

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Sep, 7:06:51 PM

#81974 MELISSA DESTIO

Email: fred.clearview@gmail.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: JUPITER

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 24 Secs

MELISSA DESTIO	Hello, I am your Acebuddy	26 Sep, 7:06:52 PM
Acebuddy	Hello Melissa Destio, I'm your Ace Buddy. I'll be happy to assist you!	7:06:53 PM
	Whom Would You Like to Connect With?	7:06:53 PM
MELISSA DESTIO	Technical Support (QB & App Hosting)	7:07:04 PM
Acebuddy	Welcome to Ace Support.	7:07:04 PM
	Please chose an option :	7:07:04 PM
MELISSA DESTIO	I'd like to report an Issue	7:07:12 PM
Acebuddy	Please select an option!	7:07:12 PM
MELISSA DESTIO	Other Issue	7:07:18 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:07:18 PM
MELISSA DESTIO	WHEN PRINTIN VIA QB - iT DOES NOT HOLD A DEFAULT PRIB=NTER AT EACH WORK STATION - pRINTERS REPLICATED AS MULTIPLE VERSIONS @ DROP DOWN OPTIONS	7:08:21 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:08:22 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:08:22 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	7:09:30 PM
Sanyam Madan		

	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	7:09:59 PM
	Hello MELISSA , how are you doing today	7:10:10 PM
MELISSA DESTIO	FINE TY	7:10:20 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:10:34 PM
MELISSA DESTIO	East Coast Elec Screening - MeLsisa DeStio	7:12:34 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	7:13:17 PM
	Since you just got onboarded with us , I will be transferring your chat to our onboarding team (Edited)	7:15:47 PM
	<i>Sanyam Madan is transferring the chat to Onboarding.</i>	7:17:45 PM
	<i>Sandeep accepted the chat transfer request.</i>	7:18:13 PM
Sandeep	thank you for connecting with ACE. My name is Sandeep. How may I assist you today ?	7:18:55 PM
	<i>Sandeep is transferring the chat to Support(QB & App Hosting).</i>	7:23:31 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:23:52 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:24:09 PM
	I will surely help you with this issue.	7:24:58 PM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	7:25:03 PM
	Are we still connected here?	7:27:15 PM
	Are we still connected here?	7:28:08 PM
	Are we still connected here?	7:29:04 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.	7:29:13 PM
	<i>Manish Singh has ended this chat session</i>	7:29:16 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Sep, 9:08:05 PM

#81899 tclark

Email: tclark@peakmedicalpc.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 10 Secs

City: PARK CITY

State: Utah

Country: UNITED STATES

Chat Duration : 8 Mins 1 Sec

Chat Transcript

tclark	Hello, I am your Acebuddy	24 Sep, 9:08:06 PM
Acebuddy	Hello TClark, I'm your Ace Buddy. I'll be happy to assist you!	9:08:07 PM
	Whom Would You Like to Connect With?	9:08:07 PM
tclark	Technical Support (QB & App Hosting)	9:08:10 PM
Acebuddy	Welcome to Ace Support.	9:08:10 PM
	Please chose an option :	9:08:10 PM
tclark	I'd like to report an Issue	9:08:17 PM
Acebuddy	Please select an option!	9:08:17 PM
tclark	QuickBooks Issue	9:08:21 PM
Acebuddy	What type of QuickBooks Issue are you facing?	9:08:21 PM
tclark	QuickBooks is Frozen	9:08:27 PM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	9:08:27 PM
	Was that helpful?	9:08:27 PM
tclark	No	9:09:22 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	9:09:22 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:09:23 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:10:15 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:10:19 PM
tclark	thank you. I have had problems all morning with QB and now it is completely frozen	9:11:03 PM
Manish Singh	I will surely help you with this issue.	9:11:17 PM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	9:11:22 PM
tclark	others are having issues as well	9:11:37 PM

Manish Singh	Alright, let me check once.	9:11:50 PM
	Try to access now, we have restarted the services of QuickBooks premier 2024 and removed the stuck QB session from task manager.	9:14:11 PM
tclark	Great I am back in now. Thank you for your help	9:14:56 PM
Manish Singh	As I can check you have another ticket #771992	9:15:16 PM
	We will follow up on this case if getting any issue kindly let us know over email.	9:15:40 PM
	Is there anything else I may help you with ?	9:15:42 PM
tclark	That is all, thanks again	9:15:54 PM
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	9:15:58 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:16:03 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	9:16:06 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
<i>Manish Singh has ended this chat session</i>		9:16:08 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Sep, 9:53:46 PM

#81208 accountant

Email: accountant@silversfs.com ☎ 7472192947

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 36 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 17 Secs

accountant	Hello, I am your Acebuddy	5 Sep, 9:53:47 PM
Acebuddy	Hello Accountant, I'm your Ace Buddy. I'll be happy to assist you!	9:53:47 PM
	Whom Would You Like to Connect With?	9:53:47 PM
accountant	Technical Support (QB & App Hosting)	9:54:01 PM
Acebuddy	Welcome to Ace Support.	9:54:01 PM
	Please chose an option :	9:54:01 PM
accountant	I'd like to report an Issue	9:54:13 PM
Acebuddy	Please select an option!	9:54:13 PM
accountant	Other Issue	9:55:36 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:55:36 PM
accountant	Hello, my server is lagging and running very slow today. Could you please check the issue and help resolve it?	9:56:31 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:56:31 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:56:32 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	9:56:40 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	9:56:46 PM
accountant	Hi Sanyam	9:57:11 PM
Sanyam Madan	Hello , how are you doing	9:57:17 PM
accountant	I'm doing good. How're you ? Could you please check why my server is running slow today	9:57:45 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:57:59 PM
accountant	Benny Smith	9:58:15 PM
	BennySm	9:59:28 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	9:59:57 PM
accountant	sure	10:00:04 PM
Sanyam Madan	Could you please answer the following questions for me to find the root cause of the problem	10:01:00 PM
	Is this issue affecting a single user or all users ?	10:01:33 PM

accountant	Not sure about the others users	10:02:28 PM
Sanyam Madan	Is the slowness happening on the specific application or you feel like the whole server is running slow ?	10:02:53 PM
accountant	Whole server is running slow	10:03:25 PM
Sanyam Madan	as I cheeked there are no unusual spikes on the server resources, also when I logged in on the server as a user, the server is running fine for me. In order to investigate further, can I take remote access of your local computer ?	10:05:10 PM
accountant	sure	10:05:26 PM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	10:05:33 PM
	https://assist.acecloudhosting.com/join/7922367135	10:05:35 PM
	Kindly paste this link in the browser of local computer and join the session.	10:05:39 PM
	Hi	10:25:16 PM
accountant	Hello	10:25:26 PM
Sanyam Madan	We will also be observing the server from our end	10:26:06 PM
	Is there anything else I may help you with ?	10:26:24 PM
accountant	Nope, thanks for your assistance	10:26:57 PM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	10:26:59 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	10:27:03 PM
	<i>Sanyam Madan has ended this chat session</i>	10:27:04 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Sep, 8:50:12 PM

#81725 Kamal Sidhu

Email: kamals@intechnw.com 12532436464

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 14 Secs

City: AUBURN

State: Washington

Country: UNITED STATES

Chat Transcript

Chat Duration : 19 Mins 11 Secs

Kamal Sidhu	Hello, I am your Acebuddy	19 Sep, 8:50:13 PM
Acebuddy	Hello Kamal Sidhu, I'm your Ace Buddy. I'll be happy to assist you!	8:50:14 PM
	Whom Would You Like to Connect With?	8:50:14 PM
Kamal Sidhu	Technical Support (QB & App Hosting)	8:50:19 PM
Acebuddy	Welcome to Ace Support.	8:50:19 PM
	Please chose an option :	8:50:19 PM
Kamal Sidhu	I'd like to report an Issue	8:50:30 PM
Acebuddy	Please select an option!	8:50:30 PM
Kamal Sidhu	QuickBooks Issue	8:50:40 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:50:40 PM
Kamal Sidhu	Other QB related issue	8:50:47 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:50:47 PM
Kamal Sidhu	i am getting an error when trying to remote into the server	8:51:19 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:51:19 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:51:19 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	8:51:30 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	8:51:37 PM
Kamal Sidhu	hello Sanyam	8:51:40 PM
Sanyam Madan	Hello Kamal , how are you doing	8:51:52 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:52:02 PM
Kamal Sidhu	I am doing good. Thankyou for asking.	8:52:06 PM
	How are you?	8:52:09 PM
Sanyam Madan	I am good as well	8:52:20 PM
	We need to investigate the root cause of the issue , please answer the below question	8:53:02 PM
	This will help us resolve the issue faster	8:53:18 PM
	When was the last time you were able to access the server?	8:53:22 PM

	<i>8:53:32 PM Kamal Sidhu is sharing a file with you 1_image.png - (Size:46.16 KB)</i>	8:53:32 PM
Kamal Sidhu	this is the error message	8:53:41 PM
	i tried logging in few times	8:53:49 PM
	i was in yesterday evening.	8:54:05 PM
Sanyam Madan	Are you the only one experiencing this issue, or are others affected as well?	8:54:13 PM
Kamal Sidhu	i am the only one using it today	8:54:30 PM
Sanyam Madan	okay	8:54:34 PM
	Are you encountering any errors when trying to access it?	8:54:40 PM
Kamal Sidhu	yes	8:54:46 PM
	<i>8:54:59 PM Kamal Sidhu is sharing a file with you 1_image.png - (Size:46.16 KB)</i>	8:54:59 PM
Sanyam Madan	No worries, I will definitely assist you with this.	8:55:21 PM
Kamal Sidhu	i have uploaded error message	8:55:22 PM
Sanyam Madan	May I take the remote access of your local computer?	8:55:33 PM
Kamal Sidhu	sure	8:56:35 PM
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.	8:56:46 PM
Kamal Sidhu	ok	8:57:04 PM
Sanyam Madan	https://assist.acecloudhosting.com/join/4722329646	8:57:06 PM
	Kindly paste this link in the browser of local computer and join the session.	8:57:10 PM
Kamal Sidhu	i am unable to join session. i need to get permission from my security team to download	8:59:56 PM
Sanyam Madan	sure, please take your time	9:00:19 PM
Kamal Sidhu	can you see my screen	9:06:14 PM
Sanyam Madan	Yes	9:06:19 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:06:24 PM
	Is there anything else I may help you with ?	9:08:57 PM
Kamal Sidhu	it's connected. thank you for helping	9:09:05 PM
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	9:09:08 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:09:12 PM
Kamal Sidhu	will do!	9:09:17 PM
	<i>Sanyam Madan has ended this chat session</i>	9:09:24 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Sep, 12:22:40 AM

#81177 Victor

Email: taxmanager@fintaxcpas.com

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 7 Secs

City: OAK BROOK

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 23 Mins 8 Secs

Victor	Hello, I am your Acebuddy	5 Sep, 12:22:41 AM
Acebuddy	Hello Taxmanager, I'm your Ace Buddy. I'll be happy to assist you!	12:22:42 AM
	Whom Would You Like to Connect With?	12:22:42 AM
Victor	Technical Support (QB & App Hosting)	12:22:49 AM
Acebuddy	Welcome to Ace Support.	12:22:49 AM
	Please chose an option :	12:22:49 AM
Victor	I'd like to report an Issue	12:22:55 AM
Acebuddy	Please select an option!	12:22:55 AM
Victor	Other Issue	12:23:01 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:23:01 AM
Victor	Unable to login into CCH ProsystemFX tax return software	12:23:33 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:23:33 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	12:23:33 AM
	<i>Dushyant declined the transfer request.</i>	12:23:53 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	12:23:59 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	12:24:04 AM
Victor	Hello Abhay, I hope you are doing well.	12:24:13 AM
	I am unable to access the CCH PRoSystemFX software.	12:24:31 AM
Abhay Kumar Saraswat	Hello, I'm good.	12:24:35 AM
	How are you doing today?	12:24:40 AM
	I will be surely assisting you with this.	12:24:53 AM
Victor	Doing well for now. Thanks.	12:25:01 AM
Abhay Kumar Saraswat	Is this for account: FinTax CPAs ?	12:25:08 AM
	<i>12:25:09 AM Victor is sharing a file with you <u>1_image.png</u> - (Size:16.16 KB)</i>	12:25:09 AM
Victor	Yes, that is correct.	12:25:17 AM
	Username = victor.j1@myrealdatal.net	12:25:38 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	12:25:43 AM
	Kindly allow me two minutes to check the same.	12:25:46 AM
Victor	sure	12:25:55 AM
Abhay Kumar Saraswat	Thank you for your patience.	12:28:45 AM
	I noticed that we already had a ticket logged for the same issue you reported earlier.	12:29:33 AM
	As I can see, there are multiple users are logged in on server.	12:29:58 AM
	Could you please allow me to disconnect someone who was working on the same tool for the testing purpose?	12:30:33 AM
Victor	Nope, I cannot do that. I would recommend please have a word with the client Angie and then move forward on this.	12:31:15 AM
Abhay Kumar Saraswat	Could you please confirm from Angie?	12:32:06 AM
	I'm waiting for your confirmation.	12:32:27 AM
Victor	COuld you please confirm what exactly you want to test.	12:32:30 AM
	So that I can explain it to Angie.	12:32:44 AM
	?	12:33:44 AM
Abhay Kumar Saraswat	Sure, allow me a minute to explain you.	12:34:02 AM

Victor	Sure	12:34:13 AM
Abhay Kumar Saraswat	Upon reviewing the previous tickets, I found that the CCH ProSystemFX application is license-based. When the maximum license limit is reached, additional users experience the same issue or error message that you are currently encountering.	12:36:29 AM
Victor	I know that this is the truth and if someone logs out then I can definitely login without any hassle. Now, this is what you wanted to test?	12:37:41 AM
Abhay Kumar Saraswat	Yes, you will need to contact the application's support team so they can assist you, either by adding additional licenses or by providing an alternative solution.	12:40:09 AM
	Because we do not support that application.	12:40:30 AM
Victor	Alright, thanks! Have you a nice day ahead!	12:40:30 AM
Abhay Kumar Saraswat	My pleasure to assist you.	12:40:41 AM
	Is there anything else I may help you with ?	12:40:44 AM
	Are we still connected here?	12:41:08 AM
	Are we still connected here?	12:43:00 AM
	Are we still connected here?	12:44:13 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	12:45:47 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	12:45:50 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Sep, 8:35:57 PM

#81750 Ralph Crivello

Email: eragourmetllc@gmail.com **Phone:** 17722227463

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 12 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 Mins 7 Secs

Ralph Crivello	Hello, I am your Acebuddy	20 Sep, 8:35:57 PM
Acebuddy	Hello Ralph Crivello, I'm your Ace Buddy. I'll be happy to assist you!	8:35:58 PM
	Whom Would You Like to Connect With?	8:35:58 PM
Ralph Crivello	Technical Support (QB & App Hosting)	8:36:40 PM
Acebuddy	Welcome to Ace Support.	8:36:40 PM
	Please chose an option :	8:36:40 PM
Ralph Crivello	I'd like to report an Issue	8:36:49 PM
Acebuddy	Please select an option!	8:36:50 PM
Ralph Crivello	Other Issue	8:36:56 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:36:56 PM
Ralph Crivello	Word and Excel Files are not opening	8:37:09 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:37:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:37:10 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	8:37:14 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	8:37:22 PM
Ralph Crivello	Shubham I restarted the connection	8:37:40 PM
Shubham Maurya	Okay, we have checked your account Ralph, and we saw that you don't have access to MS-Excel.	8:38:58 PM
Ralph Crivello	why	8:39:17 PM
Shubham Maurya	That's the reason your Microsoft files are not working and others are working fine.	8:39:47 PM
Ralph Crivello	why did we lose access to WOrd and Excel?	8:40:09 PM
Shubham Maurya	It's not included in the server subscription, it's purchased separately.	8:40:23 PM
Ralph Crivello	when did that happen?	8:40:35 PM
	we have always had access up until I tried a month or so ago	8:40:51 PM
Shubham Maurya	Please let me know when was the last time you were able to use Excel so that I can fetch your account details.	8:41:06 PM
Ralph Crivello	granted I do not open the files often	8:41:13 PM
	it would have been this year	8:41:23 PM

	my partner uses it more often than I	8:41:35 PM
	well I guess it is a good time to discuss account status and renewal	8:41:57 PM
	<i>The visitor's phone number was changed from 7722227463 to 17722227463.</i>	8:43:01 PM
	does my account renew Jan. 2026	8:44:19 PM
Shubham Maurya	Sure Ralph, please hold on let me check if anyone from accounts team is available to help you with this.	8:44:30 PM
	I just checked but Excel was not there under this account, hope account team might be able to explain this more.	8:45:17 PM
	Please stay connected.	8:45:24 PM
Ralph Crivello	unfortunately I do not have time to review it today	8:47:28 PM
	I will have to contact the team someother time	8:47:38 PM
	but yes I would like to understand why I lost access and how to regain it	8:48:25 PM
	thank s	8:48:27 PM
Shubham Maurya	I do understand the urgency of this Ralph, please connect back later so that we can proceed with this and we do apologize for this trouble. As right now you do have access of that file but it's the excel which is stopping you from launching it.	8:49:59 PM
	Thanks for your understanding with us in meanwhile.	8:50:48 PM
	Is there anything else I may help you with ?	8:50:54 PM
	Are we still connected here?	8:53:40 PM
	Are we still connected here?	8:54:24 PM
	Are we still connected here?	8:55:02 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.	8:56:02 PM
	<i>Shubham Maurya has ended this chat session</i>	8:56:05 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Sep, 10:15:50 PM

#81520 Matt Wilkinson

Email: matt@beckcohen.com  4349629402

Department: Support(QB & App Hosting)

