minutes to check the same.	8:23:52 PM
Joanne Saltarelli	Ok	8:24:08 PM
	Users this morning still	8:24:17 PM
	complaints about speed	8:24:35 PM
Shivam Singh	Rest assured, I will be looking into it separately.	8:25:16 PM
	Stats seems to be fine.	8:26:31 PM
	Also, about the password you can do the same by MyPortal.	8:27:51 PM
	Are we still connected here?	8:28:06 PM
	Are we still connected here?	8:31:39 PM
	Are we still connected here?	8:33:27 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.	8:34:43 PM
	<i>Shivam Singh has ended this chat session</i>	8:34:46 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details


8 Apr, 3:32:10 AM

**#75281 analia.fernandez**  
**Email:** analia.fernandez@dispartilaw.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 49 Secs  
**City:** BOYDTON  
**State:** Virginia  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 9 Mins 28 Secs

analia.fernandez	Hello, I am your Acebuddy	8 Apr, 3:32:11 AM
Acebuddy	Hello Analia.fernandez, I'm your Ace Buddy. I'll be happy to assist you!	3:32:11 AM
	Whom Would You Like to Connect With?	3:32:11 AM
analia.fernandez	Managed IT	3:32:16 AM
Acebuddy	Please wait while we connect you to an available Representative.	3:32:16 AM
	Acebuddy (bot) forwarded the chat request	3:32:16 AM
	Shubham accepted the chat transfer request.	3:32:25 AM
	Shubham is transferring the chat to Support(QB & App Hosting).	3:32:38 AM
analia.fernandez	Hello, regarding ticket 668085 . I need assistance to reboot our server please	3:33:03 AM
	Anurag Sharma accepted the chat transfer request.	3:34:11 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	3:34:14 AM
	Hello Analia	3:34:19 AM
analia.fernandez	Hello again	3:36:06 AM

Anurag Sharma	How can I help you ?	3:36:19 AM
analia.fernandez	Hello, regarding ticket 668085 . I need assistance to reboot our server please	3:36:31 AM
Anurag Sharma	Thanks for the confirmation !	3:37:39 AM
	Please confirm if I can proceed with the server reboot now?	3:38:34 AM
analia.fernandez	Yes, please	3:38:56 AM
Anurag Sharma	I would like to inform you that I have successfully performed the server reboot on the server.	3:40:02 AM
analia.fernandez	ok thank you!	3:40:32 AM
Anurag Sharma	Is there anything else I may help you with ?	3:40:46 AM
analia.fernandez	I'll run some tests and get back to you if I need help about the ticket I mentioned	3:40:59 AM
Anurag Sharma	Okay Analia	3:41:27 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	3:41:32 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:41:34 AM
	<p>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.</p> <p>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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</p> <p>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>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>	3:41:36 AM
	<i>Anurag Sharma has ended this chat session</i>	3:41:39 AM
		

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75227 Mukta.naik

Email: mukta.naik@davelawgroup.com ☎ 09480596460

Department: Support(QB & App Hosting)

6 Apr, 9:31:08 AM

**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 1 Min 20 Secs  
**City:** GUNJUR  
**State:** Karnataka  
**Country:** INDIA

Chat Duration : 42 Mins 10 Secs

Chat Transcript

Mukta.naik	Hello, I am your Acebuddy	6 Apr, 9:31:09 AM
Acebuddy	Hello Mukta Naik, I'm your Ace Buddy. I'll be happy to assist you!	9:31:10 AM
	Whom Would You Like to Connect With?	9:31:10 AM
Mukta.naik	Technical Support (QB & App Hosting)	9:32:33 AM
Acebuddy	Welcome to Ace Support.	9:32:33 AM
	Please chose an option :	9:32:33 AM
Mukta.naik	I'd like to raise a Request	9:33:00 AM
Acebuddy	Please select your request type.	9:33:01 AM
Mukta.naik	Other Request	9:33:22 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.	9:33:22 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:33:22 AM
Mukta.naik	Yes, I'm facing issues with my server	9:34:01 AM
Acebuddy	Please select an option!	9:34:01 AM
Mukta.naik	Password Reset	9:34:49 AM
Acebuddy	Please select an option below	9:34:49 AM
Mukta.naik	Already Enrolled to Selfcare Portal	9:35:27 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	9:35:27 AM
	Do you need any further assistance on the topic?	9:35:27 AM
Mukta.naik	Yes	9:35:49 AM
Acebuddy	Please wait while we connect you to our Support Representative	9:35:49 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:35:49 AM
	<i>Manish Singh accepted the chat transfer request.</i>	9:35:55 AM

