

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

13 Jul, 9:56:03 PM

### #79332 Pam Driscoll

**Email:** pamelad6262@gmail.com  16023778932

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** DENVER

**State:** Colorado

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 37 Mins 35 Secs

Pam Driscoll	Hello, I am your Acebuddy	13 Jul, 9:56:04 PM
Acebuddy	Hello Pamela Driscoll, I'm your Ace Buddy. I'll be happy to assist you!	9:56:06 PM
	Whom Would You Like to Connect With?	9:56:06 PM
Pam Driscoll	Technical Support (QB & App Hosting)	9:56:13 PM
Acebuddy	Welcome to Ace Support.	9:56:13 PM
	Please chose an option :	9:56:13 PM
Pam Driscoll	I'd like to report an Issue	9:56:19 PM
Acebuddy	Please select an option!	9:56:19 PM
Pam Driscoll	Password Reset	9:56:23 PM
Acebuddy	Please select an option below	9:56:23 PM
Pam Driscoll	Not Enrolled to Selfcare Portal	9:56:34 PM
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	9:56:34 PM
	Do you need any further assistance on the topic?	9:56:34 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.	10:33:40 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

14 Jul, 5:38:35 PM

### #79356 Chris Geiger

**Email:** cgeiger44@gmail.com 15164136689

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

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**City:** LINDENHURST

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 46 Mins 16 Secs

Chris Geiger	Hello, I am your Acebuddy	14 Jul, 5:38:36 PM
Acebuddy	Hello Chris Geiger, I'm your Ace Buddy. I'll be happy to assist you!	5:38:37 PM
	Whom Would You Like to Connect With?	5:38:37 PM
Chris Geiger	Technical Support (QB & App Hosting)	5:38:53 PM
Acebuddy	Welcome to Ace Support.	5:38:53 PM
	Please chose an option :	5:38:53 PM
Chris Geiger	I'd like to report an Issue	5:38:59 PM
Acebuddy	Please select an option!	5:38:59 PM
Chris Geiger	Password Reset	5:39:03 PM
Acebuddy	Please select an option below	5:39:03 PM
Chris Geiger	Not Enrolled to Selfcare Portal	5:39:30 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.	5:39:30 PM
	Do you need any further assistance on the topic?	5:39:30 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.	6:24:53 PM
	<i>Ended due to chat idle timeout</i>	6:24:53 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details	30 Jul, 12:45:22 AM
<b>#79902 aroldan</b>	
<b>Email:</b> aroldan@tippfloor.com	
<b>Department:</b> Support(QB & App Hosting)	
<b>Operator:</b> Vikas Singh Chauhan	
<b>Website:</b> <a href="https://www.acecloudhosting.com/support-chat.php">https://www.acecloudhosting.com/support-chat.php</a>	
<b>Operating System:</b> Microsoft Windows	
<b>Browser:</b> Microsoft Edge	
<b>Device:</b> Desktop	
<b>Average Response Time:</b> 22 Secs	
<b>City:</b> RIDGEFIELD	
<b>State:</b> New Jersey	
<b>Country:</b> UNITED STATES	

Chat Transcript	Chat Duration : 19 Mins 52 Secs
aroldan	Hello, I am your Acebuddy
Acebuddy	Hello Aroldan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
aroldan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
aroldan	I'd like to report an Issue

Acebuddy	Please select an option!	12:45:42 AM
aroldan	Other Issue	12:45:45 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:45:45 AM
aroldan	i had a printer from my local desktop on my virtual desktop but it is not showing anymore, can you please help me reinstall it?	12:46:29 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:46:29 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:46:29 AM
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	12:46:48 AM
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.	12:47:19 AM
aroldan	Hello	12:47:31 AM
Vikas Singh Chauhan	I will surely help you with this issue.	12:47:58 AM
aroldan	Thank you	12:48:06 AM
Vikas Singh Chauhan	Is it for the account <b>Tipp Floor Covering</b> ?	12:48:47 AM
aroldan	yes	12:49:01 AM
Vikas Singh Chauhan	Thanks for the confirmation !	12:49:11 AM
	Are you able to see the printer in your local laptop/Desktop ?	12:49:42 AM
aroldan	yes	12:49:47 AM
	the name is Kyocera TASKalfa 2554ci	12:49:51 AM
Vikas Singh Chauhan	Great!!	12:50:10 AM
	May I take the remote access of your local computer?	12:50:16 AM
aroldan	yes	12:50:20 AM
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.	12:50:31 AM
aroldan	ok go on	12:51:03 AM
Vikas Singh Chauhan	<a href="https://assist.acecloudhosting.com/join/2422698397">https://assist.acecloudhosting.com/join/2422698397</a>	12:51:13 AM
	Kindly paste this link in the browser of local computer and join the session.	12:51:28 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:54:56 AM
	Aroldan, we assisted you with the printing issue. Is there anything else I may help you with ?	1:03:21 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:05:10 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!

1:05:12 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/>)

*Vikas Singh Chauhan has ended this chat session*

1:05:15 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

25 Jul, 10:42:38 PM

#### #79806 Victor Quinones

**Email:** victor@qcotax.com ☎ 323-597-1152

**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:** 26 Secs

**City:** WHITTIER

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 24 Mins 54 Secs

Victor Quinones	Hello, I am your Acebuddy	25 Jul, 10:42:39 PM
Acebuddy	Hello Victor Quinones, I'm your Ace Buddy. I'll be happy to assist you!	10:42:40 PM
	Whom Would You Like to Connect With?	10:42:40 PM
Victor Quinones	Technical Support (QB & App Hosting)	10:42:44 PM
Acebuddy	Welcome to Ace Support.	10:42:44 PM

	Please chose an option :	10:42:44 PM
Victor Quinones	I'd like to report an Issue	10:42:54 PM
Acebuddy	Please select an option!	10:42:54 PM
Victor Quinones	Other Issue	10:42:58 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:42:58 PM
Victor Quinones	I have lost the ability to print from my local PDF printer, currently trying to print something out of CFS Tax Tools 2025	10:43:33 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:43:33 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:43:33 PM
	<i>Shubham Maurya accepted the chat transfer request.</i>	10:43:38 PM
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.	10:43:51 PM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	10:45:06 PM
Victor Quinones	Quinones server	10:45:18 PM
Shubham Maurya	Kindly allow me two minutes to check the same.	10:45:53 PM
Victor Quinones	VictorQu	10:45:54 PM
Shubham Maurya	Victor, Could you please confirm if this issue is user specific or is it occurring for all the users on the server? (Edited)	10:47:14 PM
Victor Quinones	Just mine at the moment	10:48:46 PM
Shubham Maurya	Also, please let me know when was the last time you were able to print successfully ?	10:49:25 PM
Victor Quinones	I was able to print fine about a week ago	10:50:38 PM
Shubham Maurya	May I take the remote access of your local computer?	10:50:48 PM
Victor Quinones	Sure	10:50:56 PM
Shubham Maurya	Prior providing the access, I would suggest you to close any important documents at your end.	10:50:59 PM
	Kindly Click on the link and open the downloaded file. <a href="https://assist.aceclouddhosting.com/join/3312098602">https://assist.aceclouddhosting.com/join/3312098602</a>	10:51:03 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.	10:51:54 PM
	Victor, we assisted you regarding printing issue. Is there anything else I may help you with ?	11:07:07 PM
Victor Quinones	That is all thank you very much!	11:07:16 PM
Shubham Maurya	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.	11:07:22 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:07:29 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!