Operator: Pradeep

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 10 Secs

City: BLACKSBURG

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 10 Secs

Matt Wilkinson	Hello, I am your Acebuddy	14 Sep, 10:15:52 PM
Acebuddy	Hello Matt Wilkinson, I'm your Ace Buddy. I'll be happy to assist you!	10:15:53 PM
	Whom Would You Like to Connect With?	10:15:53 PM
Matt Wilkinson	Technical Support (QB & App Hosting)	10:15:58 PM
Acebuddy	Welcome to Ace Support.	10:15:58 PM
	Please chose an option :	10:15:58 PM
Matt Wilkinson	I'd like to report an Issue	10:16:03 PM
Acebuddy	Please select an option!	10:16:03 PM
Matt Wilkinson	Other Issue	10:16:11 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:16:11 PM
Matt Wilkinson	I am unable to make a connection. I keep getting the follow error details:	10:17:19 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:17:19 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:17:19 PM
Matt Wilkinson	[Window Title] Remote Desktop Connection [Content] Remote Desktop can't find the computer "BeckCohen.myrealdata.net". This might mean that "BeckCohen.myrealdata.net" does not belong to the specified network. Verify the computer name and domain that you are trying to connect to. [^] Hide details [OK] [Expanded Information] Error code: 0x3000016 Extended error code: 0x0 Timestamp (UTC): 09/14/25 04:46:43 PM Press Ctrl+C to copy.	10:17:26 PM
	<i>Shubham Gupta accepted the chat transfer request.</i>	10:19:16 PM
	<i>Shubham Gupta is transferring the chat to Pradeep.</i>	10:19:50 PM
	<i>Pradeep accepted the chat transfer request.</i>	10:20:04 PM
Pradeep	Thank you for contacting Ace Cloud Hosting. My name is Pradeep. I will be assisting you today.	10:20:19 PM
Matt Wilkinson	ok	10:20:26 PM

Pradeep	Thank you for your patience here	10:20:56 PM
	Kindly help us with your business name which is registered with us ?	10:21:18 PM
Matt Wilkinson	Beck Cohen	10:21:30 PM
	It might be under Jim Beck Inc dba Beck Cohen	10:21:40 PM
Pradeep	Kindly allow me two minutes to check the same.	10:21:48 PM
Matt Wilkinson	ok	10:22:28 PM
Pradeep	We found your business name here	10:22:29 PM
	Thank you for the confirmation	10:22:39 PM
	May I know the issue you are facing with your server accessibility ?	10:23:00 PM
Matt Wilkinson	I cannot connect with RDP. The setup I have used for several years is not working today. I Get the following error message: [Window Title] Remote Desktop Connection [Content] Remote Desktop can't find the computer "BeckCohen.myrealdata.net". This might mean that "BeckCohen.myrealdata.net" does not belong to the specified network. Verify the computer name and domain that you are trying to connect to. [^] Hide details [OK] [Expanded Information] Error code: 0x3000016 Extended error code: 0x0 Timestamp (UTC): 09/14/25 04:46:43 PM Press Ctrl+C to copy.	10:23:53 PM
Pradeep	You are the only user facing this issue ?	10:24:32 PM
	Are we connected Matt?	10:26:15 PM
Matt Wilkinson	yes I am	10:27:43 PM
	we only have 2 seats	10:28:02 PM
Pradeep	May I take the remote access of your local computer?	10:28:44 PM
Matt Wilkinson	yes	10:31:38 PM
Pradeep	Kindly paste this link in the browser of local computer and join the session.	10:34:19 PM
	https://assist.acecloudhosting.com/join/1932897610	10:34:21 PM
	Kindly close all important tabs and documents for not to breach any security concern.	10:34:38 PM
Matt Wilkinson	You should be in now	10:36:43 PM
Pradeep	Your issue has been resolved	10:39:50 PM
Matt Wilkinson	thank you	10:39:59 PM
	<i>Matt Wilkinson has ended this chat session</i>	10:40:03 PM



Chat Transcript

Hello, I would like to confirm whether your QuickBooks Desktop hosting supports connecting with external automation/orchestration tools such as Netflix Conductor (via conductor-node) or any other 3rd party applications. Specifically, I want to know: Do you provide any API, SDK, or integration option for QuickBooks Desktop hosted on your servers? Can we run or connect a standalone orchestration engine (like Conductor) to interact with the hosted QuickBooks? Are there any restrictions on connecting external services or apps to QuickBooks in your hosted environment? Thank you.

Visitor Details

2 Sep, 8:25:33 PM

#81077 mohammadsaad925s4s

Email: mohammadsaad925s4s@gmail.com ☎ +923192340879

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

Website: <https://www.acecloudhosting.com/integrations/quickbooks/>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 26 Secs

City: WARSAW

State: Mazowieckie

Country: POLAND

Chat Transcript

Chat Duration : 44 Mins 10 Secs

mohammadsaad925s4s: Hello, I would like to confirm whether your QuickBooks Desktop hosting supports connecting with external automation/orchestration tools such as Netflix Conductor (via conductor-node) or any other 3rd party applications. Specifically, I want to know: Do you provide any API, SDK, or integration option for QuickBooks Desktop hosted on your servers? Can we run or connect a standalone orchestration engine (like Conductor) to interact with the hosted QuickBooks? Are there any restrictions on connecting external services or apps to QuickBooks in your hosted environment? Thank you.

2 Sep, 8:25:33 PM

Akash: Thank you for contacting ACE. My name is Akash. I will be assisting you further. 8:25:42 PM

8:25:42 PM

Hi Mohammad, Our servers are compatible with any windows based applications as well as any integrations or add ons. However, I would like to connect with you to understand the setup and use case in detail.

8:27:52 PM

Are we connected ?

8:30:03 PM

mohammadsaad925s4s: yes

8:34:24 PM

Akash	Great. Is 923192340879 the best number to connect with you ?	8:34:53 PM
mohmadsaad925s4s	yes but Id prefer to continue our communication via chat or email only as I am currently not in a state to talk over a call so Id really appreciate if we could keep everything on chat	8:37:05 PM
Akash	I understand Mohammad. We can continue over chat.	8:39:25 PM
	To begin with can I please confirm your company name ?	8:39:36 PM
mohmadsaad925s4s	My client's quickbooks desktop is hosted on your platform he has asked me to automate some tasks for him since he is non-technical he won't be able to discuss these details with you directly that's why I am reaching out on his behalf	8:42:05 PM
Akash	I understand Mohammad, thank you for clearing this out. Since you are already hosted with Ace, let me connect you to the technical team to assist further.	8:42:55 PM
	<i>Akash is transferring the chat to Support(QB & App Hosting).</i>	8:43:07 PM
mohmadsaad925s4s	thanks	8:43:32 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	8:43:56 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	8:44:01 PM
	Hello Saad	8:44:21 PM
mohmadsaad925s4s	hello sujeet	8:44:32 PM
Sujeet Kumar Suman	How are you doing?	8:44:44 PM
mohmadsaad925s4s	im doing well	8:44:53 PM
	HBU?	8:44:55 PM
Sujeet Kumar Suman	Thanks for asking. I am also doing good. (Edited)	8:45:24 PM
mohmadsaad925s4s	I need to automate certain tasks for my client whose quickbooks desktop is hosted on your platform can you please let me know what are the possible ways to achieve automation in your environment?	8:46:52 PM
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?	8:47:14 PM
	To assist you accurately, please clarify the type of automation you require on the server.	8:49:04 PM
mohmadsaad925s4s	Im a developer working on behalf of my client for privacy reasons i cannot share their details at this stage i just need to know what automation options are available on your environment for quickbooks desktop once i know the possibilities	8:49:33 PM
Sujeet Kumar Suman	Based on the current information, we are unable to determine what kind of automation you require on the server for QuickBooks. Please feel free to drop us an email explaining the type of automation you need, so we can assist you accordingly. Our email address is support@acecloudhosting.com	8:52:46 PM
mohmadsaad925s4s	On behalf of my client im exploring automation for their quickbooks desktop enterprise hosted on your cloud The requirement is: Develop a desktop button or small application that connects with QuickBooks to: Programmatically edit specific sales orders based on defined rules. Automatically print those sales orders. We are seeking guidance on what automation approaches your hosted environment supports to implement this functionality do you provide any SDKs, APIs, or other	8:54:04 PM

	supported methods?	
Sujeet Kumar Suman	As per the explanation, we can provide temporary admin access to the server with the client's approval. Once access is granted, you can perform the QuickBooks automation from your end.	8:55:29 PM
mohammadsaad925s4s	Thank you could u plz confirm exactly how ur environment supports automations? I need this information to create a proper outline for the client	8:57:57 PM
Sujeet Kumar Suman	We allow our customers to integrate with third party services on secured ports with static IPs. We may provide limited support for the integration on server part as there are multiple client who are using web connectors on Quickbooks to fetch data from external servers/services.	9:01:49 PM
	Is there anything else I may help you with ?	9:03:48 PM
	Are we still connected here?	9:05:18 PM
	Are we still connected here?	9:07:02 PM
	Are we still connected here?	9:09:39 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.	9:09:43 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:09:51 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	9:09:53 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Sep, 9:02:35 PM

#81951 Christy Burgess

Email: christyb@gcevans.com 15016645095

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 43 Secs

City: LITTLE ROCK

State: Arkansas

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 48 Secs

Christy Burgess	Hello, I am your Acebuddy	25 Sep, 9:02:36 PM
Acebuddy	Hello Christy Burgess, I'm your Ace Buddy. I'll be happy to assist you!	9:02:37 PM
	Whom Would You Like to Connect With?	9:02:37 PM
Christy Burgess	Technical Support (QB & App Hosting)	9:02:45 PM
Acebuddy	Welcome to Ace Support.	9:02:45 PM
	Please chose an option :	9:02:45 PM
Christy Burgess	I'd like to report an Issue	9:02:52 PM
Acebuddy	Please select an option!	9:02:52 PM
Christy Burgess	Other Issue	9:02:58 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:02:58 PM
Christy Burgess	mt remote desktop connection is using all three monitors	9:03:22 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:03:23 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:03:23 PM
	<i>Manish Singh accepted the chat transfer request.</i>	9:03:44 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	9:03:48 PM
	I will surely help you with this issue.	9:03:58 PM
	May I know if you want only one monitor for remote desktop?	9:04:23 PM
Christy Burgess	yes	9:04:30 PM
Manish Singh	May I take the remote access of your local computer?	9:04:36 PM
Christy Burgess	yes	9:04:41 PM
Manish Singh	https://assist.acecloudhosting.com/join/1252705040	9:07:01 PM
	Kindly paste this link in the browser of local computer and join the session.	9:07:04 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	9:07:07 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	9:09:21 PM
Christy Burgess	i knew it was going to be something simple. Thats the direction i was going but couldnt figure out how to get to it. :)	9:15:37 PM
Manish Singh	No problem as the issue is resolved.	9:17:22 PM
	Is there anything else I may help you with ?	9:17:24 PM
Christy Burgess	nope that is it! Thank you soooo very much!!!!	9:18:13 PM

Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	9:18:15 PM
Christy Burgess	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:18:20 PM
Manish Singh	will do	9:18:22 PM
Manish Singh	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	9:18:23 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

Manish Singh has ended this chat session

9:18:25 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 12 Sep, 12:09:08 AM

#81448 Debra Jacobson

Email: debj@goppf.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 20 Secs

City: BURNSVILLE

State: Minnesota

Country: UNITED STATES

Chat Transcript

Chat Duration : 17 Mins 15 Secs

Debra Jacobson

Hello, I am your Acebuddy

12 Sep, 12:09:09 AM

Acebuddy	Hello Debra Jacobson, I'm your Ace Buddy. I'll be happy to assist you!	12:09:10 AM
	Whom Would You Like to Connect With?	12:09:10 AM
Debra Jacobson	Technical Support (QB & App Hosting)	12:09:17 AM
Acebuddy	Welcome to Ace Support.	12:09:17 AM
	Please chose an option :	12:09:17 AM
Debra Jacobson	I'd like to report an Issue	12:09:23 AM
Acebuddy	Please select an option!	12:09:23 AM
Debra Jacobson	QuickBooks Issue	12:09:29 AM
Acebuddy	What type of QuickBooks Issue are you facing?	12:09:29 AM
Debra Jacobson	Other QB related issue	12:09:41 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:09:41 AM
Debra Jacobson	Payroll unable to process. Error code 15212.	12:11:06 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:11:07 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:11:07 AM
	<i>Dushyant declined the transfer request.</i>	12:11:25 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	12:12:06 AM
Anjainay Singh	. (Edited)	12:12:12 AM
	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	12:12:26 AM
	Hello Debra , how are you? (Edited)	12:12:43 AM
Debra Jacobson	Good.	12:12:54 AM
	a little stressed with this update issue	12:13:06 AM
Anjainay Singh	I understand your concern , so as per my understanding QuickBooks requires an update am I right?	12:13:40 AM
Debra Jacobson	I am not sure. It seems that may be part	12:14:13 AM
Anjainay Singh	May I take the remote access of your server?	12:14:27 AM
Debra Jacobson	I have an Intuit case code	12:14:29 AM
	yes	12:14:36 AM
Anjainay Singh	Sure.	12:14:38 AM
	You may be receiving an prompt for remote access.	12:15:05 AM
	Please confirm it so that I can access your server.	12:15:21 AM
Debra Jacobson	Yes you can access	12:15:34 AM
Anjainay Singh	I am sending you the prompt.	12:15:49 AM
Debra Jacobson	I hear the prompt but do not see the invite	12:16:19 AM

	resend the invite	12:16:47 AM
Anjainay Singh	Could you please try again.	12:16:56 AM
	We are connected.	12:17:14 AM
	You are logged into the QuickBooks.	12:18:15 AM
Debra Jacobson	yes	12:18:22 AM
Anjainay Singh	Could you please show me the issue ?	12:19:01 AM
	I understand your issue .	12:19:56 AM
Debra Jacobson	With Intuit, I went thru all of the updates and redownloads	12:20:17 AM
Anjainay Singh	As I can see at my end update is still pending.	12:21:10 AM
	On your behalf I will update the QuickBooks.	12:21:30 AM
Debra Jacobson	Thank you	12:21:41 AM
Anjainay Singh	Once the update is complete I will inform you over an email.	12:22:00 AM
Debra Jacobson	How long, estimated	12:22:47 AM
Anjainay Singh	I will update it in within 30 minutes.	12:23:06 AM
	I will prioritize this update.	12:23:28 AM
Debra Jacobson	OK I have payroll waiting to process today. Thank you	12:23:34 AM
Anjainay Singh	Debra Jacobson, Is there anything else I may help you with?	12:23:41 AM
Debra Jacobson	No. Thank you in advance. I will let you know if more problems occur. Do I need to have all employees log off QB?	12:24:38 AM
Anjainay Singh	Yes I will appreciate if no one is logged in server while update.	12:25:00 AM
Debra Jacobson	OK -- Sending message	12:25:15 AM
Anjainay Singh	Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji to share your positive feedback	12:25:17 AM
	Sure.	12:25:56 AM
Debra Jacobson	awesome	12:26:00 AM
Anjainay Singh	I am starting the update.	12:26:04 AM
	I will also share the ticket id with you over the mail once this chat is disconnected.	12:26:11 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:26:17 AM
<i>Anjainay Singh has ended this chat session</i>		12:26:25 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Sep, 2:29:47 AM

#81810 Calvin Timmer

Email: calvin@passkeyinc.com

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 55 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

Chat Duration : 27 Mins 18 Secs

Calvin Timmer	Hello, I am your Acebuddy	23 Sep, 2:29:48 AM
Acebuddy	Hello Calvin Timmer, I'm your Ace Buddy. I'll be happy to assist you!	2:29:49 AM
	Whom Would You Like to Connect With?	2:29:49 AM
Calvin Timmer	Technical Support (QB & App Hosting)	2:29:53 AM
Acebuddy	Welcome to Ace Support.	2:29:53 AM
	Please chose an option :	2:29:53 AM
Calvin Timmer	I'd like to report an Issue	2:29:59 AM
Acebuddy	Please select an option!	2:29:59 AM
Calvin Timmer	QuickBooks Issue	2:30:03 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:30:03 AM
Calvin Timmer	Other QB related issue	2:30:12 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:30:12 AM
Calvin Timmer	stevencabinets.myrealdatal.net seems to be down	2:30:26 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:30:26 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:30:27 AM

	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	2:30:36 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	2:30:46 AM
	I deeply apologize for the inconvenience caused to you.	2:31:00 AM
Calvin Timmer	Thank you! Not 100% sure if this is the right hosting provider, but it seems like it. Please let me know either way	2:31:32 AM
Abhay Kumar Saraswat	Is this for account: Steven Cabinets ?	2:31:34 AM
Calvin Timmer	Yes	2:31:39 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	2:31:48 AM
	Can I get your ACE server login username?	2:32:09 AM
Calvin Timmer	I'm trying to track that down right now. I'm from a 3rd party IT for Steven Cabinets so I'm mostly just trying to figure out if im at the right place to try and see if the server is down	2:33:20 AM
Abhay Kumar Saraswat	Okay, please confirm me the server name or username so I could assist you better.	2:33:59 AM
Calvin Timmer	I believe the server is stevencabinets.myrealdatal.net	2:34:18 AM
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.	2:34:50 AM
	I apologize for any delay.	2:40:23 AM
	Please allow me two more minutes.	2:40:43 AM
Calvin Timmer	I just spoke with the owner since I dont have the info you need and he said he will get in contact in my place. If you can't give me any info, that's okay :)	2:41:00 AM
	His name is Kirti	2:42:06 AM
Abhay Kumar Saraswat	Actually I have the server details, but I still need the username of the account that is facing the issue when logging into the server.	2:42:24 AM
Calvin Timmer	Are you able to tell me whether the server is online?	2:42:57 AM
	If not, it's okay. Ill just leave it to Kirti otherwise	2:43:17 AM
Abhay Kumar Saraswat	Yes sure, please allow me 2 more minutes to check the same.	2:43:31 AM
	Yes, I checked and server is online.	2:44:19 AM
	You can ask the user to login on the server.	2:44:43 AM
	<i>2:45:47 AM Calvin Timmer is sharing a file with you Screenshot 2025-09-22 161529.png - (Size:55.17 KB)</i>	2:45:47 AM
Calvin Timmer	Looks like it started working actually	2:46:31 AM
	Thank you for the help!	2:49:20 AM
Abhay Kumar Saraswat	Thank you for your patience.	2:50:10 AM
		2:50:38 AM