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:35:58 AM
	Hii Mukta	9:37:45 AM
	<i>9:37:47 AM Mukta.naik is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:207.56 KB )</i>	9:37:47 AM
	<i>Hi,Manish, we need to update our new credit card information on ACE Cloud. I'm trying to log in, but</i>	
Mukta.naik	Says, Invalid Username/Password.	9:38:40 AM
Manish Singh	May I know what specific task would you like to perform through My Portal?	9:38:50 AM
	Alright	9:39:12 AM
	May I take the remote access of your local computer?	9:39:20 AM
Mukta.naik	Update new credit card information	9:39:36 AM
	ok	9:39:37 AM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/8392122835">https://assist.acecloudhosting.com/join/8392122835</a>	9:40:01 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:40:04 AM
	Kindly paste this link in the browser of local computer and join the session.	9:40:23 AM
Mukta.naik	ok	9:40:42 AM
Manish Singh	Are we still connected here?	9:44:39 AM
	Are we still connected here?	9:46:12 AM
Mukta.naik	Yes	9:47:07 AM
Manish Singh	Kindly join the link	9:47:33 AM
	Mukta	9:47:42 AM
Mukta.naik	Ok	9:47:48 AM
	Zoho Assist not responding.	9:48:39 AM
Manish Singh	Alright, provide us with your contact number so that we can assist you further.	9:49:31 AM
Mukta.naik	+91-9480596460	9:50:03 AM
Manish Singh	We will arrange a callback accordingly.	9:50:27 AM
	Is there anything else I may help you with ?	9:52:21 AM
Mukta.naik	I have join the session	9:52:41 AM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:55:24 AM
	Kindly put the password once recieved by Rakesh and you were able to access My Portal.	10:10:14 AM
	Are we still connected here?	10:12:09 AM
	As there was no response and chat get disconneted, we are disconnecting the chat for now. You may	10:13:17 AM

re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.

Manish Singh has ended this chat session

10:13:20 AM

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Apr, 9:21:02 PM

#76113 Natalie Evans

Email: natalie@anniesloan.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 1 Min 20 Secs

City: BRISTOL

State: Bath And North East Somerset

Country: UNITED KINGDOM

Chat Transcript

Chat Duration : 37 Mins 5 Secs

Natalie Evans	Hello, I am your Acebuddy	25 Apr, 9:21:03 PM
Acebuddy	Hello Natalie Evans, I'm your Ace Buddy. I'll be happy to assist you!	9:21:04 PM
	Whom Would You Like to Connect With?	9:21:04 PM
Natalie Evans	Technical Support (QB & App Hosting)	9:21:08 PM
Acebuddy	Welcome to Ace Support.	9:21:08 PM
	Please chose an option :	9:21:08 PM
Natalie Evans	I'd like to raise a Request	9:21:15 PM
Acebuddy	Please select your request type.	9:21:15 PM
Natalie Evans	Setup Ace Server	9:22:19 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired	9:22:19 PM



	Operating System	
Natalie Evans	MacOS	9:22:25 PM
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.	9:22:25 PM
	Do you need any further assistance on the topic?	9:22:25 PM
Natalie Evans	Yes	9:22:42 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:22:42 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:22:42 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	9:23:15 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	9:23:40 PM
	Could you please confirm whether you would like to setup Ace Server on MacOS	9:24:41 PM
Natalie Evans	Hi, my name is Natalie Evans, I work for Annie Sloan US Inc, I have a MAC and I cannot locate QB link - could you help me find it or reinstall it	9:26:02 PM
	I notice that Rick Blum's name is still on our account. Very sadly, he has passed away. Could the records be updated in my name?	9:26:39 PM
Anjainay Singh	Please confirm are you not able to login into the server ?	9:26:51 PM
Natalie Evans	no	9:27:14 PM
	I can't find it on my computer to log in to	9:27:34 PM
Anjainay Singh	Could you please confirm the Rick's username through which he login into server .	9:29:48 PM
Natalie Evans	I don't know that. Sorry.	9:30:03 PM
Anjainay Singh	These are users name on account .	9:30:51 PM
	<i>9:30:54 PMAnjainay Singh is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:5.32 KB )</i>	9:30:54 PM
Natalie Evans	Admin is my colleague Paula. Am I able to log into Bookkeeper - I don't remember how!	9:31:40 PM
	I have the passwords	9:31:49 PM
Anjainay Singh	So it means earlier you were able to login into the server through Bookeeper but right now you are facing issue while logging in .	9:33:52 PM
Natalie Evans	No, I can't find where to log in on my computer, it was an app? or something? Do I need to download it again	9:35:06 PM
Anjainay Singh	May I take the remote access of your local computer?	9:35:44 PM
Natalie Evans	Yes! Please do :)	9:35:55 PM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	9:37:36 PM
Natalie Evans	OK	9:38:12 PM
Anjainay Singh	<a href="https://assist.acecloudhosting.com/join/9862321326">https://assist.acecloudhosting.com/join/9862321326</a>	9:39:47 PM