11:07:31 PM

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

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

*Shubham Maurya has ended this chat session*

11:07:33 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

15 Jul, 11:40:06 PM

**#79475 g.hostelley**

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

**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:** 47 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 11 Mins 47 Secs

g.hostelley	Hello, I am your Acebuddy	15 Jul, 11:40:07 PM
Acebuddy	Hello Greg Hostelley, I'm your Ace Buddy. I'll be happy to assist you!	11:40:07 PM
	Whom Would You Like to Connect With?	11:40:07 PM
g.hostelley	Technical Support (QB & App Hosting)	11:40:11 PM

Acebuddy	Welcome to Ace Support.	11:40:11 PM
	Please chose an option :	11:40:11 PM
g.hostelley	I'd like to report an Issue	11:40:18 PM
Acebuddy	Please select an option!	11:40:18 PM
g.hostelley	QuickBooks Issue	11:40:23 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:40:23 PM
g.hostelley	QuickBooks Update	11:40:30 PM
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.	11:40:30 PM
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.	11:40:30 PM
	Do you need any further assistance on the topic?	11:40:30 PM
g.hostelley	Yes	11:40:42 PM
Acebuddy	Please wait while we connect you to our Support Representative	11:40:42 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:40:42 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	11:40:58 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	11:41:11 PM
	Hello Greg	11:41:18 PM
g.hostelley	Hello Sujeet. I have a question about ticket 9140.	11:41:53 PM
Sujeet Kumar Suman	Please, go ahead and ask.	11:43:03 PM
g.hostelley	I understand we have to contact Intuit to resolve this matter. Can you give me the details of what I need to ask?	11:43:14 PM
	OK	11:43:35 PM
Sujeet Kumar Suman	Sure, let me look into it for you.	11:44:36 PM
	Kindly allow me two minutes to check the same.	11:46:13 PM
g.hostelley	Very well	11:46:28 PM
Sujeet Kumar Suman	Thank you for your patience.	11:48:11 PM
	As confirmed with my senior, Sumeet, one user is using QuickBooks Pro, and the license has lapsed. You will need to contact the Intuit team to verify why the QuickBooks Pro license has expired.	11:49:39 PM
g.hostelley	OK great I'll take it from here.	11:50:32 PM
	Thank you.	11:50:34 PM
Sujeet Kumar Suman		

	Most welcome.	11:50:44 PM
	Is there anything else I may help you with ?	11:50:48 PM
g.hostelley	No. Ending chat. Enjoy your day.	11:51:01 PM
Sujeet Kumar Suman	Thanks for the confirmation !	11:51:06 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	11:51:09 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Greg Hostelley has ended this chat session</i>	11:51:54 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 29 Jul, 6:01:13 PM

**#79872 Megan Szul**

**Email:** szulsland@verizon.net 6092919663

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 49 Secs

**City:** CHESTERFIELD

**State:** New Jersey

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 21 Mins 28 Secs

Megan Szul	Hello, I am your Acebuddy	29 Jul, 6:01:15 PM
Acebuddy	Hello Megan, I'm your Ace Buddy. I'll be happy to assist you!	6:01:16 PM
	Whom Would You Like to Connect With?	6:01:16 PM
Megan Szul	Technical Support (QB & App Hosting)	6:01:20 PM
Acebuddy	Welcome to Ace Support.	6:01:20 PM
	Please chose an option :	6:01:20 PM
Megan Szul	I'd like to report an Issue	6:01:26 PM
Acebuddy	Please select an option!	6:01:26 PM
Megan Szul	QuickBooks Issue	6:01:30 PM
Acebuddy	What type of QuickBooks Issue are you facing?	6:01:30 PM
Megan Szul	QuickBooks Login Issue	6:01:35 PM
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue	6:01:35 PM
	Was that helpful?	6:01:35 PM
Megan Szul	No	6:01:45 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	6:01:46 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:01:46 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	6:03:16 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	6:03:21 PM
	Hello Megan, I will be surely assisting you with this. Kindly help me with your server name and user name?	6:03:44 PM
Megan Szul	ok let me get that for you	6:04:18 PM
	Server Name: SzulLandscapes.myreldata.net User 1: myreldata\MeganSz	6:04:50 PM
	When logging into server I get the following message:	6:05:02 PM
	We couldn't connect to the Remote Desktop Gateway because the connection to the remote PC failed. If this keeps happening, contact your network administrator for assistance. Error code: 0x5000004	6:05:11 PM
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.	6:05:58 PM
Megan Szul	thank you	6:06:26 PM
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?	6:06:53 PM
	Are we still connected here?	6:09:05 PM
Megan Szul	I am the only user on right now. My other users are not in the office yet	6:09:24 PM
	Can you refresh the server?	6:09:36 PM
Ashutosh Mishra	Thanks for the confirmation !	6:10:24 PM

	I have rebooted the server and will confirm you once it is up and running.	6:10:43 PM
Megan Szul	Ok	6:11:07 PM
Ashutosh Mishra	May I know Is this the first time you are facing this issue?	6:11:16 PM
Megan Szul	Yes, when I logged in this morning	6:11:38 PM
Ashutosh Mishra	The server reboot is complete now, please try to login again.	6:14:12 PM
Megan Szul	ok give me a moment	6:14:24 PM
Ashutosh Mishra	Sure, please take your time	6:14:33 PM
Megan Szul	I got in. Can I ask you another question?	6:14:52 PM
Ashutosh Mishra	Sure	6:15:05 PM
	<i>6:15:52 PM Megan Szul is sharing a file with you</i> <i>Disk Space Picture for Ace Cloud Hosting.PNG - ( Size:26.36 KB )</i>	6:15:52 PM
	<i>Are you able to see this picture? I know I had this before and someone from your office helped me clea</i>	
	<i>6:16:35 PM Megan Szul is sharing a file with you</i> <i>Disk Space Picture for Ace Cloud Hosting.PNG - ( Size:26.36 KB )</i>	6:16:35 PM
	Yes I can see the image, currently you have 14% free space on the server.	6:17:16 PM
	I have also started a disk cleanup on the server.	6:17:55 PM
Megan Szul	Great! Do I need to do anything else on my end?	6:18:28 PM
Ashutosh Mishra	As of now I will clean up the space from backend, if you would like to delete any files or add storage plan, please also let us know and we will assist accordingly.	6:20:27 PM
Megan Szul	Will this free up alot space what you are doing on the back end?	6:20:50 PM
Ashutosh Mishra	Currently the cleanup is in progress, we can only determine how much space is cleaned after it has completed the process.	6:21:44 PM
Megan Szul	Ok, email me if I need to do anything else after the disk clean-up is completed. Thanks for all your help!!	6:22:13 PM
Ashutosh Mishra	Sure I will email you all the details.	6:22:22 PM
	Is there anything else I may help you with ?	6:22:26 PM
Megan Szul	That is all. Have a good day!	6:22:34 PM
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	6:22:38 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	6:22:40 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*

6:22:43 PM



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Jul, 11:46:32 PM

**#79773 Cesar**

**Email:** cesar.cruz@cosmobiousa.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:** CARLSBAD

**State:** California

**Country:** UNITED STATES

Chat Transcript

Chat Duration : 30 Mins 51 Secs

Cesar	Hello, I am your Acebuddy	24 Jul, 11:46:33 PM
Acebuddy	Hello Cesar, I'm your Ace Buddy. I'll be happy to assist you!	11:46:34 PM
	Whom Would You Like to Connect With?	11:46:34 PM
Cesar	Technical Support (QB & App Hosting)	11:46:40 PM
Acebuddy	Welcome to Ace Support.	11:46:40 PM
	Please chose an option :	11:46:40 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.	25 Jul, 12:17:24 AM
	<i>Ended due to chat idle timeout</i>	12:17:24 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