	I just confirmed, Kirti came on call and confirmed that her issue has been resolved.	
	She's able to login into the server.	2:50:48 AM
Calvin Timmer	Oh perfect. Are you able to give me any info about what was done to resolve this?	2:51:06 AM
Abhay Kumar Saraswat	Yes, the RDP service was stuck and not starting, so we had to restart the server from our end.	2:51:37 AM
Calvin Timmer	Ah okay. So in the future, what info will I need to get from Kirti so I can be authorized to troubleshoot this with you?	2:52:52 AM
Abhay Kumar Saraswat	We only need the server name, username, and a description of the issue the user is facing. These details are essential for troubleshooting and understanding the concern.	2:55:12 AM
Calvin Timmer	Alright thank you! Ill make sure I have that on file for next time. Have a great day!	2:55:38 AM
Abhay Kumar Saraswat	No worries.	2:55:46 AM
	My pleasure to assist you.	2:55:56 AM
	Have a great day you too.	2:56:04 AM
	Is there anything else I may help you with ?	2:56:07 AM
Calvin Timmer	Nope that will be all. Thank you!	2:56:47 AM
Abhay Kumar Saraswat	Great.	2:56:56 AM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:56:57 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	2:57:01 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:57:05 AM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	2:57:07 AM



Chat Transcript

Hello, I am your Acebuddy

29 Sep, 8:36:15 PM

Visitor Details

#82034 Christian

Email: christian@hmbv.co 📩 7078059470

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: 32 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Duration : 47 Mins 3 Secs

Chat Transcript

Christian	Hello, I am your Acebuddy	29 Sep, 8:36:15 PM
Acebuddy	Hello Christian, I'm your Ace Buddy. I'll be happy to assist you!	8:36:16 PM
	Whom Would You Like to Connect With?	8:36:16 PM
Christian	Technical Support (QB & App Hosting)	8:36:24 PM
Acebuddy	Welcome to Ace Support.	8:36:24 PM
	Please chose an option :	8:36:24 PM
Christian	I'd like to report an Issue	8:36:32 PM
Acebuddy	Please select an option!	8:36:32 PM
Christian	Other Issue	8:36:37 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:36:37 PM
Christian	ticket ID 773771	8:36:42 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:36:43 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:36:43 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	8:36:49 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	8:36:56 PM
	I will surely help you with this.	8:37:10 PM
	Kindly allow me two minutes to check the same.	8:37:14 PM
	Thank you for your patience.	8:39:32 PM

I have checked the ongoing concern in the ticket and as per latest update on the ticket we have completed the installation/activation for Zed Axis application and sent you password for the same.

8:41:15 PM

8:41:28 PM Christian is sharing a file with you

8:41:28 PM

Error Code.PNG - (Size:21.01 KB)

Christian It does not allow me to open

8:41:49 PM

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

8:42:25 PM

Please try again and open the application.

8:48:41 PM

Christian same error

8:50:26 PM

Ashutosh Mishra May I take the remote access of your server to assist with this?

8:50:59 PM

Are we still connected here?

8:53:11 PM

Christian yes

8:54:44 PM

yes

8:54:49 PM

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

8:54:57 PM

Christian ok

8:55:06 PM

Ashutosh Mishra We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.

8:56:01 PM

As per discussion over the remote session, the issue will be resolved by providing restricted admin rights, we have temporarily added rights for testing purposes. Please accept the disclaimer provided over email to make the changes permanent.

9:21:56 PM

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

9:23:12 PM

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

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

Thanks!

9:23:15 PM

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

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

Ashutosh Mishra has ended this chat session

9:23:18 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Sep, 11:04:36 PM

#82050 Glenda Jones

Email: mountainprorep@yahoo.com ☎ 8284217387

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 29 Secs

City: WHITTIER

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 54 Mins 32 Secs

Glenda Jones	Hello, I am your Acebuddy	29 Sep, 11:04:37 PM
Acebuddy	Hello Glenda Jones, I'm your Ace Buddy. I'll be happy to assist you!	11:04:37 PM
	Whom Would You Like to Connect With?	11:04:37 PM
Glenda Jones	Technical Support (QB & App Hosting)	11:05:01 PM
Acebuddy	Welcome to Ace Support.	11:05:01 PM
	Please chose an option :	11:05:01 PM
Glenda Jones	I'd like to report an Issue	11:05:15 PM
Acebuddy	Please select an option!	11:05:15 PM
Glenda Jones	Other Issue	11:05:21 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:05:21 PM
Glenda Jones	When I try to login I get a blue screen with the message " Please wait"	11:06:05 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:06:06 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:06:06 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	11:06:28 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	11:06:35 PM

	I deeply apologize for the inconvenience caused to you.	11:06:57 PM
	I will be surely assisting you with this.	11:07:03 PM
	Is this for account: VanDrake Investments LLC ?	11:07:21 PM
Glenda Jones	Yes	11:07:28 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	11:07:40 PM
	Could you please share the screenshot with me?	11:07:55 PM
	Are we connected?	11:09:49 PM
Glenda Jones	I am trying to get it to come up again.	11:10:25 PM
Abhay Kumar Saraswat	No worries.	11:11:16 PM
	<i>11:13:06 PM Glenda Jones is sharing a file with you <u>Screenshot.docx</u> - (Size:114.03 KB)</i>	11:13:06 PM
	Could you please confirm if the blue screen appears when connecting to the server, or is it occurring on your local PC?	11:13:16 PM
Glenda Jones	I enter my password and then receive this screen. I have tried it on two different computers	11:14:08 PM
Abhay Kumar Saraswat	Thank you for sharing the screenshot.	11:15:11 PM
	As I checked, it is just system login waiting time.	11:15:31 PM
	Yes, I can see you connected with the server.	11:16:02 PM
Glenda Jones	I have waited over 5 minutes, how long should I wait?	11:16:09 PM
Abhay Kumar Saraswat	Normally, It just takes 4-5 seconds to connect with the server.	11:16:45 PM
	May I take the remote access of your local computer and check?	11:16:59 PM
Glenda Jones	Yes	11:17:07 PM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	11:17:32 PM
	<u>https://assist.aceclouddhosting.com/join/5252706265</u>	11:17:48 PM
	Kindly paste this link in the browser of local computer and join the session.	11:17:53 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:19:34 PM
	Thank you for your patience.	11:42:29 PM
	As discussed, sending you another link to join the remote session.	11:42:50 PM
	Please copy the link and paste it into your laptop.	11:43:05 PM
	<u>https://assist.aceclouddhosting.com/join/5782017494</u>	11:43:12 PM
	Kindly paste this link in the browser of local computer and join the session.	11:43:17 PM

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.

11:47:44 PM

As you confirmed on the remote session that you have close this session on your another computer, I'm closing this chat.

11:58:51 PM

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

11:58:57 PM

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

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

Thanks!

11:59:02 PM

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

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

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

11:59:07 PM

Abhay Kumar Saraswat has ended this chat session

11:59:10 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Sep, 2:36:23 AM

#81103 Clayton Ham

Email: cham@thetradition.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: DALLAS

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 Mins 51 Secs

Clayton Ham	Hello, I am your Acebuddy	3 Sep, 2:36:24 AM
Acebuddy	Hello Clayton Ham, I'm your Ace Buddy. I'll be happy to assist you!	2:36:24 AM
	Whom Would You Like to Connect With?	2:36:24 AM
Clayton Ham	Technical Support (QB & App Hosting)	2:36:36 AM
Acebuddy	Welcome to Ace Support.	2:36:36 AM
	Please chose an option :	2:36:36 AM
Clayton Ham	I'd like to raise a Request	2:36:41 AM
Acebuddy	Please select your request type.	2:36:42 AM
Clayton Ham	Password Reset	2:36:47 AM
Acebuddy	Please select an option below	2:36:47 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	3:08:15 AM
	<i>Ended due to chat idle timeout</i>	3:08:15 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

6 Sep, 11:16:29 PM

#81238 Roald

Email: ronald@taxbyby.com 917-696-6714

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: 52 Secs

City: FLUSHING

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 56 Secs

Roald	Hello, I am your Acebuddy	6 Sep, 11:16:31 PM
Acebuddy	Hello Roald, I'm your Ace Buddy. I'll be happy to assist you!	11:16:32 PM
	Whom Would You Like to Connect With?	11:16:32 PM
Roald	Technical Support (QB & App Hosting)	11:16:37 PM
Acebuddy	Welcome to Ace Support.	11:16:37 PM
	Please chose an option :	11:16:37 PM
Roald	I'd like to raise a Request	11:17:06 PM
Acebuddy	Please select your request type.	11:17:06 PM
Roald	Other Request	11:18:12 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:18:12 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:18:12 PM
Roald	Yes, I'm facing issues with my server	11:18:15 PM
Acebuddy	Please select an option!	11:18:15 PM
Roald	Other Issue	11:18:20 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:18:20 PM
Roald	Cantdelete some pdf files and also need to install comet browser	11:18:34 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:18:34 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:18:34 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	11:19:05 PM
Roald	Hi	11:19:21 PM
	I am unable to delete some pdfs	11:19:31 PM
	and I also would like to install a bowser asap for me	11:19:39 PM
	<i>Ashutosh Mishra is transferring the chat to Shashwat Verma.</i>	11:20:24 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:20:27 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:20:32 PM
	Hello Roald	11:20:43 PM
	I will surely help you with this issue.	11:21:01 PM
	May i know the locations of these files?	11:21:16 PM
Roald		

	can you connect to my screen?	11:21:36 PM
	so I can show you	11:21:40 PM
	and maybe you can call me at 9176966714	11:21:47 PM
Shashwat Verma	Sure, let me connect you on remote	11:22:06 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	11:22:09 PM
Roald	yep good to go	11:22:21 PM
	let me know when you call	11:22:26 PM
Shashwat Verma	https://assist.acecloudhosting.com/join/1752211536	11:22:37 PM
	Kindly Click on the link and open the downloaded file.	11:22:42 PM
Roald	can you join the server?	11:22:51 PM
	directly?	11:22:57 PM
Shashwat Verma	Yes	11:23:23 PM
	Allow me 2 mins	11:23:34 PM
	Kindly accept the invite	11:27:06 PM
Roald	accepted	11:27:18 PM
	you see the error I have?	11:27:40 PM
	I would like to be a full admin	11:27:44 PM
	for everything	11:27:48 PM
Shashwat Verma	Got it	11:27:56 PM
	As we have checked, the C drive is controlled by us for security reasons. We suggest that you email a request for the files located in `C:\ProPDF\TY2024` . for deleetion Additionally, please share the setup file of the new software via email and send it to support@acecloudhosting.com . (Edited)	11:30:22 PM
Roald	its just a web browser	11:30:41 PM
	would really like ot done right now	11:30:45 PM
	and would reall ylike to have full access to delete files like this on my own	11:30:55 PM
Shashwat Verma	In that case we can give you the restricted admin rights	11:31:28 PM
	Just need an approval for the same on email (Edited)	11:31:41 PM
	you can delete as well as download the software on server by your own	11:32:24 PM
Roald	ok what shoudl i say	11:32:27 PM
	can you install the software now for me since you are on	11:32:41 PM
	should take 2 min	11:32:42 PM
Shashwat Verma	Roald, we have install the software from backend	11:33:04 PM
Roald		11:33:22 PM

	ok its in my downloads can i show you where	
Shashwat Verma	And application installation again required an email approval	11:33:24 PM
Roald	just sent the email	11:34:04 PM
	i put the installer on desktop	11:34:33 PM
	and i just emailed	11:34:38 PM
Shashwat Verma	Sure, we'll email you the restricted admin rights disclaimer rules, kindly just authorize that and will share you the restricted admin rights of the server	11:35:29 PM
Roald	ok let me know when you email please	11:35:43 PM
	i am waiting	11:35:45 PM
Shashwat Verma	We have just shared you the disclaimer, kindly appove (Edited)	11:37:07 PM
Roald	approved	11:37:48 PM
	can we do it now and the comet browser	11:37:55 PM
	have a big deadline and need to work alot today	11:38:02 PM
	dont mean to be a pain just really need this	11:38:09 PM
Shashwat Verma	Sure, we'll get this done in 5 mins	11:38:43 PM
	Allow me 5-6 mins to made the required changes	11:39:04 PM
Roald	excellent	11:39:14 PM
Shashwat Verma	Kindly once re-login the server	11:45:28 PM
Roald	you did both	11:45:47 PM
Shashwat Verma	We have given you the restrcited admin rights for the server access	11:45:47 PM
Roald	ok cool	11:48:06 PM
	can i install or do you need to install?	11:48:12 PM
Shashwat Verma	You can now also install from your end	11:48:41 PM
Roald	excellent	11:48:49 PM
	thank you!	11:48:50 PM
	i still get back ups and updates and everything correct?	11:48:59 PM
Shashwat Verma	Yes for sure	11:49:11 PM
Roald	can you make sure quickbooks and proseries 2024 are updated?	11:49:22 PM
Shashwat Verma	Sure, will get this done in off hours	11:49:34 PM
	Is there anything else I may help you with ?	11:49:43 PM
Roald	thats all thank you	11:50:39 PM
	oh wait	11:50:41 PM

	can i redmote desktop through a chrome browser?	11:50:49 PM
Shashwat Verma	Yes, you can, but in some case if any pop-up arise, you can connect with us	11:51:28 PM
Roald	how do i do it?	11:52:21 PM
Shashwat Verma	You can connect us on chat or call.	11:52:48 PM
Roald	no i mean can i access remote desktip like i do through rdf but through a browser?	11:53:22 PM
Shashwat Verma	So you want to connect with our server with the help of any browser right? or would like to remote to any other pc from our server?	11:54:40 PM
Roald	no i wan to connect to service with the help of browser only	11:55:03 PM
	no windows rdp	11:55:06 PM
	just wondering if thats an option	11:55:12 PM
Shashwat Verma	Could you please confirm, what kind of services?	11:55:32 PM
Roald	like you kow how i login using rdp is there a way to login using a browser?	11:56:26 PM
Shashwat Verma	I apologize for the confusion, the only way to connect the server is the RDP only, as these are windows server and these gateways have to be passed by rdp as mandatory as per Microsoft security rules	11:57:15 PM
Roald	ok makes sense	11:57:28 PM
	thank you for your help	11:57:32 PM
Shashwat Verma	I apologize for any delay. Thank you for your patience.	11:57:42 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:58:14 PM
Roald	you too thank you	11:58:20 PM
Shashwat Verma	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	11:58:24 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Shashwat Verma has ended this chat session</i>	11:58:28 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Sep, 6:03:35 AM

#81930 kamals

Email: kamals@isifol.com ☎ 16462288500

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: OAK BROOK

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 43 Mins 47 Secs

kamals	Hello, I am your Acebuddy	25 Sep, 6:03:36 AM
Acebuddy	Hello Kamals, I'm your Ace Buddy. I'll be happy to assist you!	6:03:37 AM
	Whom Would You Like to Connect With?	6:03:37 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.	6:47:24 AM
	<i>Ended due to chat idle timeout</i>	6:47:24 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Sep, 10:02:43 PM

#81170 Fred Koons

Email: fkoons@keypre.com ☎ 14848667732

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: 30 Secs

City: ALLENTOWN

State: Pennsylvania

Country: UNITED STATES

Chat Duration : 9 Mins 30 Secs

Chat Transcript

Fred Koons	Hello, I am your Acebuddy	4 Sep, 10:02:44 PM
Acebuddy	Hello Fred Koons, I'm your Ace Buddy. I'll be happy to assist you!	10:02:45 PM
	Whom Would You Like to Connect With?	10:02:45 PM
Fred Koons	Technical Support (QB & App Hosting)	10:02:56 PM
Acebuddy	Welcome to Ace Support.	10:02:56 PM
	Please chose an option :	10:02:56 PM
Fred Koons	I'd like to report an Issue	10:03:01 PM
Acebuddy	Please select an option!	10:03:02 PM
Fred Koons	Other Issue	10:03:05 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:03:05 PM
Fred Koons	I am trying to install python on the server and I am getting errors saying I do not have permission to do so.	10:03:35 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:03:35 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:03:35 PM
	<i>Dushyant declined the transfer request.</i>	10:03:49 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	10:04:03 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	10:04:08 PM
	Hello Fred	10:04:12 PM
Fred Koons	Hello, I am Fred	10:04:13 PM
	I am trying to install Python and it is not allowing me	10:04:27 PM
Shashwat Verma	I will surely help you with this issue.	10:04:28 PM
Fred Koons	I should have admin access to everything on the server.	10:04:34 PM
Shashwat Verma	Fred, to install the application on the server, you have two options:	

Share the setup file via email – We will install the application on your behalf.

Request restricted admin rights – We can provide you with restricted admin rights to perform the installation yourself.

10:06:41 PM

For this option, we will require an acknowledgment from your **registered email address** for authorization.

Let me know how you would like to proceed?

10:07:51 PM

Fred Koons what email do i send it to

10:08:50 PM

Shashwat Verma Let me know, do you want restricted admin rights to install yourself or need us to download the same?
(Edited)

10:09:34 PM

Fred Koons I can do it myself

10:09:43 PM

Shashwat Verma Okay

10:09:52 PM

We will email you the details of the restricted admin rights after this chat end, just authorize the same by
fkoons@keypre.com

10:10:48 PM

Will provide you the same

10:11:09 PM

Is that work for you?