	Please copy this URL at your local machine browser and permit me for access .	9:40:35 PM
	Are you facing any issue at your end ?	9:43:10 PM
	Are we connected?	9:50:58 PM
	Are we connected ?	9:53:17 PM
	Are we still connected ?	9:53:58 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.	9:56:28 PM

Anjainay Singh has ended this chat session

9:58:09 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Apr, 6:21:19 AM

**#75718 Kristin Venezio**  
**Email:** kristin@integritybp.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Apple Safari  
**Device:** Desktop  
**Average Response Time:** 31 Secs  
**City:** LEWISVILLE  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 18 Mins 48 Secs

Kristin Venezio	Hello, I am your Acebuddy	17 Apr, 6:21:20 AM
Acebuddy	Hello Kristin, I'm your Ace Buddy. I'll be happy to assist you!	6:21:21 AM
	Whom Would You Like to Connect With?	6:21:21 AM
Kristin Venezio	Managed IT	6:23:22 AM

Acebuddy	Please wait while we connect you to an available Representative.	6:23:22 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:23:22 AM
	<i>Priyanshu accepted the chat transfer request.</i>	6:23:30 AM
Kristin Venezia	Hey Priyanshu! It's me again haha	6:23:48 AM
Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How may I assist you?	6:23:53 AM
	Hey Kristin, how may i assist you?	6:24:07 AM
Kristin Venezia	I messed up an excel spread sheet, and my boss says that he backs the server up daily, is there a way to pull yesterday's excel file?	6:24:54 AM
Priyanshu	Kristin, It seems that your server is being managed by different team	6:26:01 AM
Kristin Venezia	I wasn't sure which option to click haha	6:26:14 AM
Priyanshu	Please let me transfer your chat to the concerned team so that they may better assist you	6:26:25 AM
	Okay	6:26:27 AM
Kristin Venezia	thank you so much!	6:26:30 AM
Priyanshu	I am transferring your chat to the dedicated team	6:26:37 AM
	<i>Priyanshu is transferring the chat to Support(QB &amp; App Hosting).</i>	6:26:50 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	6:27:03 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	6:27:13 AM
Kristin Venezia	Hey Shubham!	6:27:26 AM
Shubham Kataria	Hello Kristin	6:27:36 AM
Kristin Venezia	I have an excel file that holds our company's information, and I edited over a section and saved it without realizing it. Is there anyway to get the backup file for that excel spread sheet from yesterday?	6:28:15 AM
Shubham Kataria	Could you please share the location of the Excel file on server so that I can check it	6:29:13 AM
Kristin Venezia	of course	6:29:20 AM
	D:\Client Data\Integrity Books\Clients	6:29:35 AM
	The file name is Lash Lounge Clients, if you could make the back up copy in a separate folder so we don't over right the current one please!	6:29:57 AM
Shubham Kataria	Sure, Kindly provide your business name or server name as well	6:30:37 AM
Kristin Venezia	of course! Integrity Books and Payroll	6:30:47 AM
Shubham Kataria	Thank you for the information. please allow me two minutes to check the same.	6:31:10 AM
Kristin Venezia	Thanks! Take your time!	6:31:24 AM
Shubham Kataria	You're welcome	6:33:11 AM

	I've saved the back up of yesterday on below location D:\Client Data\Integrity Books	6:33:53 AM
	Kindly check	6:33:59 AM
Kristin Venezio	I don't know that I have access to to the Integrity Books portion	6:35:13 AM
Shubham Kataria	Can I save it in D drive inside client data folder?	6:35:49 AM
Kristin Venezio	yes	6:35:57 AM
	you can name it like OLD LL clients	6:36:09 AM
Shubham Kataria	Sure	6:36:38 AM
	I've saved it you may check	6:36:45 AM
Kristin Venezio	I don't see it,	6:37:54 AM
Shubham Kataria	D:\Old LL clients	6:37:54 AM
	This is the location of the file	6:38:05 AM
Kristin Venezio	oh ha! I see it!	6:38:21 AM
Shubham Kataria	Great	6:38:26 AM
Kristin Venezio	That's it! Thank you so much!	6:38:48 AM
Shubham Kataria	Is it working fine for you?	6:39:03 AM
Kristin Venezio	it is!	6:39:09 AM
Shubham Kataria	Great	6:39:22 AM
	Is there anything else I may help you with ?	6:39:24 AM
Kristin Venezio	that is all thank you!	6:39:42 AM
Shubham Kataria	you're welcome	6:39:57 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	6:40:00 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:40:03 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	6:40:06 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> )	
Kristin Venezio	of course!	6:40:06 AM

*Shubham Kataria has ended this chat session*

6:40:09 AM