7 Jul, 6:13:29 PM

### #79010 dritz

**Email:** dritz@saratogaconstruction.net 5185870100

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

**Operator:** Sujeeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** CLIFTON PARK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 20 Mins 53 Secs

dritz	Hello, I am your Acebuddy	7 Jul, 6:13:30 PM
Acebuddy	Hello Dritz, I'm your Ace Buddy. I'll be happy to assist you!	6:13:31 PM
	Whom Would You Like to Connect With?	6:13:31 PM
dritz	Technical Support (QB & App Hosting)	6:13:42 PM
Acebuddy	Welcome to Ace Support.	6:13:42 PM
	Please chose an option :	6:13:42 PM
dritz	I'd like to report an Issue	6:13:47 PM
Acebuddy	Please select an option!	6:13:47 PM
dritz	Other Issue	6:13:53 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:13:53 PM
dritz	I am working from home and I can not get on Quickbooks because I need new Windows Security Credentials	6:14:38 PM
Acebuddy	Please wait while we connect you to a Support Representative	6:14:39 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	6:14:39 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	6:14:45 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	6:14:51 PM
dritz	ok	6:15:17 PM
	hello?	6:17:36 PM
Sujeet Kumar Suman	Hi Dritz	6:18:09 PM
	Could you please confirm whether you are able to access the server or not?	6:18:46 PM
dritz	I need a new password for Windows Security, I can not	6:18:54 PM
Sujeet Kumar Suman	As checked, you are not enrolled for Self-Care. We suggest you please send an email to support@acecloudhosting.com for further assistance. (Edited)	6:20:16 PM
	May I confirm if you have sent the email?	6:23:15 PM
dritz	yes	6:24:33 PM
Sujeet Kumar Suman	Thanks for the confirmation !	6:24:43 PM
	Kindly allow me two minutes to check the same.	6:25:01 PM
	Once we receive your email from the registered email address, we will send the new password for your account via email.	6:27:37 PM
	Are we still connected here?	6:29:50 PM
	Are we still connected here?	6:31:56 PM
	Are we still connected here?	6:34:09 PM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	6:34:22 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	6:34:24 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

2 Jul, 12:42:16 AM

#78876 johnathon

Email: johnathon@islandentertainment.com ☎ (250) 746-9707

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

**Operator:** Anjainay Singh

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

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

**City:** PENSACOLA

**State:** Florida

**Country:** UNITED STATES

Chat Duration : 42 Mins 15 Secs

### Chat Transcript

johnathon	Hello, I am your Acebuddy	2 Jul, 12:42:16 AM
Acebuddy	Hello Johnathon, I'm your Ace Buddy. I'll be happy to assist you!	12:42:17 AM
	Whom Would You Like to Connect With?	12:42:17 AM
johnathon	Technical Support (QB & App Hosting)	12:42:38 AM
Acebuddy	Welcome to Ace Support.	12:42:38 AM
	Please chose an option :	12:42:38 AM
johnathon	I'd like to report an Issue	12:42:46 AM
Acebuddy	Please select an option!	12:42:46 AM
johnathon	Other Issue	12:42:55 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	12:42:55 AM
johnathon	Live agent	12:43:06 AM
Acebuddy	Please wait while we connect you to a Support Representative	12:43:06 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	12:43:06 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	12:43:53 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	12:44:04 AM
johnathon	Thank you.	12:45:14 AM
Anjainay Singh	Could you please elaborate your issue so that I can assist you further?	12:45:49 AM
johnathon	I have an open case for one drive. Can you look up the case please?	12:46:47 AM
Anjainay Singh	Could you please provide the ticket ID?	12:47:16 AM
	I got the ticket ID. (Edited)	12:47:34 AM
johnathon	723422	12:48:07 AM
Anjainay Singh	Please allow me two minutes so that I can look into it.	12:49:34 AM

	As I checked the ticket and found that user can download the setup file from O365 portal at their end and they do not need any admin rights to do so.	12:51:20 AM
johnathon	It is not letting us. Can you remote in and help	12:51:35 AM
Anjainay Singh	Sure.	12:52:41 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	12:52:47 AM
	<a href="https://assist.acecloudhosting.com/join/1822014802">https://assist.acecloudhosting.com/join/1822014802</a>	12:54:10 AM
	Please allow me a remote access.	12:54:54 AM
johnathon	One second please	12:55:45 AM
Anjainay Singh	Could you please confirm the username with which you are logged into the server?	12:56:06 AM
johnathon	Controller	12:57:18 AM
Anjainay Singh	We are connected. (Edited)	12:58:09 AM
	Please sign into O365 portal.	12:58:59 AM
johnathon	It says we need admin privileges	1:00:18 AM
Anjainay Singh	I am sending you the disclaimer please read it and approve the same so that I can provide you the admin rights.	1:02:32 AM
johnathon	Okay. Where are you sending it to?	1:03:14 AM
Anjainay Singh	I am sending you same over an email.	1:03:40 AM
johnathon	Okay	1:03:45 AM
	I don't have anything yet	1:05:03 AM
Anjainay Singh	I have send you the email.	1:06:02 AM
johnathon	Do I just reply with I agree and acknowledge?	1:06:58 AM
Anjainay Singh	I just consulted with my senior and found that you have Excel 2016 leased from us.	1:09:20 AM
	and we cannot install One Drive along with Excel as it will throw us an error while installation.	1:10:03 AM
johnathon	Can we uninstall 2016 and install my office 365?	1:11:23 AM
Anjainay Singh	Could you please confirm do you have O365 license at your end which we can install on server which will contain the OneDrive and Excel as well? (Edited)	1:11:26 AM
johnathon	Yes	1:11:36 AM
	Only for this user though. All other users will still use the excel they currently use	1:12:06 AM
Anjainay Singh	Could you please confirm the O365 license type owned by you?	1:12:15 AM
	We would like to inform you that if we remove Excel 2016 it will be removed for every users.	1:12:56 AM
	I would recommend you to uninstall Excel 2016 and install O365 on server.	1:13:32 AM
johnathon	Not right now.	1:14:25 AM
Anjainay Singh	Could you please confirm your O365 license type so that I can provide you right information?	1:14:52 AM

johnathon	I am not removing office for other users	1:15:13 AM
Anjainay Singh	Sure Johnathon.	1:15:46 AM
	Let me consult this with my supervisor so that we can provide you best resolution.	1:16:14 AM
johnathon	Okay. Thanks.	1:16:24 AM
Anjainay Singh	I consulted with my senior team, and they have advised arranging a direct callback with you so they can assist you personally over a call and remote session.	1:20:52 AM
	Please provide your call back detail in below format	
	Call back number-	1:21:39 AM
	TimeZone-	
	Suitable time for call-	
	Are we still connected?	1:22:28 AM
	Are we still connected here?	1:23:48 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	1:24:21 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:24:30 AM
	<i>Anjainay Singh has ended this chat session</i>	1:24:32 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

18 Jul, 5:30:58 PM

**#79581 Christie Morrison**

**Email:** cmorrison@plastair.com 14503759129

**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:** 58 Secs

**City:** GRANBY

**State:** Quebec

**Country:** CANADA

## Chat Transcript

Chat Duration : 36 Mins 29 Secs

Christie Morrison	Hello, I am your Acebuddy	18 Jul, 5:31:00 PM
Acebuddy	Hello Christie Morrison, I'm your Ace Buddy. I'll be happy to assist you!	5:31:01 PM
	Whom Would You Like to Connect With?	5:31:01 PM
Christie Morrison	Technical Support (QB & App Hosting)	5:31:04 PM
Acebuddy	Welcome to Ace Support.	5:31:04 PM
	Please chose an option :	5:31:04 PM
Christie Morrison	I'd like to raise a Request	5:31:11 PM
Acebuddy	Please select your request type.	5:31:11 PM
Christie Morrison	Other Request	5:31:21 PM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	5:31:22 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	5:31:22 PM
Christie Morrison	Yes, I'm facing issues with my server	5:31:39 PM
Acebuddy	Please select an option!	5:31:40 PM
Christie Morrison	Other Issue	5:31:48 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:31:48 PM
Christie Morrison	Help me install Remote Desktop on a new laptop	5:32:10 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:32:10 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:32:10 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	5:32:18 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	5:32:33 PM
Christie Morrison	Good morning Ashutosh	5:32:35 PM
	Thanks	5:32:39 PM
	My name is Christie and I work for Plastair, we are clients of yours.	5:32:55 PM
	My laptop died this morning :( so I need to install remote desktop on a different laptop so i can access the cloud. Could you pls. walk me through how to do that, I haven't done it in years. thanks.	5:33:44 PM
Ashutosh Mishra	Hello Christie, I will surely help you with this issue.	5:33:54 PM
Christie Morrison	Thank you.	5:34:01 PM
	How are you today?	5:34:07 PM
Ashutosh Mishra	I am doing good.	5:34:21 PM