10:11:26 PM

Fred Koons Yes

10:11:49 PM

Shashwat Verma Perfect

10:11:55 PM

Is there anything else I may help you with ?

10:12:00 PM

Fred Koons That is all!

10:12:04 PM

Shashwat Verma It would be great if you could share your feedback after this chat ends. Thanks in advance!

10:12:10 PM

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

10:12:11 PM

Shashwat Verma has ended this chat session

10:12:14 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Sep, 10:04:50 PM

#81210 jmcmahon

Email: jmcmahon@4progressive.com ☎ 8472824742

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: SOUTH ELGIN

State: Illinois

Country: UNITED STATES

Chat Duration : 32 Mins 37 Secs

Chat Transcript

jmcmahon	Hello, I am your Acebuddy	5 Sep, 10:04:51 PM
Acebuddy	Hello Jmcmahon, I'm your Ace Buddy. I'll be happy to assist you!	10:04:52 PM
	Whom Would You Like to Connect With?	10:04:52 PM
jmcmahon	Technical Support (QB & App Hosting)	10:05:01 PM
Acebuddy	Welcome to Ace Support.	10:05:01 PM
	Please chose an option :	10:05:01 PM
jmcmahon	I'd like to raise a Request	10:05:08 PM
Acebuddy	Please select your request type.	10:05:08 PM
jmcmahon	Other Request	10:05:19 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	10:05:20 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	10:05:20 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	10:37:28 PM
	<i>Ended due to chat idle timeout</i>	10:37:28 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Sep, 6:19:24 AM

#81366 Cecilia Toscano**Email:** cetoes@hotmail.com**Department:** Support(QB & App Hosting)**Operator:** Acebuddy**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**City:** NEW YORK**State:** New York**Country:** UNITED STATES**Chat Transcript**

Chat Duration : 45 Mins 29 Secs

Cecilia Toscano	Hello, I am your Acebuddy	10 Sep, 6:19:25 AM
Acebuddy	Hello Cecilia Toscano, I'm your Ace Buddy. I'll be happy to assist you!	6:19:26 AM
	Whom Would You Like to Connect With?	6:19:26 AM
Cecilia Toscano	Technical Support (QB & App Hosting)	6:19:36 AM
Acebuddy	Welcome to Ace Support.	6:19:36 AM
	Please chose an option :	6:19:36 AM
Cecilia Toscano	I'd like to raise a Request	6:19:43 AM
Acebuddy	Please select your request type.	6:19:43 AM
Cecilia Toscano	Other Request	6:19:51 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.	6:19:51 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	6:19:51 AM
Cecilia Toscano	Yes, I'm facing issues with my server	6:20:07 AM
Acebuddy	Please select an option!	6:20:07 AM
Cecilia Toscano	QuickBooks Issue	6:20:15 AM
Acebuddy	What type of QuickBooks Issue are you facing?	6:20:15 AM
Cecilia Toscano	QuickBooks Login Issue	6:20:24 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	6:20:24 AM
	Was that helpful?	6:20:24 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	7:04:54 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Sep, 11:57:08 PM

#81995 Bill Severance

Email: bseverance@agpglass.us ☎ 8653104357

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: KNOXVILLE

State: Tennessee

Country: UNITED STATES

Chat Transcript

Chat Duration : 41 Mins 3 Secs

Bill Severance	Hello, I am your Acebuddy	26 Sep, 11:57:08 PM
Acebuddy	Hello Bill Severance, I'm your Ace Buddy. I'll be happy to assist you!	11:57:09 PM
	Whom Would You Like to Connect With?	11:57:09 PM
Bill Severance	Technical Support (QB & App Hosting)	11:57:14 PM
Acebuddy	Welcome to Ace Support.	11:57:14 PM
	Please chose an option :	11:57:14 PM
Bill Severance	I'd like to raise a Request	11:57:20 PM
Acebuddy	Please select your request type.	11:57:20 PM
Bill Severance	Password Reset	11:57:25 PM
Acebuddy	Please select an option below	11:57:25 PM
Bill Severance	Not Enrolled to Selfcare Portal	11:57:28 PM

Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	11:57:28 PM
	Do you need any further assistance on the topic?	11:57:28 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.	27 Sep, 12:38:12 AM
	<i>Ended due to chat idle timeout</i>	12:38:12 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details	11 Sep, 11:40:54 AM
#81413 himanshu	
Email: himanshu@erufinlaw.com	
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: 30 Secs	
City: PUNJABI BAGH	
State: Delhi	
Country: INDIA	

Chat Transcript	Chat Duration : 40 Mins 41 Secs
himanshu	Hello, I am your Acebuddy
Acebuddy	Hello Himanshu, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
himanshu	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
himanshu	I'd like to report an Issue

Acebuddy	Please select an option!	11:41:25 AM
himanshu	QuickBooks Issue	11:41:32 AM
Acebuddy	What type of QuickBooks Issue are you facing?	11:41:32 AM
himanshu	Setback	11:41:34 AM
Acebuddy	Please select an option!	11:41:34 AM
himanshu	QuickBooks Issue	11:41:48 AM
Acebuddy	What type of QuickBooks Issue are you facing?	11:41:48 AM
himanshu	QuickBooks Login Issue	11:41:52 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	11:41:53 AM
	Was that helpful?	11:41:53 AM
himanshu	No	11:42:05 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	11:42:05 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:42:05 AM
	<i>Rohan accepted the chat transfer request.</i>	11:42:13 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	11:42:20 AM
	Hello Himanshu, how are you doing today ?	11:42:32 AM
himanshu	good	11:43:13 AM
Rohan	This message has been deleted	11:43:31 AM
	That's Great	11:43:44 AM
	I will surely help you with this issue.	11:43:49 AM
	Kindly allow me two minutes to check the same.	11:43:51 AM
himanshu	We have been sending emails since last night, but we have not received any reply yet. This is urgent, so please let us know when the login issue will be resolved	11:43:56 AM
Rohan	We do apologies for the inconvenienced caused to you. Could you please share the ticket number?	11:44:52 AM
	Please allow me few minutes, I'm checking the same from the backend	11:46:13 AM
himanshu	i can share you the screen shot of email	11:46:30 AM
	<i>11:47:09 AM himanshu is sharing a file with you Screen shot.png - (Size:1.51 MB)</i>	11:47:09 AM
	<i>11:47:24 AM Rohan is sharing a file with you image.png - (Size:1.88 MB)</i>	11:47:24 AM
	<i>May I know if you are still facing the same issue ?</i>	
	<i>11:47:41 AM himanshu is sharing a file with you image.png - (Size:508.89 KB)</i>	11:47:41 AM

	<i>see</i>	
Rohan	Thank you for sharing the details of the Error	11:47:44 AM
	May I take the remote access of your local computer?	11:47:48 AM
himanshu	ya sure	11:47:57 AM
Rohan	Prior providing the access, I would suggest you to close any important documents at your end.	11:48:12 AM
himanshu	no important files open	11:48:35 AM
Rohan	Thanks for the confirmation !	11:48:47 AM
himanshu	please do it fast	11:48:49 AM
Rohan	Kindly Copy and Paste the below link in any browser of your Local PC and Join the session https://assist.acecloudhosting.com/join/5412515505	11:49:17 AM
himanshu	done	11:49:48 AM
	next	11:50:09 AM
	zoho assist downloaded	11:50:52 AM
Rohan	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:50:57 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	12:21:37 PM
	<i>Ended due to chat idle timeout</i>	12:21:37 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Sep, 7:17:20 PM

#81975 ELAINE BRAGA REGO

Email: tax@timeprotax.com +15613444422

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: FT LAUDERDALE

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 35 Secs

ELAINE BRAGA REGO	Hello, I am your Acebuddy	26 Sep, 7:17:21 PM
Acebuddy	Hello Elaine Braga, I'm your Ace Buddy. I'll be happy to assist you!	7:17:22 PM
	Whom Would You Like to Connect With?	7:17:22 PM
ELAINE BRAGA REGO	Technical Support (QB & App Hosting)	7:17:29 PM
Acebuddy	Welcome to Ace Support.	7:17:29 PM
	Please chose an option :	7:17:29 PM
ELAINE BRAGA REGO	I'd like to raise a Request	7:17:35 PM
Acebuddy	Please select your request type.	7:17:35 PM
ELAINE BRAGA REGO	Other Request	7:17:44 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	7:17:44 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	7:17:44 PM
ELAINE BRAGA REGO	No, That'll be all!	7:17:56 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	7:17:56 PM
	<i>Acebuddy has ended this chat session</i>	7:17:56 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Sep, 1:33:04 AM

#81454 Bri Smith, CPA

Email: bri@bdsmithfinancial.com **Phone:** 117578286158

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 9 Secs

City: VIRGINIA BEACH

State: Virginia

Country: UNITED STATES

Chat Duration : 27 Mins 8 Secs

Chat Transcript

Bri Smith, CPA	Hello, I am your Acebuddy	12 Sep, 1:33:05 AM
Acebuddy	Hello Bri Smith, Cpa, I'm your Ace Buddy. I'll be happy to assist you!	1:33:06 AM
	Whom Would You Like to Connect With?	1:33:06 AM
	Welcome to Ace Support.	1:33:31 AM
	Please chose an option :	1:33:31 AM
Bri Smith, CPA	Technical Support (QB & App Hosting)	1:33:31 AM
	I'd like to raise a Request	1:33:37 AM
Acebuddy	Please select your request type.	1:33:37 AM
Bri Smith, CPA	Change in Users	1:33:49 AM
Acebuddy	Please select your desired option!	1:33:49 AM
Bri Smith, CPA	User Addition	1:33:54 AM
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	1:33:54 AM
	Do you need any further assistance on the topic?	1:33:54 AM
Bri Smith, CPA	Restart	1:34:09 AM
Acebuddy	Hello Bri Smith, Cpa, I'm your Ace Buddy. I'll be happy to assist you!	1:34:09 AM
	Whom Would You Like to Connect With?	1:34:09 AM
Bri Smith, CPA	Technical Support (QB & App Hosting)	1:34:15 AM
Acebuddy	Welcome to Ace Support.	1:34:15 AM
	Please chose an option :	1:34:15 AM
Bri Smith, CPA	I'd like to raise a Request	1:34:19 AM
Acebuddy	Please select your request type.	1:34:19 AM
Bri Smith, CPA	Setup Ace Server	1:34:25 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired	1:34:25 AM

	Operating System	
Bri Smith, CPA	Microsoft Windows	1:36:02 AM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	1:36:02 AM
	Do you need any further assistance on the topic?	1:36:02 AM
Bri Smith, CPA	Yes	1:54:26 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:54:26 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:54:26 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	1:54:49 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	1:54:58 AM
	Hello , how are you doing	1:55:10 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:55:41 AM
	Are we still connected here?	1:56:38 AM
	Are we still connected here?	1:58:44 AM
	Are we still connected here?	2:00:05 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	2:00:10 AM
	<i>Sanyam Madan has ended this chat session</i>	2:00:13 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Sep, 6:49:54 PM

#81534 bianca

Email: bianca@enscpny.com ☎ 6317345330

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 52 Secs

City: SOUTH ORANGE

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 29 Mins 16 Secs

bianca	Hello, I am your Acebuddy	15 Sep, 6:49:55 PM
Acebuddy	Hello Bianca, I'm your Ace Buddy. I'll be happy to assist you!	6:49:56 PM
	Whom Would You Like to Connect With?	6:49:56 PM
bianca	Technical Support (QB & App Hosting)	6:50:37 PM
Acebuddy	Welcome to Ace Support.	6:50:37 PM
	Please chose an option :	6:50:37 PM
bianca	I'd like to report an Issue	6:50:42 PM
Acebuddy	Please select an option!	6:50:42 PM
bianca	Other Issue	6:50:46 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:50:46 PM
bianca	a program	6:50:56 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:50:56 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:50:56 PM
	<i>Manish Singh accepted the chat transfer request.</i>	6:51:16 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	6:51:19 PM
bianca	Good morning manish. i am having a hard time uninstalling foxit pdf editor on my computer. it downloaded some how and i cant get rid of it.	6:51:59 PM
Manish Singh	I will surely help you with this issue.	6:52:47 PM
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	
	Also, the registered email for your account with us is : [craig@enscpny.com] (mailto:craig@enscpny.com) and cparje@aol.com	6:54:59 PM
bianca	thats not helping me	6:55:25 PM
	i need my pdfs set to open with adobe not this other pdf editor	6:55:55 PM
Manish Singh	Let me check once	6:56:51 PM
bianca	why when i go to uninstall foxit pdf does it tell me other uses are logged into my computer	6:57:08 PM
Manish Singh	Yes, 3 users are active on the server we need to logout all users to proceed with the task.	6:59:25 PM

bianca	ok i will do it tonight then thank you	6:59:40 PM
	how do i set adobe as the main	6:59:52 PM
Manish Singh	May I take the remote access of your server?	7:00:08 PM
bianca	yes	7:00:15 PM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	7:00:23 PM
bianca	ok	7:00:38 PM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	7:01:33 PM
	I have setup Adobe as the main application.	7:09:50 PM
	Is there anything else I may help you with ?	7:15:31 PM
	Are we still connected here?	7:16:44 PM
	Are we still connected here?	7:18:00 PM
	Are we still connected here?	7:19:02 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	7:19:10 PM
	<i>Manish Singh has ended this chat session</i>	7:19:12 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

20 Sep, 2:10:01 AM

#81739 Paul

Email: psalgado@sewwchicago.com 12244336495

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 15 Secs

City: MUNDELEIN

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 59 Secs

Paul	Hello, I am your Acebuddy	20 Sep, 2:10:02 AM
Acebuddy	Hello Paul Salgado, I'm your Ace Buddy. I'll be happy to assist you!	2:10:03 AM
	Whom Would You Like to Connect With?	2:10:03 AM
Paul	Technical Support (QB & App Hosting)	2:10:09 AM
Acebuddy	Welcome to Ace Support.	2:10:09 AM
	Please chose an option :	2:10:09 AM
Paul	I'd like to report an Issue	2:10:17 AM
Acebuddy	Please select an option!	2:10:17 AM
Paul	QuickBooks Issue	2:10:21 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:10:21 AM
Paul	Other QB related issue	2:10:27 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:10:27 AM
Paul	Re:[## 770529 ##] Quickbooks Issue	2:10:36 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:10:37 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:10:37 AM
	<i>Manish Singh accepted the chat transfer request.</i>	2:12:07 AM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	2:12:12 AM
Paul	Hi Manish	2:12:21 AM
	case 770529	2:12:28 AM
Manish Singh	Hii Paul	2:12:29 AM
	I will surely help you with this issue.	2:12:37 AM
Paul	need it fixed asap please	2:12:47 AM
	request sent over 3 hours ago	2:13:11 AM
Manish Singh	I apologize for any delay. Thank you for your patience.	2:13:44 AM
	Kindly allow me two minutes to check the same.	2:13:47 AM
	May I know the QuickBooks version in which you are facing this issue.	2:14:16 AM
Paul	premier 2021	2:14:41 AM
Manish Singh	Alright, let me check once.	2:14:50 AM

	May I take the remote access of your server?	2:15:57 AM
Paul	yes	2:16:07 AM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	2:16:12 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	2:16:30 AM
	Are we still connected here?	2:30:20 AM
Paul	yes	2:30:27 AM
Manish Singh	Kindly try logging into the company file	2:30:43 AM
Paul	want me to try	2:31:08 AM
Manish Singh	Yes, please	2:31:13 AM
Paul	same problem	2:31:39 AM
Manish Singh	kindly try with another Bill	2:31:59 AM
Paul	doesnt work	2:32:20 AM
Manish Singh	We need to clean install the application.	2:32:51 AM
	It will take around 20-25 minutes, Paul	2:33:06 AM
Paul	ok please do	2:33:19 AM
Manish Singh	We have repaired the company file and updated it too	2:33:26 AM
Paul	I need it to work	2:33:28 AM
Manish Singh	But still same problem.	2:33:38 AM
	Let us proceed with the clean installation once done we will notify you over the email.	2:34:01 AM
Paul	please do at your soonest, Its 4pm here and I have requested help 4 horus ago	2:34:34 AM
Manish Singh	Yes, doing it right now.	2:34:36 AM
Paul	thank you	2:34:38 AM
Manish Singh	Is there anything else I may help you with ?	2:34:42 AM
	We will notify you over the email once installed.	2:35:33 AM
Paul	no thank you, want me to logoff?	2:35:45 AM
Manish Singh	Yes	2:36:08 AM
Paul	done thanks	2:36:18 AM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:36:50 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	

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

2:36:53 AM

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

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

Manish Singh has ended this chat session

2:37:02 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Sep, 12:11:48 AM

#81138 Anais Dilger

Email: ezrad@rortax.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

Chat Duration : 41 Secs

Anais Dilger	Hello, I am your Acebuddy	4 Sep, 12:11:49 AM
Acebuddy	Hello Anais Dilger, I'm your Ace Buddy. I'll be happy to assist you!	12:11:50 AM
	Whom Would You Like to Connect With?	12:11:50 AM
Anais Dilger	Technical Support (QB & App Hosting)	12:11:57 AM
Acebuddy	Welcome to Ace Support.	12:11:57 AM
	Please chose an option :	12:11:57 AM

Anais Dilger	I'd like to report an Issue	12:12:02 AM
Acebuddy	Please select an option!	12:12:02 AM
Anais Dilger	Password Reset	12:12:05 AM
Acebuddy	Please select an option below	12:12:05 AM
Anais Dilger	Not Enrolled to Selfcare Portal	12:12:19 AM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	12:12:19 AM
	Do you need any further assistance on the topic?	12:12:19 AM
Anais Dilger	No	12:12:31 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	12:12:31 AM
	<i>Acebuddy has ended this chat session</i>	12:12:31 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Sep, 9:44:01 PM

#81643 vcooper

Email: vcooper@certifiedliftsolutions.com ☎ 8478689703

Department: Support(QB & App Hosting)

Operator: Dushyant

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 36 Secs

City: ELMHURST

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 44 Secs

vcooper Hello, I am your Acebuddy

17 Sep, 9:44:02 PM

Acebuddy	Hello Vcooper, I'm your Ace Buddy. I'll be happy to assist you!	9:44:03 PM
	Whom Would You Like to Connect With?	9:44:03 PM
vcooper	Technical Support (QB & App Hosting)	9:44:13 PM
Acebuddy	Welcome to Ace Support.	9:44:13 PM
	Please chose an option :	9:44:13 PM
vcooper	I'd like to raise a Request	9:44:22 PM
Acebuddy	Please select your request type.	9:44:22 PM
vcooper	Reboot your Server	9:44:32 PM
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion.	9:44:32 PM
	Do you need any further assistance on the topic?	9:44:32 PM
vcooper	Yes	9:44:49 PM
Acebuddy	Please wait while we connect you to our Support Representative	9:44:49 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:44:49 PM
	<i>Dushyant accepted the chat transfer request.</i>	9:44:55 PM
Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.	9:45:00 PM
vcooper	Can you please reboot our server?	9:45:21 PM
Dushyant	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:46:06 PM
vcooper	Certified Lift Solutions	9:46:44 PM
	ValereCO	9:47:15 PM
Dushyant	Thank you for the details.	9:47:28 PM
	May i know is there any specific reason to reboot the server, or can you elaborate the issues why you wanted to reboot the server?	9:48:25 PM
vcooper	I need to reboot to update a sync issue with a QB add in program	9:49:02 PM
Dushyant	Thank you for the details, i will surely reboot the server from my end.	9:50:20 PM
	Please allow me 2-3 minutes to reboot the server from my end.	9:50:32 PM
	Thank you for your patience, i can see currently only you are logged into the server.	9:51:40 PM
	Please logout the server and i will triggered a reboot to the server from my end.	9:51:56 PM
vcooper	I am out	9:52:10 PM
Dushyant	Thank you for the quick response.	9:52:25 PM
	I have rebooted the server from my end, please stay with me, i will let you know once you are ready to login to the server.	9:54:01 PM
	Server is up, you can now login to the server.	9:54:54 PM

9:56:24 PM

Are we still connected?

vcooper yes thank you

9:57:27 PM

Dushyant You're welcome.

9:57:59 PM

Please let me know if you encounter any issues.

9:58:41 PM

Are we still connected?

10:01:22 PM

Are we still connected?

10:04:28 PM

Are we still connected?

10:05:20 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.

10:05:44 PM

Dushyant has ended this chat session

10:05:47 PM



Chat Transcript

Hello, I am your Acebuddy

10 Sep, 12:16:37 AM

Visitor Details

#81340 Gary Andrew

Email: gandrew116@aol.com 12533651617

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: WINTER HAVEN

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 43 Secs

Gary Andrew Hello, I am your Acebuddy

10 Sep, 12:16:38 AM

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

12:16:38 AM

Whom Would You Like to Connect With?

12:16:38 AM

Gary Andrew	Technical Support (QB & App Hosting)	12:16:47 AM
Acebuddy	Welcome to Ace Support.	12:16:47 AM
	Please chose an option :	12:16:47 AM
Gary Andrew	I'd like to raise a Request	12:16:57 AM
Acebuddy	Please select your request type.	12:16:57 AM
Gary Andrew	Application Update	12:17:07 AM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	12:17:07 AM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	12:17:07 AM
Gary Andrew	No	12:17:21 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	12:17:22 AM
	<i>Acebuddy has ended this chat session</i>	12:17:22 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Sep, 10:23:38 AM

#81111 rtatpati

Email: rtatpati@data-keeper.com ☎ 19886750573

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 32 Secs

City: MAHADEVAPURA

State: Karnataka

Country: INDIA

Chat Transcript

rtatpati	Hello, I am your Acebuddy	3 Sep, 10:23:39 AM
Acebuddy	Hello Rtatpati, I'm your Ace Buddy. I'll be happy to assist you!	10:23:41 AM
	Whom Would You Like to Connect With?	10:23:41 AM
rtatpati	Technical Support (QB & App Hosting)	10:23:46 AM
Acebuddy	Welcome to Ace Support.	10:23:46 AM
	Please chose an option :	10:23:46 AM
rtatpati	I'd like to report an Issue	10:24:00 AM
Acebuddy	Please select an option!	10:24:01 AM
rtatpati	QuickBooks Issue	10:24:06 AM
Acebuddy	What type of QuickBooks Issue are you facing?	10:24:06 AM
rtatpati	Other QB related issue	10:24:14 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:24:14 AM
rtatpati	Not able to extract reports in excel	10:24:35 AM
Acebuddy	Please wait while we connect you to a Support Representative	10:24:35 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:24:36 AM
	<i>Shubham Kataria accepted the chat transfer request.</i>	10:24:49 AM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	10:24:59 AM
rtatpati	Good morning shubham	10:25:10 AM
Shubham Kataria	Hi Rtatpati	10:25:24 AM
	Good morning	10:25:29 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:25:36 AM
rtatpati	we recently had a change in user name etc now when I am logging in to QB I am unable to extract reports in excel	10:25:42 AM
	User : - Jeff.Hotz_DK	10:26:07 AM
	Username :- jeff.h1@myrealdatal.net	10:26:20 AM
Shubham Kataria	Thank you for the information.	10:26:23 AM
	Please allow me a minute to check the same.	10:26:34 AM
rtatpati	I think you need to take access and set this right	10:26:45 AM
Shubham Kataria	Sure	10:27:30 AM

	May I take the remote access of your server?	10:27:33 AM
rtatpati	yes please	10:27:38 AM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	10:27:44 AM
rtatpati	yes done	10:27:50 AM
Shubham Kataria	In order to resolve this issue we need to take the session of your local computer.	10:29:27 AM
	May I take the remote access of your local computer?	10:29:31 AM
rtatpati	yes'	10:29:37 AM
Shubham Kataria	https://assist.acecloudhosting.com/join/3162818709	10:29:49 AM
	Kindly paste this link in the browser of local computer and join the session.	10:29:55 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.	10:31:38 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.	11:16:41 AM
	<i>Ended due to chat idle timeout</i>	11:16:41 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Sep, 11:50:52 PM

#81399 Lee Taylor

Email: leetay@gaitways.com 19702390209

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 17 Secs

City: TELLURIDE

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 22 Mins 34 Secs

Lee Taylor	Hello, I am your Acebuddy	10 Sep, 11:50:54 PM
Acebuddy	Hello Lee Taylor, I'm your Ace Buddy. I'll be happy to assist you!	11:50:54 PM
	Whom Would You Like to Connect With?	11:50:54 PM
Lee Taylor	Technical Support (QB & App Hosting)	11:53:29 PM
Acebuddy	Welcome to Ace Support.	11:53:29 PM
	Please chose an option :	11:53:29 PM
Lee Taylor	I'd like to report an Issue	11:53:37 PM
Acebuddy	Please select an option!	11:53:37 PM
Lee Taylor	Other Issue	11:54:12 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:54:12 PM
Lee Taylor	I need to have two logs deleted - here's the info:	11:58:21 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:58:22 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:58:22 PM
Lee Taylor	Here are instructions on how you can delete the logs for Synder connector and QBD: 1. Open Windows file explorer and navigate to C:\Users\User\Documents\Synder. (Location: C:\Users\User\Documents\Synder\logs\synder.log) 2. Delete all log files from the folder. If you can not find the file, you can use the search: QBD logs: Enable 'Hidden Items' in Windows Explorer Location: C:\ProgramData\Intuit\QuickBooks\qbsdklog.txt	11:58:27 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	11:59:00 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	11:59:04 PM
	Hello Lee	11:59:08 PM
Lee Taylor	Greetings.	11:59:47 PM
Shashwat Verma	Kindly allow me two minutes to check the same.	11:59:50 PM
Lee Taylor	This is NOT the TheraTogs server. This is about the Progressive GaitWays server.	11 Sep, 12:00:26 AM
Shashwat Verma	I will surely help you with this issue.	12:00:52 AM
	I have noted your request and just need an approval for the same on email from leetay@gaitways.com	12:01:19 AM
	Could you please send us the same request on support@acecloudhosting.com	12:01:52 AM
	Is that work for you?	12:04:07 AM
Lee Taylor	Sure.	12:04:20 AM
Shashwat Verma	Once we get the email, will proceed with further	12:05:08 AM
Lee Taylor	Sent. Again.	12:05:31 AM

Shashwat Verma	Let me check	12:05:48 AM
	Got it	12:06:26 AM
	Allow me 5 mins	12:06:32 AM
Lee Taylor	I'm closing QB and logging out now.	12:07:37 AM
Shashwat Verma	Okay	12:08:17 AM
	Done	12:10:28 AM
	We have made the required changes	12:10:36 AM
	Deleted both the files as requested	12:11:04 AM
	Is there anything else I may help you with ?	12:11:06 AM
Lee Taylor	After we troubleshoot our issue, I'll need to download the new logs. Can you put a link to the C:\ drive on my desktop?	12:12:17 AM
Shashwat Verma	Sure	12:12:26 AM
	Done	12:13:02 AM
	Anything else?	12:13:12 AM
Lee Taylor	Okay, thanks...	12:13:15 AM
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!	12:13:21 AM
Lee Taylor	All good. Have a good day.	12:13:22 AM
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:13:25 AM
	<i>Shashwat Verma has ended this chat session</i>	12:13:28 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Sep, 7:52:59 PM

#81775 Sasha Perry

Email: sasha@buffalofinances.com

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 17 Secs

City: PITTSBORO

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 11 Mins 2 Secs

Sasha Perry	Hello, I am your Acebuddy	22 Sep, 7:53:01 PM
Acebuddy	Hello Sasha Perry, I'm your Ace Buddy. I'll be happy to assist you!	7:53:01 PM
	Whom Would You Like to Connect With?	7:53:01 PM
Sasha Perry	Technical Support (QB & App Hosting)	7:53:08 PM
Acebuddy	Welcome to Ace Support.	7:53:08 PM
	Please chose an option :	7:53:08 PM
Sasha Perry	I'd like to report an Issue	7:53:20 PM
Acebuddy	Please select an option!	7:53:20 PM
Sasha Perry	Password Reset	7:53:24 PM
Acebuddy	Please select an option below	7:53:24 PM
Sasha Perry	Already Enrolled to Selfcare Portal	7:53:29 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	7:53:29 PM
	Do you need any further assistance on the topic?	7:53:29 PM
Sasha Perry	Yes	7:53:35 PM
Acebuddy	Please wait while we connect you to our Support Representative	7:53:35 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:53:35 PM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	7:54:00 PM
Sasha Perry	I am unsure of my information for the selfcare portal.	7:54:06 PM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	7:54:12 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:55:04 PM
Sasha Perry	i am unsure of either how can i access those	7:55:57 PM
Vikas Singh Chauhan	Let me check it.	7:56:20 PM
	Okay, so this is for account buffalo finances ?	7:57:40 PM
	Right ?	7:57:43 PM

Are we still connected here?	7:59:17 PM
Are we still connected here?	8:00:16 PM
Are we still connected here?	8:02:05 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.	8:03:04 PM
<i>Vikas Singh Chauhan has ended this chat session</i>	8:04:04 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 30 Sep, 11:35:18 PM

#82097 shari

Email: shari@jkservicesinc.com 18054079440

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 37 Secs

City: RENO

State: Nevada

Country: UNITED STATES

Chat Transcript Chat Duration : 14 Mins 29 Secs

shari	Hello, I am your Acebuddy	30 Sep, 11:35:18 PM
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!	11:35:19 PM
	Whom Would You Like to Connect With?	11:35:19 PM
shari	Technical Support (QB & App Hosting)	11:35:24 PM
Acebuddy	Welcome to Ace Support.	11:35:24 PM
	Please chose an option :	11:35:24 PM

shari	I'd like to report an Issue	11:35:34 PM
Acebuddy	Please select an option!	11:35:34 PM
shari	QuickBooks Issue	11:35:37 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:35:37 PM
shari	QuickBooks Login Issue	11:35:45 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	11:35:45 PM
	Was that helpful?	11:35:45 PM
shari	No	11:36:06 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	11:36:06 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:36:06 PM
	<i>Abhay Kumar Saraswat declined the transfer request.</i>	11:36:19 PM
	<i>Yash Kalra accepted the chat transfer request.</i>	11:36:21 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	11:36:28 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:36:31 PM
shari	on the JK Services enterprise server Beacon file is locked and won't load after trying to go into single user	11:37:03 PM
Yash Kalra	Kindly allow me two minutes to check the same.	11:37:27 PM
shari	I am logged in as Joel at the moment	11:37:38 PM
Yash Kalra	shari, thank you for staying connected. Please provide us path to the mentioned file.	11:39:37 PM
shari	D:\Client Data\Beacon Marine\BME 062025 Premier	11:40:46 PM
Yash Kalra	To help me assist you better, please answer the following questions: 1. Is this issue occurring for all the users or is it user specific? 2. When was the last time it was working as desired?	11:41:33 PM
shari	this tends to happen when going to single user mode	11:42:25 PM
Yash Kalra	May I take the remote access of your server?	11:43:18 PM
shari	yes	11:43:32 PM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	11:43:35 PM
shari	wrong file	11:45:48 PM
	need contractor	11:45:51 PM
Yash Kalra	Thank you for correcting us.	11:46:46 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till	11:46:52 PM

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.

shari ok we are set 11:49:07 PM

Yash Kalra Is there anything else I may help you with ? 11:49:27 PM

shari no 11:49:31 PM

Yash Kalra I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat. 11:49:37 PM

Thank you for choosing ACE cloud Hosting, you have a wonderful day. 11:49:43 PM

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

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

Thanks! 11:49:45 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/>)

Yash Kalra has ended this chat session 11:49:48 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

27 Sep, 12:51:01 AM

#81997 Thayne Emrich

Email: thayne@thayneemrichdesign.com 9784052538

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: LEOMINSTER

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 33 Mins 5 Secs

Thayne Emrich	Hello, I am your Acebuddy	27 Sep, 12:51:01 AM
Acebuddy	Hello Thayne Emrich, I'm your Ace Buddy. I'll be happy to assist you!	12:51:02 AM
	Whom Would You Like to Connect With?	12:51:02 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	1:24:07 AM
	<i>Ended due to chat idle timeout</i>	1:24:07 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Sep, 2:10:48 PM

#81619 Nandhini Priya Muthu Samy

Email: nmuthusamy@accountingresourcesinc.com

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins 35 Secs

City: NEDROW

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 Hour 21 Mins

Nandhini Priya Muthu Samy	Hello, I am your Acebuddy	17 Sep, 2:10:49 PM
Acebuddy	Hello Nandhini Priya Muthu Samy, I'm your Ace Buddy. I'll be happy to assist you!	2:10:50 PM
	Whom Would You Like to Connect With?	2:10:50 PM

Nandhini Priya Muthu Samy	Technical Support (QB & App Hosting)	2:11:05 PM
Acebuddy	Welcome to Ace Support.	2:11:05 PM
	Please chose an option :	2:11:05 PM
Nandhini Priya Muthu Samy	I'd like to report an Issue	2:11:12 PM
Acebuddy	Please select an option!	2:11:12 PM
Nandhini Priya Muthu Samy	QuickBooks Issue	2:11:18 PM
Acebuddy	What type of QuickBooks Issue are you facing?	2:11:18 PM
Nandhini Priya Muthu Samy	QuickBooks Login Issue	2:11:23 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	2:11:23 PM
	Was that helpful?	2:11:23 PM
Nandhini Priya Muthu Samy	No	2:11:38 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	2:11:38 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:11:38 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	2:11:51 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	2:12:15 PM
	<i>2:12:46 PM Nandhini Priya Muthu Samy is sharing a file with you image.png - (Size:10.28 KB)</i>	2:12:46 PM
	<i>Hi, Its shows an error as above when i try to login.</i>	
	I will be surely assisting you with this. Kindly help me with your server name and user name?	2:13:44 PM
Nandhini Priya Muthu Samy	Server Name: ARINC.myreldata.net	2:15:08 PM
	User Name: myreldata\Nandhini_ARINC	2:15:34 PM
Shubham Maurya	Please do let me know few of the following points:	
	>Is it happening with single QB file or every project file.	2:17:15 PM
	>Every user is facing this issue with this file or it's just for you.	
	>What was the last major change you have performed before getting this error message.	
	Thanks for the details please hold on let me check.	2:17:32 PM
Nandhini Priya Muthu Samy	Someone other than me has raised a similar issue. I haven't made any major changes .	2:18:52 PM
Shubham Maurya	Okay, thanks for the confirmation. please do let me check the file at your end.	2:20:39 PM
Nandhini Priya Muthu Samy	Ok	2:21:51 PM