Christie Morrison	great	5:34:42 PM
Ashutosh Mishra	I hope you are doing well and I will quickly check for your concern to avoid any more delays.	5:34:47 PM
Christie Morrison	okay good	5:35:02 PM
Ashutosh Mishra	Christie, please also help me with your username on the server and I will share the new remote desktop file to access the server.	5:36:14 PM
Christie Morrison	MyleneRp	5:37:02 PM
	sorry, I should have mentioned that.	5:37:12 PM
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.	5:37:50 PM
Christie Morrison	I don't have access to my work emails so if you need to email me something, i will give you my personal email address to use.	5:38:07 PM
Ashutosh Mishra	Sure I will send the required details over your personal email too.	5:40:08 PM
Christie Morrison	cbmlola@me.com	5:42:14 PM
	<i>5:43:43 PMAshutosh Mishra is sharing a file with you <a href="mailto:MyleneRp@myrealdata.net.rdp.zip">MyleneRp@myrealdata.net.rdp.zip</a> - ( Size:810 Bytes )</i>	5:43:43 PM
	<i>Please extract this folder and you will find the new RDP, you can use the existing password to connect.</i>	
	Thank you Ashutosh. after I open the folder, do i save the file to my computer desktop and launch it from there?	5:46:21 PM
	i am on a laptop that has never had RDP on it	5:46:38 PM
Ashutosh Mishra	Yes, you can launch it directly from there, for convivence you can also drag it to your desktop for quick accessibility.	5:47:29 PM
Christie Morrison	I am getting a message from Windows, i think, asking me what application to use to open it?	5:48:21 PM
Ashutosh Mishra	May I know does the RDP look like a computer icon on your laptop?	5:50:09 PM
Christie Morrison	I have done something wrong - the RDP file is now a PDF. I`m sorry	5:52:11 PM
Ashutosh Mishra	Christie, may I take remote access of your local computer to setup the RDP file?	5:53:45 PM
Christie Morrison	sure	5:53:57 PM
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.	5:54:27 PM
Christie Morrison	done thanks	5:54:33 PM
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.	5:54:53 PM
	<a href="https://assist.acecloudhosting.com/join/7972828765">https://assist.acecloudhosting.com/join/7972828765</a>	5:54:55 PM
Christie Morrison	i think you are in	5:56:44 PM
Ashutosh Mishra	Yes we are connected on remote session.	5:57:32 PM
Christie Morrison	Ashutosh, forget this for now, thank you anyways	6:04:53 PM
	I am going to go into the office. No problem. I messed something when intalling the first time .	6:05:19 PM
	Thanks for your help though.	6:05:25 PM

Ashutosh Mishra	It's unfortunate we couldn't resolve this right away, I will send the RDP file over your email too, if you require real time assistance please reply to the mail and we will quickly assist further.	6:06:51 PM
Christie Morrison	terrific! have a good day.	6:07:08 PM
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	6:07:18 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	6:07:22 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!	6:07:25 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	

*Ashutosh Mishra has ended this chat session*

6:07:29 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

2 Jul, 6:46:00 PM

#### #78899 Carrick Plum

**Email:** cplum@besttrashtexas.com +8327266088

**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:** RICHMOND

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 35 Mins 26 Secs

Carrick Plum	Hello, I am your Acebuddy	2 Jul, 6:46:02 PM
Acebuddy	Hello Cplum, I'm your Ace Buddy. I'll be happy to assist you!	6:46:03 PM
	Whom Would You Like to Connect With?	6:46:03 PM
Carrick Plum	Technical Support (QB & App Hosting)	6:46:12 PM
Acebuddy	Welcome to Ace Support.	6:46:12 PM
	Please chose an option :	6:46:12 PM
Carrick Plum	I'd like to raise a Request	6:47:00 PM
Acebuddy	Please select your request type.	6:47:00 PM
Carrick Plum	Application Update	6:47:32 PM
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	6:47:32 PM
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	6:47:32 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	7:21:28 PM
	<i>Ended due to chat idle timeout</i>	7:21:28 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

8 Jul, 12:53:53 AM

**#79027 KATEY DE SPAIN**

**Email:** billing@hcbathtx.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** PFLUGERVILLE

**State:** Texas

## Chat Transcript

Chat Duration : 38 Mins 19 Secs

KATEY DE SPAIN	Hello, I am your Acebuddy	8 Jul, 12:53:53 AM
Acebuddy	Hello Katey De Spain, I'm your Ace Buddy. I'll be happy to assist you!	12:53:54 AM
	Whom Would You Like to Connect With?	12:53:54 AM
KATEY DE SPAIN	Technical Support (QB & App Hosting)	12:54:08 AM
Acebuddy	Welcome to Ace Support.	12:54:08 AM
	Please chose an option :	12:54:08 AM
KATEY DE SPAIN	I'd like to raise a Request	12:54:17 AM
Acebuddy	Please select your request type.	12:54:17 AM
KATEY DE SPAIN	Office 365 Addition	12:54:29 AM
Acebuddy	Please specify if you already have an Office365 subscription	12:54:29 AM
KATEY DE SPAIN	I already have O365 license	12:54:34 AM
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windows Server Operating Systems :	12:54:34 AM
	<ul style="list-style-type: none"><li>• O365 E3</li><li>• O365 E5</li><li>• O365 Apps for Enterprise</li></ul>	12:54:34 AM
	If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.	12:54:34 AM
	If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one mentioned above or you may purchase a compatible license from Ace.	12:54:34 AM
	Do you need any further assistance on the topic?	12:54:34 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.	1:32:13 AM
	<i>Ended due to chat idle timeout</i>	1:32:13 AM



## Chat Transcript

# Hello, I am your Acebuddy

## Visitor Details

8 Jul, 7:59:34 PM

### #79068 Mindy Bandiera

Email: mbandiera@titanconsulting.net ☎ 2144767266

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 49 Secs

City: DALLAS

State: Texas

Country: UNITED STATES

## Chat Transcript

Chat Duration : 3 Mins 10 Secs

Mindy Bandiera	Hello, I am your Acebuddy	8 Jul, 7:59:35 PM
Acebuddy	Hello Mindy Bandiera, I'm your Ace Buddy. I'll be happy to assist you!	7:59:36 PM
	Whom Would You Like to Connect With?	7:59:36 PM
Mindy Bandiera	Technical Support (QB & App Hosting)	7:59:43 PM
Acebuddy	Welcome to Ace Support.	7:59:43 PM
	Please chose an option :	7:59:43 PM
Mindy Bandiera	I'd like to report an Issue	7:59:50 PM
Acebuddy	Please select an option!	7:59:50 PM
Mindy Bandiera	Other Issue	7:59:56 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:59:56 PM
Mindy Bandiera	cannot connect to the server	8:00:09 PM
Acebuddy	Please wait while we connect you to a Support Representative	8:00:09 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	8:00:09 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	8:00:19 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	8:00:26 PM
Mindy Bandiera	Hi. Is the cloud server unavailable? I was able to get in this morning but now am unable to.	8:00:54 PM
Shubham Kataria	There is currently a technical outage. We will respond to you within 50 minutes.	

We apologize for the inconvenience this may have caused you and appreciate your patience and understanding throughout the process.

8:02:26 PM

You may try in the meantime; however, we will update you as soon as the server is back up and running.

Mindy Bandiera ok thanks.