Shubham Maurya	Nandhini, is it first time you are facing this error or it happened before as well?	2:23:39 PM
	Are we still connected here?	2:28:46 PM
	Are we still connected here?	2:31:22 PM
Nandhini Priya Muthu Samy	this is the first time i'm facing this issue	2:32:06 PM
	yes we still are	2:32:59 PM
Shubham Maurya	Thank you Nandhini, we do appreciate your patience with us while analyzing the issue.	2:34:02 PM
	May I take the remote access of your server?	2:34:11 PM
Nandhini Priya Muthu Samy	Sure	2:34:30 PM
Shubham Maurya	Prior providing the access, I would suggest you to close any important documents at your end.	2:37:13 PM
Nandhini Priya Muthu Samy	I have.	2:38:18 PM
Shubham Maurya	Are you logged into server?	2:38:22 PM
Nandhini Priya Muthu Samy	No	2:38:27 PM
Shubham Maurya	Please can you login so that we can take remote session?	2:39:00 PM
Nandhini Priya Muthu Samy	I'm logged in .	2:41:32 PM
Shubham Maurya	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	2:43:30 PM
	Please stay connected while I'm making few changes from backend.	2:43:49 PM
Nandhini Priya Muthu Samy	Ok	2:43:56 PM
Shubham Maurya	Thanks for the patience Nandhini, we are done with the changes.	2:54:03 PM
	Please do logout once from the server and login back then check the file. (Edited)	2:54:15 PM
	<i>2:57:17 PM Nandhini Priya Muthu Samy is sharing a file with you image.png - (Size:8.84 KB)</i>	2:57:17 PM
	<i>Still facing the same issue.</i>	
	<i>2:57:22 PM Nandhini Priya Muthu Samy is sharing a file with you 1_image.png - (Size:9.9 KB)</i>	2:57:22 PM
	Have you logged out from server once before try this step?	2:59:37 PM
Nandhini Priya Muthu Samy	Yes	2:59:59 PM
Shubham Maurya	Okay please hold on let me try to disconnect your RDP session from backendquser as I can see it's connected. (Edited)	3:01:47 PM
Nandhini Priya Muthu Samy	My Colleagues tried to login to their client QBD and they face the same issue.	3:05:17 PM
Shubham Maurya	This issue is already escalated and we discussed with escalation team and meeting has already been	

	setup with Chris, Once he approves one of the solutions everything will start working again.	3:06:51 PM
	Till then you would only be able to use either the enterprise or the premier version for now.	3:07:25 PM
	To assist you with launching of this file, may I please take remote session once again?	3:08:19 PM
Nandhini Priya Muthu Samy	Sure	3:09:39 PM
Shubham Maurya	#761119	3:09:59 PM
	This is reference ticket number which is with escalation team you can note this down to share with Chris.	
	Please accept the remote access prompt.	3:10:15 PM
	Please login back to server.	3:10:37 PM
Nandhini Priya Muthu Samy	I'm logged in now.	3:11:25 PM
Shubham Maurya	Could you please try to login now.	3:26:32 PM
Nandhini Priya Muthu Samy	I can login now. Thank you.	3:29:37 PM
Shubham Maurya	You are most welcome Nandhini !	3:30:27 PM
	How ever have are still waiting for Chris approval on this how he would like to fix this issue in future, so we will keep this ticket open for now.	3:31:12 PM
	Thanks for your patience with us while working on this.	3:31:26 PM
	Is there anything else I may help you with ?	3:31:29 PM
Nandhini Priya Muthu Samy	That's all for now.	3:31:42 PM
Shubham Maurya	Have a good one !	3:32:01 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	3:32:04 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:32:09 PM
	<i>Shubham Maurya has ended this chat session</i>	3:32:23 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Sep, 7:57:15 PM

#81980 Bonnie

Email: bonnie@acutaboveconsulting.com **Phone:** 18327381632

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min 35 Secs

City: SANTA FE

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 37 Mins 14 Secs

26 Sep, 7:57:15 PM	Bonnie	Hello, I am your Acebuddy
7:57:16 PM	Acebuddy	Hello Bonnie, I'm your Ace Buddy. I'll be happy to assist you!
7:57:16 PM		Whom Would You Like to Connect With?
7:57:25 PM	Bonnie	Technical Support (QB & App Hosting)
7:57:25 PM	Acebuddy	Welcome to Ace Support.
7:57:25 PM		Please chose an option :
7:57:32 PM	Bonnie	I'd like to report an Issue
7:57:32 PM	Acebuddy	Please select an option!
7:57:36 PM	Bonnie	Other Issue
7:57:36 PM	Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
7:59:50 PM	Bonnie	2023 and 2024 ProSeries opens up at the extreme right of the screen - either in single monitor or dual monitor - and can not be moved or closed due to a popup when opening that can not be answered, it is hidden past the usable screen.
7:59:51 PM	Acebuddy	Please wait while we connect you to a Support Representative
7:59:51 PM		<i>Acebuddy (bot) forwarded the chat request</i>
8:00:13 PM		<i>Shubham Maurya accepted the chat transfer request.</i>

Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	8:00:29 PM
Bonnie	Hello. Hope your work day is going well.	8:00:43 PM
Shubham Maurya	All going well Bonnie, I will be surely assisting you with this. Kindly help me with your server name and user name?	8:01:15 PM
Bonnie	Overmire.myrealdata.net	8:02:01 PM
	myrealdata\OCG_Bonnie	8:02:12 PM
Shubham Maurya	Thanks for sharing details, please hold on let me check.	8:03:13 PM
Bonnie	It is happening for at least 2 other users also.	8:03:33 PM
Shubham Maurya	Thanks for updating with this, from how long you are facing this issue and is there any major change before getting this issue?	8:06:14 PM
Bonnie	Started yesterday but the program did not ask a popup then, set up for x number of days between asking, and we were able to drag it over. No major changes.	8:08:37 PM
Shubham Maurya	May I take the remote access of your server?	8:10:58 PM
Bonnie	Yes	8:11:07 PM
Shubham Maurya	Prior providing the access, I would suggest you to close any important documents at your end.	8:11:46 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:11:50 PM
	Please show me the application issue.	8:12:07 PM
Bonnie	Ok	8:12:07 PM
Shubham Maurya	May I close the application?	8:12:54 PM
Bonnie	Yes	8:13:01 PM
Shubham Maurya	Which version was open earlier 2024?	8:17:52 PM
Bonnie	2023	8:18:00 PM
Shubham Maurya	It's asking for update can we proceed with update from backend?	8:19:16 PM
Bonnie	Sure	8:19:34 PM
Shubham Maurya	We might need to take local system remote access to check RDP file setting.	8:21:04 PM
	May I take the remote access of your local computer?	8:21:09 PM
Bonnie	Ok	8:21:13 PM
Shubham Maurya	Please click on title bar of the application and hit Alt + Space + M	8:23:36 PM
	Use arrow keys once the cursor changes.	8:24:48 PM
	This issue could be due to multiscreen settings, as multiple popups were detected, which may be preventing the app from displaying in full screen or staying centered. You can also try disconnecting the multiscreen setup to see if that resolves the issue.	8:29:46 PM

Bonnie	I do not currently have it in multiscreen. But, now I know how to fix it and it behaved on another user also. I will be able to fix 2024. Thank you.	8:30:58 PM
Shubham Maurya	That's great Bonnie, Good to see that you will be able to work back to normal without issues. In case if there's a different issue for other user please inform them to contact us back anytime. (Edited)	8:32:52 PM
	Thanks for your patience with us while working on it.	8:33:06 PM
	Is there anything else I may help you with ?	8:33:09 PM
Bonnie	No thank you. Have a great rest of your work day.	8:34:07 PM
Shubham Maurya	You too have a good one !	8:34:21 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	8:34:25 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:34:28 PM
	<i>Shubham Maurya has ended this chat session</i>	8:34:30 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Sep, 11:04:05 PM

#81131 Wendy L Ballou

Email: wballou@jmconstructionco.com ☎ 117742173233

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: DOUGLAS

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Duration : 42 Mins 31 Secs

Wendy L Ballou	Hello, I am your Acebuddy	3 Sep, 11:04:06 PM
Acebuddy	Hello Wendy L Ballou, I'm your Ace Buddy. I'll be happy to assist you!	11:04:07 PM
	Whom Would You Like to Connect With?	11:04:07 PM
Wendy L Ballou	Technical Support (QB & App Hosting)	11:04:22 PM
Acebuddy	Welcome to Ace Support.	11:04:22 PM
	Please chose an option :	11:04:22 PM
Wendy L Ballou	I'd like to raise a Request	11:04:30 PM
Acebuddy	Please select your request type.	11:04:30 PM
Wendy L Ballou	Other Request	11:04:47 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	11:04:47 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:04:47 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	11:46:38 PM
	<i>Ended due to chat idle timeout</i>	11:46:38 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

30 Sep, 10:22:07 PM

#82093 btessman

Email: btessman@exp-logistics.com ☎ +1

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 37 Secs

City: URBANDALE

State: Iowa

Country: UNITED STATES

Chat Duration : 49 Mins 12 Secs

Chat Transcript

btessman	Hello, I am your Acebuddy	30 Sep, 10:22:08 PM
Acebuddy	Hello Btessman, 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
btessman	Technical Support (QB & App Hosting)	10:22:15 PM
Acebuddy	Welcome to Ace Support.	10:22:15 PM
	Please chose an option :	10:22:15 PM
btessman	I'd like to report an Issue	10:22:21 PM
Acebuddy	Please select an option!	10:22:21 PM
btessman	Other Issue	10:22:29 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:22:29 PM
btessman	Needing to upgrade the resources our server has.	10:22:47 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:22:48 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:22:48 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	10:22:54 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	10:23:04 PM
btessman	Hello Abhay, thank you for the help. We are referencing case #768982	10:23:34 PM
Abhay Kumar Saraswat	Thank you for sharing the ticket number.	10:24:06 PM
	Kindly allow me two minutes to check the same.	10:24:10 PM
btessman	sure thing - i am also happy to give you a quick update with pertinent information to save some time and clarity.	10:24:32 PM
Abhay Kumar Saraswat	Sure.	10:25:53 PM
btessman	We use Aaatex middleware programs with our Quickbooks. One of these programs, called QBARMG, has worked fine for the length of our time with Ace, and in the past two weeks when we open the program, it instantly crashes quickbooks. Everyone at Ace has been great helping us troubleshoot.	10:26:02 PM
Abhay Kumar Saraswat	Okay.	10:26:23 PM

btessman	The consensus right now is the company data file is corrupt even though we have done a consolidation, rebuilt the file, worked with Intuit support multiple times	10:26:36 PM
	The file checks out as no issues when we run the various tools in the QB tool hub	10:26:59 PM
	The problem I am running into is, they determine the file is corrupt but cannot tell me what is causing the crash. It seems like it is not yet proven what is causing the crash. The crash report says the ND file related to our company file is having a problem, and today Intuit support said "when that happens, we rename the ND file to 'old' and relaunch quickbooks to generate a fresh file. This did not help matters either.	10:28:47 PM
	They said the ND malfunctioning is related to the quickbooks program resources getting overloaded. I asked, "Could this be hardware related then?" and he said he was referring specifically to quickbooks program having the issue, not with system resources.	10:30:13 PM
Abhay Kumar Saraswat	Thank you for the information.	10:30:30 PM
btessman	So ultimately they say it is still advised to send the company file into the intuit data recovery team.	10:30:48 PM
Abhay Kumar Saraswat	Please allow me 4-5 minutes to check this ticket and get more information who was handling this case.	10:31:00 PM
btessman	yes sir, take your time	10:31:10 PM
Abhay Kumar Saraswat	Thank you.	10:31:22 PM
	Please stay with me.	10:31:27 PM
btessman	The reason I am reaching out right now is since the ND file reporting the issue, I know Ace has recommended we bump up RAM 8GB since the server is topping out at >90% CPU usage.	10:31:52 PM
	I do not know if that is playing into this issue as well but it is the only thing I haven't been able to cross off the list.	10:32:10 PM
	our CFO is Chad Baker - he is on vacation until Friday this week. I won't be able to approve the additional 8GB RAM without him returning, but wondering if we can simply test it - apply 8GB additional RAM, test to see if it resolves the crashing error as stated above, and then regardless of the outcome, we can remove the 8GB RAM again.	10:33:20 PM
	I am anticipating this will not help but cannot predict that without trying it.	10:33:44 PM
Abhay Kumar Saraswat	Thank you for your patience.	10:34:44 PM
	Sure.	10:34:57 PM
	For the testing purpose, I'm adding 8 GB additional RAM on your server.	10:35:32 PM
	Allow me few minutes to do the same.	10:35:59 PM
btessman	Amazing - thank you	10:36:08 PM
Abhay Kumar Saraswat	I apologize for any delay. Thank you for your patience.	10:45:08 PM
	We have added 8 GB additional RAM on your server for the testing purpose.	10:45:40 PM
	Apart from this, may I ask if Intuit support has suggested anything where we could assist you?	10:46:52 PM
btessman	hang on one moment please! thank you	10:49:34 PM

	working with our finance manager on reviewing everything	10:49:41 PM
	I'm still here	10:49:43 PM
Abhay Kumar Saraswat	Sure, please take your time.	10:50:13 PM
btessman	ok i am back with you	10:59:11 PM
Abhay Kumar Saraswat	Great.	11:00:47 PM
btessman	Intuit/QB support, ultimately they just said to send in the company data file to data recovery services as it appears to be corrupt - even though it checks out fine - even though we can use it without using the QBARMG middleware program. It does not seem to add up definitively.	11:00:51 PM
	I did test with the additional 8GB and it did not help the situation. You are welcome to please take that 8GB back off our account. Thank you very much for allowing me to test.	11:01:20 PM
Abhay Kumar Saraswat	Sure, removing it now. And I apologize for the trouble you've experienced.	11:02:09 PM
	Kindly allow me 2-3 more minutes.	11:02:26 PM
btessman	Thank you	11:02:56 PM
Abhay Kumar Saraswat	Thank you for your patience.	11:05:19 PM
	I just checked the server and found that multiple users are currently logged in. Since removing the RAM requires shutting down the server, we can't proceed right now. No worries, we'll take care of it tonight after your working hours.	11:06:57 PM
btessman	OK, thank you for being mindful of this. Do you want me to send a reminder?	11:07:17 PM
Abhay Kumar Saraswat	For RAM removal?	11:07:28 PM
btessman	yes	11:07:34 PM
Abhay Kumar Saraswat	No.	11:08:24 PM
	I've noted, I'll make sure to remove it.	11:08:31 PM
	Is there anything else I may help you with ?	11:08:51 PM
btessman	Not at this time. Thank you very much Abhay	11:10:34 PM
Abhay Kumar Saraswat	My pleasure to assist you.	11:11:08 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	11:11:12 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	11:11:15 PM

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

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

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

11:11:17 PM

bteSSman I will. Thank you

11:11:18 PM

Abhay Kumar Saraswat has ended this chat session

11:11:20 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Sep, 4:19:29 AM

#81361 Victor Iannuzzi

Email: vj@florastuart.com 12707829090

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: BOWLING GREEN

State: Kentucky

Country: UNITED STATES

Chat Transcript

Chat Duration : 15 Mins 5 Secs

Victor Iannuzzi Hello, I am your Acebuddy 10 Sep, 4:19:31 AM

Acebuddy Hello Victor Iannuzzi, I'm your Ace Buddy. I'll be happy to assist you! 4:19:31 AM

Whom Would You Like to Connect With? 4:19:31 AM

Victor Iannuzzi Technical Support (QB & App Hosting) 4:19:38 AM

Acebuddy Welcome to Ace Support. 4:19:38 AM

Please chose an option : 4:19:38 AM

Victor Iannuzzi I'd like to report an Issue 4:19:49 AM

Acebuddy	Please select an option!	4:19:49 AM
Victor Iannuzzi	QuickBooks Issue	4:19:55 AM
Acebuddy	What type of QuickBooks Issue are you facing?	4:19:55 AM
Victor Iannuzzi	QuickBooks Update	4:20:02 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.	4:20:02 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.	4:20:02 AM
	Do you need any further assistance on the topic?	4:20:02 AM
Victor Iannuzzi	No	4:34:36 AM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	4:34:36 AM
	<i>Acebuddy has ended this chat session</i>	4:34:36 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Sep, 7:45:24 PM

#81326 steven.nguyen

Email: steven.nguyen@covenanteyes.com ☎ 5717650652

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 13 Secs

City: ARLINGTON

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 12 Mins 17 Secs

steven.nguyen	Hello, I am your Acebuddy	9 Sep, 7:45:24 PM
Acebuddy	Hello Steven.nguyen, I'm your Ace Buddy. I'll be happy to assist you!	7:45:25 PM
	Whom Would You Like to Connect With?	7:45:25 PM
steven.nguyen	Technical Support (QB & App Hosting)	7:45:43 PM
Acebuddy	Welcome to Ace Support.	7:45:43 PM
	Please chose an option :	7:45:43 PM
steven.nguyen	I'd like to raise a Request	7:45:49 PM
Acebuddy	Please select your request type.	7:45:49 PM
steven.nguyen	Restart	7:45:53 PM
Acebuddy	Hello Steven.nguyen, I'm your Ace Buddy. I'll be happy to assist you!	7:45:53 PM
	Whom Would You Like to Connect With?	7:45:53 PM
steven.nguyen	Technical Support (QB & App Hosting)	7:46:32 PM
Acebuddy	Welcome to Ace Support.	7:46:32 PM
	Please chose an option :	7:46:32 PM
steven.nguyen	I'd like to report an Issue	7:46:49 PM
Acebuddy	Please select an option!	7:46:49 PM
steven.nguyen	Other Issue	7:46:52 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:46:52 PM
steven.nguyen	I want to know if it's possible to install OpenSSH on our cloud server	7:47:08 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:47:09 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:47:09 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	7:47:40 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	7:47:45 PM
steven.nguyen	OpenSSH Server to be exact	7:48:02 PM
Sanyam Madan	Hello Steven , how are you doing	7:48:02 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:48:13 PM
steven.nguyen	covenanteyes.myrealdata.net	7:48:24 PM
	username: steven.nguyen	7:48:27 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	7:48:58 PM
	Steven, you want to know if we can install open SSH software on the server, right?	7:50:45 PM
	Are we still connected here?	7:53:16 PM

Are we still connected here? 7:55:08 PM

Are we still connected here? 7:57:08 PM

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required. 7:57:29 PM

Thank you for choosing ACE cloud Hosting, you have a wonderful day. 7:57:39 PM

Sanyam Madan has ended this chat session 7:57:42 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details 24 Sep, 10:48:52 PM

#81910 connie

Email: connie@comptonmarineservice.net 15176172885

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 19 Secs

City: COLDWATER

State: Michigan

Country: UNITED STATES

Chat Transcript Chat Duration : 31 Mins 15 Secs

connie	Hello, I am your Acebuddy	24 Sep, 10:48:53 PM
Acebuddy	Hello Connie Petrig-compton, I'm your Ace Buddy. I'll be happy to assist you!	10:48:54 PM
	Whom Would You Like to Connect With?	10:48:54 PM
connie	Technical Support (QB & App Hosting)	10:49:00 PM
Acebuddy	Welcome to Ace Support.	10:49:00 PM
	Please chose an option :	10:49:00 PM

connie	I'd like to report an Issue	10:49:06 PM
Acebuddy	Please select an option!	10:49:06 PM
connie	Other Issue	10:49:10 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:49:10 PM
connie	I can't connect to my server even though my internet is working just fine.	10:49:37 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:49:37 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:49:37 PM
	<i>10:49:46 PM connie is sharing a file with you <u>1_image.png</u> - (Size:92.32 KB)</i>	10:49:46 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	10:50:08 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	10:50:15 PM
connie	It seems to be working now....	10:50:16 PM
Abhay Kumar Saraswat	Okay.	10:50:31 PM
connie	is it possible that my specific server is set to "restart" at a set time of day.	10:50:33 PM
Abhay Kumar Saraswat	But is there any network related issue at your end?	10:50:45 PM
connie	No, my internet hasn't been down at all over the past several days	10:51:11 PM
	The server kicks me off and then I get the above message when I try to login again. It takes around 20 minutes for me to be able to login again	10:52:04 PM
Abhay Kumar Saraswat	I would like to inform you that we have a scheduled server reboot in place for all servers every night at 2:00 AM (Pacific Standard Time) .	10:52:09 PM
	I deeply apologize for the inconvenience caused to you.	10:52:26 PM
	If you allow me 2-3 minutes, I would like to check the setting from backend.	10:53:09 PM
connie	that would be great	10:53:22 PM
Abhay Kumar Saraswat	Great.	10:53:45 PM
	Is this for account: *Compton Marine Sales & Service LLC*?	10:53:54 PM
connie	yes	10:54:03 PM
Abhay Kumar Saraswat	Thanks for the confirmation !	10:54:18 PM
	Kindly allow me two minutes to check some setting on server.	10:54:38 PM
	Thank you for your patience.	10:57:05 PM
	I've reviewed the server timeout settings and made some adjustments.	10:57:54 PM
	I need to restart the server to save those settings.	10:58:17 PM

connie	OK	10:58:27 PM
Abhay Kumar Saraswat	I kindly request you to save any open files to prevent any data loss.	10:59:04 PM
connie	done	10:59:12 PM
Abhay Kumar Saraswat	Thanks for the confirmation and now I'm restarting the server.	10:59:33 PM
	Kindly allow me two-three minutes.	10:59:57 PM
	Meanwhile, may I take the remote access of your local computer?	11:01:20 PM
connie	I guess	11:01:30 PM
Abhay Kumar Saraswat	To check few more things.	11:01:34 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	11:01:48 PM
connie	already done	11:01:57 PM
Abhay Kumar Saraswat	https://assist.acecloudhosting.com/join/4192601604	11:01:59 PM
	Kindly paste this link in the browser of local computer and join the session.	11:02:03 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:03:03 PM
	Thank you for your patience.	11:15:40 PM
	As you confirmed that your issue has been resolved.	11:16:00 PM
	Is there anything else I may help you with ?	11:16:03 PM
	Are we still connected here?	11:17:49 PM
	Are we still connected here?	11:18:19 PM
	Are we still connected here?	11:19:11 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	11:20:04 PM
	<i>Abhay Kumar Saraswat has ended this chat session</i>	11:20:09 PM



Chat Transcript

Hello, I am your Acebuddy

30 Sep, 4:12:31 PM

Visitor Details

#82067 joe pavone

Email: joe@rvirtualcfo.com ☎ 17043971586

Department: Support(QB & App Hosting)

Operator: Vikrant Arya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 47 Secs

City: CLOVER

State: South Carolina

Country: UNITED STATES

Chat Duration : 25 Mins 1 Sec

Chat Transcript

joe pavone	Hello, I am your Acebuddy	30 Sep, 4:12:31 PM
Acebuddy	Hello Joe Pavone, I'm your Ace Buddy. I'll be happy to assist you!	4:12:32 PM
	Whom Would You Like to Connect With?	4:12:32 PM
joe pavone	Technical Support (QB & App Hosting)	4:13:49 PM
Acebuddy	Welcome to Ace Support.	4:13:49 PM
	Please chose an option :	4:13:49 PM
joe pavone	I'd like to raise a Request	4:13:54 PM
Acebuddy	Please select your request type.	4:13:54 PM
joe pavone	Setup Ace Server	4:13:58 PM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	4:13:58 PM
joe pavone	Microsoft Windows	4:14:02 PM
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC	4:14:02 PM
	Do you need any further assistance on the topic?	4:14:02 PM
joe pavone	Yes	4:14:12 PM
Acebuddy	Please wait while we connect you to our Support Representative	4:14:12 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:14:12 PM
	<i>Vikrant Arya accepted the chat transfer request.</i>	4:15:27 PM
Vikrant Arya	Thank you for contacting Ace Cloud Hosting. My name is Vikrant Arya. I will be assisting you today.	4:15:42 PM
joe pavone	hello i just need to set up my new computer with the cloud hosting login	4:16:06 PM

	im trying to copy my data from the old log in just having trouble	4:16:16 PM
Vikrant Arya	I will be happy to help you out with your issue, Joe. Please help me with your company's name and let me know you have any existing ticket going on?	4:17:14 PM
joe pavone	rvirtualtax llc	4:17:23 PM
	rvirtualtax.myrealdata.net	4:17:31 PM
	RV_Joe@myrealdata.net	4:17:39 PM
Vikrant Arya	Thank you for the information and allow 2 minutes to check the same.	4:18:54 PM
	Joe, please allow me to assist you in setting up your RDP on your new computer.	4:21:07 PM
joe pavone	thank you	4:21:15 PM
Vikrant Arya	We will need to get you logged in to Myportal.acecloudbhosting.com	4:21:49 PM
	Please click on this link to grant me access to your computer. https://join.zoho.in/9312340832	4:22:50 PM
	<i>The visitor's name was changed from Joe Pavone to Joseph Pavone.</i>	4:23:15 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	4:23:29 PM
	Kindly Click on the link and open the downloaded file.	4:24:25 PM
joe pavone	old password i used for ace connect?	4:27:10 PM
	ty!@!!	4:32:36 PM
Vikrant Arya	Is there anything else I may help you with ?	4:32:38 PM
	Is there anything else I may help you with ?	4:33:38 PM
	Are we still connected here?	4:34:43 PM
	Are we still connected here?	4:35:46 PM
	Are we still connected here?	4:36:16 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.	4:37:09 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	4:37:19 PM
	<i>Vikrant Arya has ended this chat session</i>	4:37:33 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Sep, 8:39:06 PM

#81426 Diane Rook

Email: diane.rook@feinmetall.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: 27 Secs

City: FORNEY

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 10 Mins 16 Secs

Diane Rook	Hello, I am your Acebuddy	11 Sep, 8:39:07 PM
Acebuddy	Hello Diane.rook, I'm your Ace Buddy. I'll be happy to assist you!	8:39:08 PM
	Whom Would You Like to Connect With?	8:39:08 PM
Diane Rook	Technical Support (QB & App Hosting)	8:39:14 PM
Acebuddy	Welcome to Ace Support.	8:39:14 PM
	Please chose an option :	8:39:14 PM
Diane Rook	I'd like to report an Issue	8:39:23 PM
Acebuddy	Please select an option!	8:39:23 PM
Diane Rook	QuickBooks Issue	8:39:28 PM
Acebuddy	What type of QuickBooks Issue are you facing?	8:39:28 PM
Diane Rook	Other QB related issue	8:39:36 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	8:39:36 PM
Diane Rook	The pay now by crdit card link keep disappearing from my invoice via email	8:40:07 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:40:08 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:40:08 PM
	<i>Shashwat Verma accepted the chat transfer request.</i>	8:40:53 PM
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.	8:41:04 PM
	Hello Diane	8:41:10 PM

Diane Rook	Hello	8:41:22 PM
Shashwat Verma	Kindly allow me two minutes to check the same.	8:42:43 PM
	I will surely help you with this issue.	8:42:46 PM
Diane Rook	thank you	8:42:59 PM
Shashwat Verma	Diane, we have checked this issue and found that we need to repair the Qb from backend for the same	8:44:25 PM
	But it require all other users on the server to logoff from the same	8:44:46 PM
	Might take sometime	8:44:54 PM
Diane Rook	ok, let me check with my other users.	8:45:20 PM
Shashwat Verma	Okay	8:45:27 PM
Diane Rook	how long will it take please?	8:45:30 PM
Shashwat Verma	Approx 15-20 mins	8:45:39 PM
	Or we can do it in off hours for you	8:45:50 PM
Diane Rook	can you see if it is only user Kim Zaharias inside QB now?	8:45:53 PM
Shashwat Verma	Let me check	8:46:20 PM
	Yes kim is using the same	8:47:48 PM
Diane Rook	ok	8:48:00 PM
	I am asking her now to log out	8:48:09 PM
Shashwat Verma	We can also prompt him to logoff	8:48:20 PM
Diane Rook	ok	8:48:26 PM
Shashwat Verma	Let me do the same from backend and once done will let you know on email	8:48:44 PM
	Is that work for you?	8:48:47 PM
Diane Rook	yes	8:48:56 PM
Shashwat Verma	Is there anything else I may help you with ?	8:49:01 PM
Diane Rook	no thank you	8:49:08 PM
Shashwat Verma	We'll get back to you on email	8:49:16 PM
	It would be great if you could share your feedback after this chat ends. Thanks in advance!	8:49:19 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:49:21 PM
<i>Shashwat Verma has ended this chat session</i>		8:49:23 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

10 Sep, 1:43:03 AM

#81347 grace.lee

Email: grace.lee@myrealdata.net

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 21 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 48 Secs

grace.lee	Hello, I am your Acebuddy	10 Sep, 1:43:04 AM
Acebuddy	Hello Grace.lee, I'm your Ace Buddy. I'll be happy to assist you!	1:43:05 AM
	Whom Would You Like to Connect With?	1:43:05 AM
grace.lee	Technical Support (QB & App Hosting)	1:43:10 AM
Acebuddy	Welcome to Ace Support.	1:43:10 AM
	Please chose an option :	1:43:10 AM
grace.lee	I'd like to report an Issue	1:43:20 AM
Acebuddy	Please select an option!	1:43:21 AM
grace.lee	QuickBooks Issue	1:43:25 AM
Acebuddy	What type of QuickBooks Issue are you facing?	1:43:25 AM
grace.lee	QuickBooks is Frozen	1:43:32 AM
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	1:43:32 AM
	Was that helpful?	1:43:32 AM
grace.lee	No	1:43:47 AM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	1:43:47 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	1:43:47 AM
grace.lee	I'm having trouble opening QuickBooks. How can I fix this?	1:43:49 AM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	1:43:52 AM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	1:44:00 AM
	I deeply apologize for the inconvenience caused to you.	1:44:20 AM
	Is this for account: Bongryong Kim CPA ?	1:45:00 AM
grace.lee	Yes	1:45:32 AM
Abhay Kumar Saraswat	Thanks for the confirmation !	1:45:40 AM
	Since when have you been experiencing this issue, and is it affecting only you or multiple users?	1:47:11 AM
grace.lee	QuickBooks hasn't been opening for about 30 minutes	1:47:38 AM
	It's only happening on my side	1:48:20 AM
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.	1:48:33 AM
grace.lee	no problem	1:49:03 AM
Abhay Kumar Saraswat	And I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.	1:49:12 AM
grace.lee	Some of the other employees have also reported the same issue. Whenever we try to input anything, there's a buffering or delay of around 2 minutes.	1:49:51 AM
Abhay Kumar Saraswat	Okay.	1:50:10 AM
	Could you please try to open the QuickBooks again?	1:50:25 AM
	I've made some changes from the backend.	1:50:34 AM
grace.lee	It still won't open.	1:52:11 AM
Abhay Kumar Saraswat	Okay.	1:52:22 AM
	May I take the remote access of your local computer?	1:52:26 AM
grace.lee	sure	1:52:33 AM
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.	1:52:42 AM
	https://assist.acecloudhosting.com/join/8662767228	1:53:04 AM
	Kindly paste this link in the browser of local computer and join the session.	1:53:07 AM
grace.lee	i did.	1:54:08 AM
Abhay Kumar Saraswat	Once the setup file has finished downloading, please launch it and we will get connected.	1:55:13 AM
	Please check your downloads.	1:55:36 AM

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.

1:56:06 AM

Thank you for your patience.

2:08:12 AM

As you confirmed over the remote session that the issue has been resolved, we are proceeding to close this chat.

2:08:50 AM

Is there anything else I may help you with ?

2:08:54 AM

grace.lee No more problems now. Thank you

2:09:20 AM

Abhay Kumar Saraswat You're welcome.

2:09:32 AM

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

2:09:39 AM

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

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

Thanks!

2:09:45 AM

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

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

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

2:09:48 AM

Abhay Kumar Saraswat has ended this chat session

2:09:53 AM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Sep, 9:18:19 PM

#82039 Mandy Mulholland

Email: mandy@aghstore.com +27763189058

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Microsoft Edge

Device: Desktop

City: ELIM

State: Western Cape

Country: SOUTH AFRICA

Chat Transcript

Chat Duration : 11 Mins 42 Secs

Mandy Mulholland	Hello, I am your Acebuddy	29 Sep, 9:18:20 PM
Acebuddy	Hello Mandy Mulholland, I'm your Ace Buddy. I'll be happy to assist you!	9:18:21 PM
	Whom Would You Like to Connect With?	9:18:21 PM
Mandy Mulholland	Technical Support (QB & App Hosting)	9:20:56 PM
Acebuddy	Welcome to Ace Support.	9:20:56 PM
	Please chose an option :	9:20:56 PM
Mandy Mulholland	I'd like to raise a Request	9:21:07 PM
Acebuddy	Please select your request type.	9:21:07 PM
Mandy Mulholland	Other Request	9:21:24 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	9:21:24 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	9:21:24 PM
Mandy Mulholland	No, That'll be all!	9:30:02 PM
Acebuddy	Thank you for contacting Ace Support, Have a nice day!	9:30:02 PM
	<i>Acebuddy has ended this chat session</i>	9:30:02 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Sep, 6:08:24 PM

#81626 btessman

Email: btessman@exp-logistics.com ☎ +1

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 50 Secs

City: URBANDALE

State: Iowa

Country: UNITED STATES

Chat Transcript

Chat Duration : 45 Mins 12 Secs

btessman	Hello, I am your Acebuddy	17 Sep, 6:08:25 PM
Acebuddy	Hello Ben Tessman, I'm your Ace Buddy. I'll be happy to assist you!	6:08:26 PM
	Whom Would You Like to Connect With?	6:08:26 PM
btessman	Technical Support (QB & App Hosting)	6:08:34 PM
Acebuddy	Welcome to Ace Support.	6:08:34 PM
	Please chose an option :	6:08:34 PM
btessman	I'd like to report an Issue	6:08:42 PM
Acebuddy	Please select an option!	6:08:42 PM
btessman	QuickBooks Issue	6:08:47 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:08:47 PM
btessman	Other QB related issue	6:08:58 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:08:58 PM
btessman	Getting error code 30674 10300. Need help trouble shooting.	6:09:25 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:09:26 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:09:26 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	6:10:06 PM
btessman	I am here with Casey. We are trying to trouble shoot the above issue and want to make sure all of our users are logged off of QuickBooks. Can you please help?	6:10:37 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	6:11:05 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	6:11:11 PM
btessman	elogisticsinc.myreldata.net	6:11:45 PM
	EL_Casey	6:12:45 PM
Shubham Maurya	Thanks for the details Ben, Let me transfer you to a specialist who can better address your concern.	6:12:55 PM

btessman	Thanks!	6:13:02 PM
	<i>Shubham Maurya is transferring the chat to Manish Singh.</i>	6:13:24 PM
	<i>Manish Singh accepted the chat transfer request.</i>	6:14:07 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	6:14:11 PM
btessman	Thanks in advance!	6:14:32 PM
Manish Singh	I will surely help you with this issue.	6:14:56 PM
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	6:15:03 PM
btessman	Yes, this is the first time. No one else is in office yet, so we are not able to confirm that yet.	6:15:37 PM
	I expect it would me affecting everyone.	6:16:02 PM
Manish Singh	Alright!	6:16:56 PM
	May I take the remote access of your local computer?	6:17:03 PM
btessman	Yes please!	6:17:13 PM
Manish Singh	https://assist.acecloudhosting.com/join/9832718040	6:18:36 PM
	Kindly paste this link in the browser of local computer and join the session.	6:18:42 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	6:18:45 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	6:19:46 PM
	We need clean install the application regarding the QuickBooks unrecoverable error.	6:50:46 PM
	It will take around 20-25 minutes.	6:51:15 PM
	Kindly log out all users from the server.	6:51:27 PM
btessman	Sounds good to me. Please proceed.	6:51:27 PM
	We should be good to go. If anyone shows logged in please kick them off.	6:51:46 PM
Manish Singh	Alright, Once the installation is done, we will notify you over the email.	6:52:12 PM
	Is there anything else I may help you with ?	6:52:16 PM
btessman	Confirming you will email btessman@exp-logistics.com?	6:52:48 PM
Manish Singh	Yes	6:53:01 PM
btessman	Thanks so much!	6:53:10 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:53:26 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am	

working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.
Thanks!