8:02:42 PM

*Mindy Bandiera has ended this chat session*

8:02:46 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

30 Jul, 11:36:06 PM

**#79961 jose.rojo**

**Email:** jose.rojo@ptnoodlesholdings.com

**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:** 20 Secs

**City:** ANNAPOLIS

**State:** Nevada

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 8 Mins 8 Secs

jose.rojo	Hello, I am your Acebuddy	30 Jul, 11:36:07 PM
Acebuddy	Hello Jose Rojo, I'm your Ace Buddy. I'll be happy to assist you!	11:36:08 PM
	Whom Would You Like to Connect With?	11:36:08 PM
jose.rojo	Technical Support (QB & App Hosting)	11:36:22 PM
Acebuddy	Welcome to Ace Support.	11:36:22 PM
	Please chose an option :	11:36:22 PM
jose.rojo		

	I'd like to report an Issue	11:36:31 PM
Acebuddy	Please select an option!	11:36:31 PM
jose.rojo	Other Issue	11:36:40 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:36:40 PM
jose.rojo	Storage is full	11:36:51 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:36:51 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:36:51 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	11:37:07 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	11:37:14 PM
jose.rojo	Storage is full i have nothing in the computer but it's full please help	11:37:30 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:38:03 PM
	Are we still connected here?	11:40:12 PM
	Are we still connected here?	11:42:06 PM
	Are we still connected here?	11:44:05 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.	11:44:13 PM
	<i>Sanyam Madan has ended this chat session</i>	11:44:15 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

3 Jul, 5:16:39 PM

#78936 satya

Email: satyajitswain527@gmail.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: BARADIHI

**State:** Odisha

**Country:** INDIA

## Chat Transcript

Chat Duration : 1 Min 13 Secs

satya	Hello, I am your Acebuddy	3 Jul, 5:16:41 PM
Acebuddy	Hello Satya, I'm your Ace Buddy. I'll be happy to assist you!	5:16:42 PM
	Whom Would You Like to Connect With?	5:16:42 PM
satya	Technical Support (QB & App Hosting)	5:17:27 PM
Acebuddy	Welcome to Ace Support.	5:17:27 PM
	Please chose an option :	5:17:27 PM
satya	I'd like to raise a Request	5:17:33 PM
Acebuddy	Please select your request type.	5:17:33 PM
satya	Change in Applications	5:17:45 PM
Acebuddy	Please select your desired option!	5:17:45 PM
satya	Application Removal	5:17:49 PM
Acebuddy	Kindly email us the application name that needs to be removed at support@acecloudhosting.com from your registered email address and we'll revert you in 1-2 hour(s).	5:17:49 PM
	Do you need any further assistance on the topic?	5:17:49 PM
satya	No	5:17:54 PM
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	5:17:54 PM
	<i>Acebuddy has ended this chat session</i>	5:17:55 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

14 Jul, 3:13:33 AM

#79336 Omar Guzman

Email: oguzman@trialitydistributors.com ☎ 787-565-8786

Department: Support(QB & App Hosting)

**Operator:** Anurag Sharma

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 38 Secs

**City:** CAROLINA

**State:** Puerto Rico

**Country:** PUERTO RICO

## Chat Transcript

Chat Duration : 21 Mins 48 Secs

Omar Guzman	Hello, I am your Acebuddy	14 Jul, 3:13:35 AM
Acebuddy	Hello Omar Guzman, I'm your Ace Buddy. I'll be happy to assist you!	3:13:36 AM
	Whom Would You Like to Connect With?	3:13:36 AM
Omar Guzman	Technical Support (QB & App Hosting)	3:13:41 AM
Acebuddy	Welcome to Ace Support.	3:13:41 AM
	Please chose an option :	3:13:41 AM
Omar Guzman	I'd like to report an Issue	3:13:52 AM
Acebuddy	Please select an option!	3:13:52 AM
Omar Guzman	Password Reset	3:14:03 AM
Acebuddy	Please select an option below	3:14:03 AM
Omar Guzman	Already Enrolled to Selfcare Portal	3:14:31 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	3:14:31 AM
	Do you need any further assistance on the topic?	3:14:31 AM
Omar Guzman	Yes	3:14:42 AM
Acebuddy	Please wait while we connect you to our Support Representative	3:14:43 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	3:14:43 AM
	<i>Anurag Sharma accepted the chat transfer request.</i>	3:15:26 AM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	3:15:42 AM
Omar Guzman	Thanks	3:15:48 AM
Anurag Sharma	Hello Omar	3:15:58 AM
Omar Guzman	Hi. I tried to reset the password but I'm getting an error message that the account is restricted	3:16:30 AM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	3:16:38 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	3:16:44 AM

Omar Guzman	<a href="http://rdg.myrealdata.net/">http://rdg.myrealdata.net/</a>	3:17:58 AM
Anurag Sharma	Username: omarg_TD	3:18:08 AM
Anurag Sharma	Thanks for the confirmation. (Edited)	3:18:21 AM
	Kindly allow me two minutes to check the same.	3:18:40 AM
Omar Guzman	Thanks	3:19:00 AM
Anurag Sharma	Omar, I have activated the user : OmarG.pre2 again on the server. You can now reset his password through Myportal just like you used to do earlier.	3:22:33 AM
	If you are still logged in to Myportal, I would request you to please log out from that session and relogin to Myportal and then try resetting the password.	3:23:43 AM
	Is there anything else I may help you with ?	3:23:46 AM
Omar Guzman	Let me try that right now	3:25:16 AM
Anurag Sharma	Sure, please take your time	3:25:28 AM
Omar Guzman	I am still getting the "Your account has been restricted. Please contact the administrator" error	3:26:23 AM
Anurag Sharma	Okay	3:26:34 AM
	May I take the remote access of your local computer?	3:26:39 AM
Omar Guzman	Im using selfcare.aceclouddhosting.com/m/mSelfService	3:27:08 AM
Anurag Sharma	No problem, I will guide you on the remote session.	3:27:44 AM
	Can I take remote session of your computer to help you out with this?	3:28:03 AM
Omar Guzman	I'm restarting the PC and is now doing updates...sorry about that	3:29:16 AM
Anurag Sharma	Okay	3:29:32 AM
	<i>3:30:38 AM Anurag Sharma is sharing a file with you <a href="#">How to Manage ACE Server Users 4.pdf</a> - ( Size:1.33 MB )</i>	3:30:38 AM
	<i>You can follow this SOP, which guides you how you can access the Myportal and use it to reset your pa:</i>	
	If your PC update will take more time, we can work on this issue whenever you are done.	3:32:05 AM
	I have shared you the SOP which you can follow to reset your password easily.	3:32:33 AM
	Are we still connected here?	3:33:25 AM
	Are we still connected here?	3:34:20 AM
	Are we still connected here?	3:35:15 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	3:35:18 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	3:35:20 AM
	<i>Anurag Sharma has ended this chat session</i>	3:35:23 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

10 Jul, 5:27:24 PM

### #79246 George Fowler

Email: gpmfowler@gmail.com ☎ 8478991763

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 45 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

## Chat Transcript

Chat Duration : 12 Mins 45 Secs

George Fowler	Hello, I am your Acebuddy	10 Jul, 5:27:26 PM
Acebuddy	Hello George Fowler, I'm your Ace Buddy. I'll be happy to assist you!	5:27:28 PM
	Whom Would You Like to Connect With?	5:27:28 PM
George Fowler	Technical Support (QB & App Hosting)	5:27:32 PM
Acebuddy	Welcome to Ace Support.	5:27:32 PM
	Please chose an option :	5:27:32 PM
George Fowler	I'd like to raise a Request	5:27:41 PM
Acebuddy	Please select your request type.	5:27:41 PM
George Fowler	Change in Users	5:27:52 PM
Acebuddy	Please select your desired option!	5:27:52 PM
George Fowler	User Addition	5:27:55 PM
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!	5:27:56 PM
	Do you need any further assistance on the topic?	5:27:56 PM