6:53:34 PM

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

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

Manish Singh has ended this chat session

6:53:38 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Sep, 7:40:29 PM

#81945 Sandy Hawkins

Email: sandy@aeroconcrete.net ☎ 5633496017

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 57 Secs

City: ST PAUL

State: Minnesota

Country: UNITED STATES

Chat Transcript

Chat Duration : 43 Mins 57 Secs

Sandy Hawkins	Hello, I am your Acebuddy	25 Sep, 7:40:30 PM
Acebuddy	Hello Sandy Hawkins, I'm your Ace Buddy. I'll be happy to assist you!	7:40:31 PM
	Whom Would You Like to Connect With?	7:40:31 PM
Sandy Hawkins	Technical Support (QB & App Hosting)	7:40:36 PM
Acebuddy	Welcome to Ace Support.	7:40:36 PM
	Please chose an option :	7:40:36 PM

Sandy Hawkins	I'd like to report an Issue	7:40:41 PM
Acebuddy	Please select an option!	7:40:41 PM
Sandy Hawkins	QuickBooks Issue	7:40:45 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:40:45 PM
Sandy Hawkins	QuickBooks Login Issue	7:40:54 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	7:40:54 PM
	Was that helpful?	7:40:54 PM
Sandy Hawkins	No	7:41:00 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	7:41:00 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:41:00 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:42:48 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:42:51 PM
Sandy Hawkins	I Cant get quickbooks to load	7:43:42 PM
Manish Singh	Kindly let me transfer this chat to another agent	7:44:44 PM
	<i>Manish Singh is transferring the chat to Shubham Maurya.</i>	7:44:58 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	7:45:04 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	7:45:25 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	7:45:47 PM
Sandy Hawkins	QBNXTENT SandyH.ent	7:47:03 PM
Shubham Maurya	Thanks for the information Sandy, please do let me know how many users are facing this issue and from how long you are facing this issue so that we can check for root cause of it.	7:48:43 PM
Sandy Hawkins	2 of us are having issues and for about the last 45 mins	7:49:27 PM
Shubham Maurya	Okay, I can see that you are not logged in to server? please confirm once you are logged in so that I can check for Quickbooks services from backend, whether they are working for you or not.	7:51:15 PM
	Also is there any error message on screen while trying to launch Quickbooks?	7:51:44 PM
Sandy Hawkins	I am logged in and no error message it just wont load quickbooks	7:52:56 PM
Shubham Maurya	Okay, please hold on let me refresh user list once done will let you know.	7:55:27 PM
	Thanks for the patience Sandy, please try to use quickbooks now and let me know if it works.	7:57:18 PM
Sandy Hawkins	still not loading	7:59:01 PM
Shubham Maurya	Okay please let me check at your end.	7:59:42 PM
	May I take the remote access of your server?	7:59:45 PM
Sandy Hawkins		8:00:45 PM

	yes	
Shubham Maurya	Prior providing the access, I would suggest you to close any important documents at your end.	8:01:32 PM
Sandy Hawkins	ok	8:01:46 PM
Shubham Maurya	Please accept the remote access request at your end.	8:01:58 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	8:02:17 PM
	Please stay connected here we are logging off your session from server, once done will let you know to reconnect. Please save any pending work.	8:09:54 PM
	Shall we proceed?	8:12:07 PM
	Are we still connected here?	8:15:39 PM
Sandy Hawkins	yes	8:18:18 PM
Shubham Maurya	Are we still connected here?	8:18:20 PM
Sandy Hawkins	yes	8:18:34 PM
Shubham Maurya	Okay, please hold on server is rebooting please try to login back to your profile now and let me take remote access if still it's not launching Quickbooks.	8:19:44 PM
	Okay it's done please login now.	8:21:02 PM
Sandy Hawkins	its working	8:22:21 PM
	thank you	8:22:25 PM
Shubham Maurya	You are most welcome ! Few of the quickbooks services were not responding so to overcome this we have restarted them.	8:23:36 PM
	Please do multiple attempt to confirm the application working.	8:23:45 PM
	Is there anything else I may help you with ?	8:23:53 PM
Sandy Hawkins	no thank you	8:24:03 PM
Shubham Maurya	Thanks for the confirmation Sandy !	8:24:18 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	8:24:21 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/)	
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	8:24:25 PM
	<i>Shubham Maurya has ended this chat session</i>	8:24:28 PM



Chat Transcript

Hello, I am your Acebuddy

2 Sep, 5:46:27 PM

Visitor Details

#81063 smcbride

Email: smcbride@packhill.com 14127163955

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 26 Secs

City: VENETIA

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Duration : 26 Mins 35 Secs

smcbride	Hello, I am your Acebuddy	2 Sep, 5:46:28 PM
Acebuddy	Hello Smcbride, I'm your Ace Buddy. I'll be happy to assist you!	5:46:29 PM
	Whom Would You Like to Connect With?	5:46:29 PM
smcbride	Technical Support (QB & App Hosting)	5:46:34 PM
Acebuddy	Welcome to Ace Support.	5:46:34 PM
	Please chose an option :	5:46:34 PM
smcbride	I'd like to report an Issue	5:46:40 PM
Acebuddy	Please select an option!	5:46:40 PM
smcbride	Other Issue	5:46:51 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:46:51 PM
smcbride	Computer is frozen. Won't connect to Ace	5:47:07 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:47:08 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	5:47:08 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	5:47:23 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	5:47:28 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	5:47:41 PM
smcbride	Client ID: CID75335	5:48:29 PM
	SeanMcBride	5:48:35 PM
Shubham Maurya	Thank you for the information, please can you confirm me few more details to figure out the exact issue which you are facing right now? Like is there any error message or any screen shot to check for the issue?	5:50:49 PM
smcbride	Ace won't connect.	5:51:04 PM
	Restart computer please	5:51:54 PM
Shubham Maurya	Sure, Please do let me check for the server status and is this issue with a single user or others are also facing this issue?	5:53:44 PM
smcbride	Single user	5:55:02 PM
	If you force close Quickbooks, it should be ok.	5:55:45 PM
Shubham Maurya	Alright, once done from backend we will let you know please hold on.	5:56:56 PM
	Thank you for the patience, we have performed few backend changes please try to login now and check QB application.	6:02:13 PM
smcbride	I'm in. Thank you.	6:04:16 PM
Shubham Maurya	You are most welcome !	6:04:33 PM
	Is there anything else I may help you with ?	6:04:36 PM
	Are we still connected here?	6:10:51 PM
	Are we still connected here?	6:11:52 PM
	Are we still connected here?	6:12:20 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	6:13:01 PM
	<i>Shubham Maurya has ended this chat session</i>	6:13:04 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Sep, 10:14:21 PM

#81598 Larry Wood

Email: larrywoodcpa@mac.com ☎ 16616095684

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 17 Secs

City: RIVERSIDE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 51 Mins 31 Secs

Larry Wood	Hello, I am your Acebuddy	16 Sep, 10:14:22 PM
Acebuddy	Hello Larry Wood, I'm your Ace Buddy. I'll be happy to assist you!	10:14:23 PM
	Whom Would You Like to Connect With?	10:14:23 PM
Larry Wood	Managed Security	10:14:34 PM
Acebuddy	Please wait while we connect you to an available Representative.	10:14:34 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:14:34 PM
	<i>Shubham accepted the chat transfer request.</i>	10:15:40 PM
	<i>Shubham is transferring the chat to Support(QB & App Hosting).</i>	10:16:11 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	10:16:17 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeeet Kumar Suman. I will be assisting you today.	10:16:21 PM
	Hello Larry	10:16:25 PM
	How are you doing?	10:16:36 PM
Larry Wood	Hello. I am trying to reset my password and having trouble.	10:16:48 PM
Sujeet Kumar Suman	No worries, I will surely assist you with this.	10:17:21 PM
Larry Wood	I don't know what my user name is. Can you help me with that?	10:18:01 PM

Sujeet Kumar Suman	Sure, I will.	10:18:18 PM
	As checked, you have already created a ticket, and we guided you to reset the password from My Portal. You are still facing issues resetting the password from My Portal, correct?	10:19:13 PM
Larry Wood	Yes. It doesn't send me a security code.	10:19:39 PM
Sujeet Kumar Suman	No worries.	10:19:48 PM
	I will help you.	10:19:55 PM
	May I take the remote access of your local computer?	10:20:00 PM
Larry Wood	yes	10:20:08 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	10:20:17 PM
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/3592754590	10:20:31 PM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	10:21:35 PM
	Thank you for your patience. Please stay connected; we are working on this from the backend. Thank you in advance for your patience.	10:43:17 PM
	Thank you for your patience.	11:03:18 PM
	As per discussion over the remote session, The issue is resolved.	11:05:03 PM
Larry Wood	Yes. It is resolved	11:05:17 PM
Sujeet Kumar Suman	Thanks for the confirmation !	11:05:22 PM
	Is there anything else I may help you with ?	11:05:26 PM
Larry Wood	No thank you	11:05:35 PM
Sujeet Kumar Suman	Most welcome.	11:05:40 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.	11:05:46 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:05:49 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	11:05:52 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
<i>Sujeet Kumar Suman has ended this chat session</i>		11:05:54 PM



Chat Transcript

Hello, I am your Acebuddy

19 Sep, 11:44:06 AM

Visitor Details

#81712 r hernandez

Email: r hernandez@docomopacific.com 16716864566

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: 49 Secs

City: YIGO

State: Guam

Country: GUAM

Chat Duration : 23 Mins 16 Secs

Chat Transcript

r hernandez	Hello, I am your Acebuddy	19 Sep, 11:44:07 AM
Acebuddy	Hello Rhenandez, I'm your Ace Buddy. I'll be happy to assist you!	11:44:09 AM
	Whom Would You Like to Connect With?	11:44:09 AM
r hernandez	Technical Support (QB & App Hosting)	11:44:51 AM
Acebuddy	Welcome to Ace Support.	11:44:51 AM
	Please chose an option :	11:44:51 AM
r hernandez	I'd like to report an Issue	11:44:58 AM
Acebuddy	Please select an option!	11:44:58 AM
r hernandez	Other Issue	11:45:03 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:45:03 AM
r hernandez	remote desktop booting users off	11:45:15 AM
Acebuddy	Please wait while we connect you to a Support Representative	11:45:16 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	11:45:17 AM
	<i>Ankit Kumar accepted the chat transfer request.</i>	11:45:37 AM
	<i>Ankit Kumar is transferring the chat to Support(QB & App Hosting).</i>	11:45:44 AM
	<i>Rohan accepted the chat transfer request.</i>	11:45:49 AM
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.	11:45:53 AM
rherandez	hey rohan users are reporting black screen and getting booted out of the server can you check on this urgently i put in a ticket and no response	11:46:04 AM 11:46:10 AM 11:46:21 AM 11:46:25 AM
Rohan	Hello Rherandez, how are you doing today ? I will surely help you with this issue. I do apologize for the delay in response. Kindly allow me 3-4 minutes to check the same.	11:46:26 AM 11:46:35 AM 11:47:07 AM 11:47:16 AM
rherandez	ok	11:47:32 AM
Rohan	I have just checked all the server resources, and everything seems to be good on our end. May I know if all the users are accessing the server from the same location?	11:49:48 AM
rherandez	ok can you just reboot then cause everyone is messaging me	11:50:14 AM 11:50:24 AM
	<i>11:50:52 AM rherandez is sharing a file with you AC2EE7D0-38A7-4B6C-99F2-4BD510948BF0.png - (Size:23.38 KB)</i>	11:50:52 AM
	<i>she says she cant do anything</i>	
Rohan	Sure, Rherandez. I will reboot the server; however, some users are still logged in. Would you like me to proceed with the reboot, or should I wait until they log out first?	11:52:02 AM
rherandez	let me message	11:52:13 AM
Rohan	May I also know if all the users are accessing the server from the same location?	11:52:18 AM
rherandez	yes ok reboot in 5 minutes	11:53:29 AM 11:53:32 AM
Rohan	Thanks for the confirmation ! Okay, so was there any kind of internet connectivity issue when all these users faced this problem?	11:53:41 AM 11:54:58 AM
rherandez	not that i know if of	11:55:14 AM 11:55:17 AM
Rohan	Okay, and can you confirm if only a few users reported this issue, or did all of them face it at the same time?	11:56:45 AM

rherandez	5 users	11:57:14 AM
	did you reboot	11:57:21 AM
	but they all reported and let the team know im working on it	11:57:37 AM
Rohan	Yes I've rebooted the server	11:57:42 AM
	Thank you for providing these details. Please ask the users to log back in and keep me posted about the status of the issue while I'm on this chat.	11:59:00 AM
	Is this the first time users are facing this issue?	11:59:26 AM
	Are we still connected here?	12:01:32 PM
rherandez	ok	12:01:46 PM
	im logged in thanks	12:01:49 PM
Rohan	Could you please confirm with other users as well ?	12:02:13 PM
	Also, Is this the first time users are facing this issue?	12:02:22 PM
	Are we still connected here?	12:07:14 PM
	Are we still connected here?	12:07:17 PM
	Are we still connected here?	12:07:19 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.	12:07:22 PM
	<i>Rohan has ended this chat session</i>	12:07:24 PM



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Sep, 2:00:29 AM

#81490 office

Email: office@pricecontracting.com ☎ 14062743064

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 14 Secs

City: STEVENSVILLE

State: Montana

Country: UNITED STATES

Chat Transcript

Chat Duration : 24 Mins 37 Secs

office	Hello, I am your Acebuddy	13 Sep, 2:00:30 AM
Acebuddy	Hello Office, I'm your Ace Buddy. I'll be happy to assist you!	2:00:31 AM
	Whom Would You Like to Connect With?	2:00:31 AM
office	Technical Support (QB & App Hosting)	2:00:34 AM
Acebuddy	Welcome to Ace Support.	2:00:34 AM
	Please chose an option :	2:00:34 AM
office	I'd like to raise a Request	2:00:43 AM
Acebuddy	Please select your request type.	2:00:43 AM
office	Other Request	2:00:55 AM
Acebuddy	Please drop an email to support@acecloudbilling.com with a brief description of your request and our technicians will connect with you for further assistance.	2:00:55 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:00:55 AM
office	Restart	2:01:04 AM
Acebuddy	Hello Office, I'm your Ace Buddy. I'll be happy to assist you!	2:01:04 AM
	Whom Would You Like to Connect With?	2:01:04 AM
office	Technical Support (QB & App Hosting)	2:01:08 AM
Acebuddy	Welcome to Ace Support.	2:01:08 AM
	Please chose an option :	2:01:08 AM
office	I'd like to report an Issue	2:01:14 AM
Acebuddy	Please select an option!	2:01:14 AM
office	QuickBooks Issue	2:01:18 AM
Acebuddy	What type of QuickBooks Issue are you facing?	2:01:18 AM
office	Other QB related issue	2:01:24 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:01:24 AM
office	Trying to send company file without sending accountant's copy	2:01:58 AM

Acebuddy	Please wait while we connect you to a Support Representative	2:01:58 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:01:58 AM
	<i>Gaurav kumar declined the transfer request.</i>	2:02:11 AM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	2:03:14 AM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	2:03:19 AM
	Hello	2:03:28 AM
office	good afternoon, thank you	2:03:28 AM
Sujeet Kumar Suman	Good afternoon.	2:04:09 AM
	How are you doing?	2:04:17 AM
office	hoping to get this figured out so I can leave for the weekend :)	2:04:32 AM
Sujeet Kumar Suman	No worries, I will surely help you.	2:05:03 AM
	Kindly help me with your server name and user name?	2:05:12 AM
office	CarolK.NENT@myrealdata.net	2:05:55 AM
Sujeet Kumar Suman	Thank you for the information.	2:06:07 AM
	Are you encountering any errors when trying to do it? (Edited)	2:06:25 AM
office	Running into errors trying to save the file	2:06:39 AM
	happy to grant you access to pc	2:06:52 AM
Sujeet Kumar Suman	Could you please share a screenshot of the prompt that appears when you click on it?	2:06:57 AM
	<i>2:07:35 AM office is sharing a file with you image.png - (Size:124.14 KB)</i>	2:07:35 AM
	Thank you for the screenshot.	2:07:47 AM
	Are you the only one experiencing this issue, or are others affected as well?	2:07:58 AM
office	I'm the only one trying to do this	2:08:07 AM
Sujeet Kumar Suman	Have you experienced the same error in the past?	2:08:26 AM
office	I've never needed to do this since we are on your server	2:08:39 AM
Sujeet Kumar Suman	May I take the remote access of your server?	2:08:46 AM
office	yes	2:08:51 AM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	2:08:56 AM
office	done	2:09:09 AM
Sujeet Kumar Suman	kindly approve	2:09:32 AM
office	I did :)	2:09:57 AM
Sujeet Kumar Suman	We are connected on the remote session and will proceed with the troubleshooting on the	

	remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	2:10:05 AM
	Thanks.	2:10:09 AM
	Thank you for your patience.	2:17:50 AM
	Kindly confirm whether your issue has been resolved.	2:18:10 AM
	Thank you for your patience.	2:20:42 AM
	As per discussion over the remote session, The issue is resolved.	2:20:50 AM
office	it's still uploading right now, please wait a little longer :)	2:21:00 AM
Sujeet Kumar Suman	It's okay.	2:21:08 AM
	Sure, please take your time	2:21:14 AM
office	all set, thank you!	2:24:22 AM
Sujeet Kumar Suman	Thanks for the confirmation !	2:24:29 AM
	Is there anything else I may help you with ?	2:24:32 AM
office	that's it, thank you!	2:24:41 AM
Sujeet Kumar Suman	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	2:24:49 AM
	Most welcome.	2:25:00 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:25:02 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	2:25:04 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
	<i>Sujeet Kumar Suman has ended this chat session</i>	2:25:07 AM