George Fowler	Yes	5:28:36 PM
Acebuddy	Please wait while we connect you to our Support Representative	5:28:36 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:28:36 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	5:28:45 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	5:28:58 PM
George Fowler	Hello Ashutosh. Can you please help me add a new user to my account	5:29:03 PM
Ashutosh Mishra	Hello George, I will surely help you with this issue.	5:29:38 PM
George Fowler	thanks	5:29:43 PM
Ashutosh Mishra	Thank you for your patience.	5:32:20 PM
George Fowler	sure	5:32:40 PM
Ashutosh Mishra	Now you can also create users using the My Portal.	5:32:51 PM
George Fowler	ok. i am not sure how. can you help me with this new user so i know in the future	5:33:10 PM
Ashutosh Mishra	Sure, i can create new user. We will require request over the email from registered contact [gpmfowler@gmail.com](mailto:gpmfowler@gmail.com) along with the user details.	5:34:33 PM
George Fowler	sure	5:35:11 PM
Ashutosh Mishra	I can also send you the email and you can respond with the details to proceed with the request. For future reference i will also share My Portal guide.	5:35:17 PM
George Fowler	what email do i send to	5:35:19 PM
Ashutosh Mishra	Rest assured i will send the email to you within 15 minutes, simply reply to that and i will take care of the rest.	5:36:04 PM
George Fowler	ok	5:36:16 PM
Ashutosh Mishra	Is there anything else I may help you with ?	5:37:03 PM
George Fowler	no thanks	5:37:43 PM
Ashutosh Mishra	Thanks for the confirmation !	5:38:00 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	5:38:04 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Ashutosh Mishra has ended this chat session</i>	5:40:12 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

8 Jul, 8:26:31 PM

**#79084 Nicholas Montalbano**

**Email:** nmontalbano@ei3.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:** NAUGATUCK

**State:** Connecticut

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 13 Secs

Nicholas Montalbano	Hello, I am your Acebuddy	8 Jul, 8:26:32 PM
Acebuddy	Hello Nicholas Montalbano, I'm your Ace Buddy. I'll be happy to assist you!	8:26:32 PM
	Whom Would You Like to Connect With?	8:26:32 PM
Nicholas Montalbano	Technical Support (QB & App Hosting)	8:26:37 PM
Acebuddy	Welcome to Ace Support.	8:26:37 PM
	[ ]	8:26:37 PM
	We are currently experiencing higher than normal contact volume related to server connectivity issues.	8:26:37 PM
	Are you also experiencing issues related to server connectivity?	8:26:37 PM
Nicholas Montalbano	Yes	8:26:45 PM
Acebuddy	Please refer to our status page for further updates on the issue status.	8:26:45 PM
	Thank you contact Ace Support. Have a wonderful day!	8:26:45 PM
<i>Acebuddy has ended this chat session</i>		8:26:46 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

28 Jul, 11:01:51 PM

### #79852 Denise Baxley

Email: denise@thesouthernway.com ☎ 18037831061

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: 19 Secs

City: COLUMBIA

State: South Carolina

Country: UNITED STATES

## Chat Transcript

Chat Duration : 14 Mins 22 Secs

Denise Baxley	Hello, I am your Acebuddy	28 Jul, 11:01:53 PM
Acebuddy	Hello Denise Baxley, I'm your Ace Buddy. I'll be happy to assist you!	11:01:54 PM
	Whom Would You Like to Connect With?	11:01:54 PM
Denise Baxley	Technical Support (QB & App Hosting)	11:01:58 PM
Acebuddy	Welcome to Ace Support.	11:01:58 PM
	Please chose an option :	11:01:58 PM
Denise Baxley	I'd like to report an Issue	11:02:04 PM
Acebuddy	Please select an option!	11:02:04 PM
Denise Baxley	Other Issue	11:02:11 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:02:11 PM
Denise Baxley	I am trying to add a new user and get an error message. "Oops! Something went wrong. Please contact the support team for further assistance"	11:02:52 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:02:53 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	11:02:53 PM
	<i>Sanyam Madan accepted the chat transfer request.</i>	11:03:08 PM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	11:03:12 PM
Denise Baxley	Okay	11:03:19 PM
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:03:29 PM
Denise Baxley	My user name is DeniseB	11:03:49 PM
	The server name is SouthernWay.myrealdata.net	11:04:17 PM
Sanyam Madan	Kindly allow me two minutes to check the same.	11:04:22 PM
	Denise, we can proceed with the user addition request on our end	11:05:50 PM
Denise Baxley	Thank you	11:06:04 PM
Sanyam Madan	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	11:06:17 PM
Denise Baxley	Okay. I believe it can come from my email, but can you confirm if it has to come from Adam Kraemer's email?	11:07:18 PM
Sanyam Madan	Yes , either you or adam both can authorize user addition	11:07:52 PM
Denise Baxley	I'm am listed as a primary contact as well as Adam	11:07:54 PM
	Okay. Thank you. Sending that email now.	11:08:02 PM
Sanyam Madan	Please send us Full name , contact number and email address of the user you want to add	11:08:28 PM
Denise Baxley	Just sent	11:10:11 PM
Sanyam Madan	let me check	11:10:20 PM
	Got it Denise	11:10:40 PM
	Is there anything else I may help you with ?	11:10:44 PM
	Are we still connected here?	11:12:13 PM
	Are we still connected here?	11:14:31 PM
Denise Baxley	Sorryt	11:15:52 PM
	Yes	11:15:53 PM
	That was all. Thank you very much	11:16:01 PM
Sanyam Madan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	11:16:08 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:16:13 PM
	<i>Sanyam Madan has ended this chat session</i>	11:16:16 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

1 Jul, 2:17:23 AM

### #78835 David Weinstein

Email: david@davidweinsteincpa.com ☎ 19149071180

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: 31 Secs

City: FT LAUDERDALE

State: Florida

Country: UNITED STATES

## Chat Transcript

Chat Duration : 8 Mins 47 Secs

David Weinstein	Hello, I am your Acebuddy	1 Jul, 2:17:24 AM
Acebuddy	Hello David Weinstein, I'm your Ace Buddy. I'll be happy to assist you!	2:17:25 AM
	Whom Would You Like to Connect With?	2:17:25 AM
David Weinstein	Technical Support (QB & App Hosting)	2:17:28 AM
Acebuddy	Welcome to Ace Support.	2:17:28 AM
	Please chose an option :	2:17:28 AM
David Weinstein	I'd like to report an Issue	2:17:33 AM
Acebuddy	Please select an option!	2:17:33 AM
David Weinstein	Other Issue	2:17:39 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:17:39 AM
David Weinstein	I can't get into the vps	2:17:54 AM
Acebuddy	Please wait while we connect you to a Support Representative	2:17:54 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	2:17:54 AM

*Manish Singh accepted the chat transfer request.*

2:18:12 AM

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	2:18:18 AM
David Weinstein	I'd like to not reset the password	2:18:33 AM
Manish Singh	Would you like to reset the password, David?	2:19:20 AM
David Weinstein	yes	2:19:26 AM
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	2:19:57 AM
	Also, the registered email for your account with us is : david@davidweinsteincpa.com	
	And kindly mention the name of the user for which you would like the password to reset (Edited)	2:20:26 AM
David Weinstein	I'm in the portal	2:20:49 AM
	I'll just do it there	2:21:19 AM
Manish Singh	Alright!	2:21:33 AM
	So, how may I assist you with?	2:21:41 AM
	Are we still connected here?	2:23:07 AM
	Are we still connected here?	2:24:45 AM
	Are we still connected here?	2:26:05 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.	2:26:09 AM
	<i>Manish Singh has ended this chat session</i>	2:26:12 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

30 Jul, 5:39:39 PM

#79933 test

Email: test@gmail.com ☎ +16887849764

Department: Support(QB & App Hosting)

Operator: Vignesh Arul

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 12 Secs

**City:** DELHI

**State:** Haryana

**Country:** INDIA

## Chat Transcript

Chat Duration : 2 Mins 27 Secs

test	Hello, I am your Acebuddy	30 Jul, 5:39:40 PM
Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!	5:39:41 PM
	Whom Would You Like to Connect With?	5:39:41 PM
test	Technical Support (QB & App Hosting)	5:39:52 PM
Acebuddy	Welcome to Ace Support.	5:39:52 PM
	Please chose an option :	5:39:52 PM
test	I'd like to report an Issue	5:39:57 PM
Acebuddy	Please select an option!	5:39:57 PM
test	Other Issue	5:40:01 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:40:01 PM
test	Login issue	5:40:14 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:40:15 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:40:15 PM
	<i>Vignesh Arul accepted the chat transfer request.</i>	5:40:25 PM
Vignesh Arul	Thank you for contacting Ace Cloud Hosting. My name is Vignesh Arul. I will be assisting you today.	5:40:38 PM
	<i>Vignesh Arul has ended this chat session</i>	5:42:07 PM



# Chat Transcript

Having issues logging in to the remote desktop

## Visitor Details

### #79423 Glenda Jones

**Email:** mountainprorep@yahoo.com 8284217387

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

**Operator:** Dharmendra Kumar

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** FRANKLIN

**State:** North Carolina

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 4 Hours 15 Mins

Glenda Jones	Having issues logging in to the remote desktop	15 Jul, 1:39:37 AM
Siddhant	Thank you for contacting ACE. My name is Siddhant. I will be assisting you further.	1:39:41 AM
	<i>Siddhant is transferring the chat to Support(QB &amp; App Hosting).</i>	1:39:53 AM
	<i>Dharmendra Kumar accepted the chat transfer request.</i>	1:40:07 AM
Dharmendra Kumar	Hello Jones,	1:40:19 AM
	Thank you for contacting Ace Cloud Hosting. My name is Dharmendra Kumar. I will be assisting you today.	1:40:23 AM
	This is to inform you that we are experiencing some issue with our infrastructure,	1:41:37 AM
	It's requested to please allow us 30-40 minutes & ask users to login back after that.	1:42:31 AM
	Jones,	1:42:36 AM
Glenda Jones	Thanks for the information.... I will try to login later.	1:43:01 AM
Dharmendra Kumar	Thank you for your patience & understanding on this.	1:44:38 AM
	<i>Ended due to chat idle timeout</i>	5:55:08 AM



## Chat Transcript

Hello, I am your Acebuddy

17 Jul, 11:55:12 PM

## Visitor Details

### #79560 Tiffany Seiler

**Email:** tiffany2\_1997@yahoo.com ☎ 16184667096

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 18 Secs

**City:** ROCKBRIDGE

**State:** Illinois

**Country:** UNITED STATES

Chat Duration : 19 Mins 4 Secs

## Chat Transcript

Tiffany Seiler	Hello, I am your Acebuddy	17 Jul, 11:55:13 PM
Acebuddy	Hello Tiffany Seiler, I'm your Ace Buddy. I'll be happy to assist you!	11:55:14 PM
	Whom Would You Like to Connect With?	11:55:14 PM
Tiffany Seiler	Technical Support (QB & App Hosting)	11:55:18 PM
Acebuddy	Welcome to Ace Support.	11:55:18 PM
	Please chose an option :	11:55:18 PM
Tiffany Seiler	I'd like to report an Issue	11:55:27 PM
Acebuddy	Please select an option!	11:55:27 PM
Tiffany Seiler	Other Issue	11:55:33 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:55:33 PM
Tiffany Seiler	initial login with rdp	11:55:46 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:55:46 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:55:46 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	11:56:29 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	11:56:34 PM
	Hello Tiffany	11:56:46 PM
	How are you doing today? (Edited)	11:56:53 PM
Tiffany Seiler	Afternoon. Can you remotely log in and help me initially set up the rdp on a new computer please	11:57:06 PM

	I am great how are you	11:57:10 PM
Abhay Kumar Saraswat	I'm good too.	11:57:35 PM
	Thank you for asking.	11:57:43 PM
	Sure.	11:57:47 PM
Tiffany Seiler	I am getting frustrated. I've even downloaded both from my self help portal and then tried to do it manually.	11:58:02 PM
	you guys are so much faster and I always put the wrong credentials etc	11:58:20 PM
Abhay Kumar Saraswat	Is the password correct?	11:58:21 PM
Tiffany Seiler	I have two users and would like both RDPs on this website	11:58:43 PM
Abhay Kumar Saraswat	Okay.	11:59:01 PM
	Sure.	11:59:04 PM
	Are you using Mac or windows?	11:59:24 PM
Tiffany Seiler	mac	11:59:29 PM
	I have the window app already downloaded	11:59:38 PM
	it won't open my downloaded link from the self portal either	11:59:58 PM
Abhay Kumar Saraswat	Great.	18 Jul, 12:00:01 AM
	Let me send you the remote session request.	12:00:16 AM
	Prior providing the access, I would suggest you to close any important documents at your end.	12:00:20 AM
Tiffany Seiler	Thank you	12:00:22 AM
Abhay Kumar Saraswat	<a href="https://assist.acecloudhosting.com/join/9482850162">https://assist.acecloudhosting.com/join/9482850162</a>	12:00:39 AM
	Kindly paste this link in the browser of local computer and join the session.	12:00:43 AM
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:02:34 AM
	Thank you for your patience.	12:10:09 AM
	As we discussed on remote session, is your issue resolved?	12:10:28 AM
	Are we still connected here?	12:11:09 AM
	Are we still connected here?	12:12:04 AM
	This message has been deleted	12:12:48 AM
	Are we still connected here?	12:13:02 AM
Tiffany Seiler	yes	12:13:37 AM
	Thank you so much	12:13:42 AM

Abhay Kumar  
Saraswat

Is there anything else I may help you with ?

12:13:48 AM

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

12:14:06 AM

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

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

Thanks!

12:14:09 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.

12:14:13 AM

*Abhay Kumar Saraswat has ended this chat session*

12:14:18 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

8 Jul, 10:19:08 PM

#79128 neal

Email: neal@calebchemical.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: 33 Secs

City: PLAINFIELD

State: Illinois

Country: UNITED STATES

### Chat Transcript

Chat Duration : 18 Mins 2 Secs

neal	Hello, I am your Acebuddy	8 Jul, 10:19:09 PM
Acebuddy	Hello Neal, I'm your Ace Buddy. I'll be happy to assist you!	10:19:10 PM
	Whom Would You Like to Connect With?	10:19:10 PM
neal	Technical Support (QB & App Hosting)	10:19:12 PM
Acebuddy	Welcome to Ace Support.	10:19:12 PM
	Please chose an option :	10:19:12 PM
neal	I'd like to report an Issue	10:19:18 PM
Acebuddy	Please select an option!	10:19:19 PM
neal	Other Issue	10:19:24 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	10:19:24 PM
neal	cannot access ace host cloud service to take me to qb	10:19:43 PM
Acebuddy	Please wait while we connect you to a Support Representative	10:19:43 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:19:43 PM
	<i>Manish Singh accepted the chat transfer request.</i>	10:20:04 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	10:20:08 PM
neal	hello manish, i am unable to access ace host server to get to qb	10:20:45 PM
Manish Singh	I will surely help you with this issue.	10:21:12 PM
	May I take the remote access of your local computer?	10:21:34 PM
neal	sure	10:21:39 PM
Manish Singh	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	10:21:52 PM
neal	other members in our company are not having issues, just me	10:22:25 PM
	i know the servers were down earlier but they are up again, not sure if its just my network now	10:22:51 PM
	i have reset my computer and wifi numerous times , it seems that my connection to ace host is weak and it doesnt let me go forward into logging in	10:23:40 PM
Manish Singh	Alright!	10:23:55 PM
	<a href="https://assist.acecloudhosting.com/join/2742766126">https://assist.acecloudhosting.com/join/2742766126</a>	10:23:58 PM
	Kindly paste this link in the browser of local computer and join the session.	10:24:03 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	10:24:07 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.	10:25:33 PM
	Is there anything else I may help you with ?	10:34:16 PM

Are we still connected here? 10:35:09 PM

Are we still connected here? 10:36:31 PM

Are we still connected here? 10:37:06 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. 10:37:11 PM

*Manish Singh has ended this chat session* 10:37:12 PM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details 9 Jul, 11:26:39 PM

**#79219 Kimberly**

**Email:** kim@seattlecfo.com

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 45 Secs

**City:** MOSES LAKE

**State:** Washington

**Country:** UNITED STATES

Chat Transcript Chat Duration : 1 Hour 5 Mins

Kimberly	Hello, I am your Acebuddy	9 Jul, 11:26:39 PM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	11:27:34 PM
Kimberly	i was being helped earlier. my issue wasn't resolved	11:28:27 PM
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:28:47 PM
Kimberly	I am kimberly pelarski. I use Karen L	11:29:04 PM
Yash Kalra	Also please let me know the issue you are facing, so that I can assist you further.	11:29:37 PM

Kimberly	i can't get into quickbooks	11:30:03 PM
Yash Kalra	May I take the remote access of your local computer?	11:30:17 PM
Kimberly	no	11:30:26 PM
	there is no issue with the rdp	11:30:43 PM
Yash Kalra	Okay, please share a snippet of the issue you are encountering.	11:31:50 PM
	<i>11:32:22 PM Kimberly is sharing a file with you <a href="#">image.png</a> - ( Size:90.76 KB )</i>	11:32:22 PM
Kimberly	i can't access any files. QBD "Not Responding"	11:32:44 PM
Yash Kalra	May I take the remote access of your server?	11:33:48 PM
Kimberly	yes	11:33:54 PM
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.	11:34:12 PM
Kimberly	please just do what you need to do	11:36:23 PM
	Karen L, NOT KAITLIN	11:37:44 PM
Yash Kalra	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	11:37:56 PM
	Kimberly, please log back into the server and check if the issue is resolved.	11:59:24 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 Jul, 12:32:57 AM
	<i>Ended due to chat idle timeout</i>	12:32:57 AM



## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

8 Jul, 9:13:30 PM

**#79110 Jennifer M Kreis**

**Email:** jenniferk@calebchemical.com 17087927326

**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:** CRETE

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 21 Secs

Jennifer M Kreis	Hello, I am your Acebuddy	8 Jul, 9:13:31 PM
Acebuddy	Hello Jennifer M Kreis, I'm your Ace Buddy. I'll be happy to assist you!	9:13:31 PM
	Whom Would You Like to Connect With?	9:13:31 PM
Jennifer M Kreis	Technical Support (QB & App Hosting)	9:13:40 PM
Acebuddy	Welcome to Ace Support. [ ]	9:13:40 PM
	We are currently experiencing higher than normal contact volume related to server connectivity issues.	9:13:40 PM
	Are you also experiencing issues related to server connectivity?	9:13:40 PM
Jennifer M Kreis	Yes	9:13:53 PM
Acebuddy	Please refer to our status page for further updates on the issue status.	9:13:53 PM
	Thank you contact Ace Support. Have a wonderful day!	9:13:53 PM
	<i>Acebuddy has ended this chat session</i>	9:13:53 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

9 Jul, 4:27:30 AM

**#79183 Patrick Howdeshell**

**Email:** phowdeshell@tritonnet.com ☎ 12145700555

**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:** GARLAND

**State:** Texas

**Country:** UNITED STATES

Chat Duration : 40 Mins 2 Secs

### Chat Transcript

Patrick Howdeshell	Hello, I am your Acebuddy	9 Jul, 4:27:31 AM
Acebuddy	Hello Patrick Howdeshell, I'm your Ace Buddy. I'll be happy to assist you!	4:27:32 AM
	Whom Would You Like to Connect With?	4:27:32 AM
Patrick Howdeshell	Technical Support (QB & App Hosting)	4:27:42 AM
Acebuddy	Welcome to Ace Support.	4:27:42 AM
	Please chose an option :	4:27:42 AM
Patrick Howdeshell	I'd like to raise a Request	4:27:51 AM
Acebuddy	Please select your request type.	4:27:51 AM
Patrick Howdeshell	Other Request	4:27:57 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.	4:27:57 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	4:27:57 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.	5:07:34 AM
	<i>Ended due to chat idle timeout</i>	5:07:34 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

3 Jul, 4:54:23 PM

#78935 Alan Rouse

Email: alanr@isisandsons.com ☎ 12053936289

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 5 Secs

**City:** PELHAM

**State:** Alabama

**Country:** UNITED STATES

Chat Duration : 23 Mins 52 Secs

### Chat Transcript

Alan Rouse	Hello, I am your Acebuddy	3 Jul, 4:54:24 PM
Acebuddy	Hello Alan Rouse, I'm your Ace Buddy. I'll be happy to assist you!	4:54:25 PM
	Whom Would You Like to Connect With?	4:54:25 PM
Alan Rouse	Technical Support (QB & App Hosting)	4:54:31 PM
Acebuddy	Welcome to Ace Support.	4:54:31 PM
	Please chose an option :	4:54:31 PM
Alan Rouse	I'd like to report an Issue	4:54:43 PM
Acebuddy	Please select an option!	4:54:43 PM
Alan Rouse	Other Issue	4:54:47 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:54:48 PM
Alan Rouse	When I try to log in to the ace cloud hosting portal. It will start the process but time out on the multifactor authentication and end RDP session	4:55:25 PM
Acebuddy	Please wait while we connect you to a Support Representative	4:55:25 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:55:25 PM
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	4:55:39 PM
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	4:55:51 PM
Alan Rouse	Hello Ashutosh how are you today	4:56:06 PM
Ashutosh Mishra	I am doing good.	4:56:33 PM
	How are you today?	4:56:47 PM
Alan Rouse	I am well just having issues logging in	4:57:01 PM
Ashutosh Mishra	I will surely help you with this issue.	4:57:12 PM
	Kindly allow me two minutes to check the same.	4:58:05 PM
Alan Rouse	ok thank you	4:58:16 PM

Ashutosh Mishra	I understand when you enter the MFA code and proceed, it does not complete the login process and eventually fails.	5:00:15 PM
Alan Rouse	if doesn't even let me get to the point of entering the code	5:00:36 PM
	it gets stuck loading the MFA portal	5:00:51 PM
	<i>5:01:28 PM Alan Rouse is sharing a file with you</i>	5:01:28 PM
	<a href="#"><u>Screenshot (80).png</u></a> - ( Size:1.14 MB )	
Ashutosh Mishra	I will surely help with this please allow me few minutes to check from backend.	5:02:40 PM
	Thank you for your patience.	5:10:38 PM
	Are we still connected here?	5:14:07 PM
Alan Rouse	we are	5:14:48 PM
	i just managed to get in	5:16:37 PM
Ashutosh Mishra	We are made some changes from the backend.	5:17:23 PM
	Now you will not get this issue again.	5:17:44 PM
	Is there anything else I may help you with ?	5:17:49 PM
Alan Rouse	no thanks	5:17:59 PM
Ashutosh Mishra	Thanks for the confirmation !	5:18:07 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	5:18:10 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	5:18:12 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Ashutosh Mishra has ended this chat session</i>	5:18:16 PM



# Chat Transcript

# Hello, I am your Acebuddy

## Visitor Details

19 Jul, 9:18:45 PM

### #79622 Victor

**Email:** taxmanager@fintaxcpas.com

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 3 Secs

**City:** GANDHINAGAR

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

Chat Duration : 22 Mins 22 Secs

Victor	Hello, I am your Acebuddy	19 Jul, 9:18:47 PM
Acebuddy	Hello Victor Ja, I'm your Ace Buddy. I'll be happy to assist you!	9:18:48 PM
	Whom Would You Like to Connect With?	9:18:48 PM
Victor	Technical Support (QB & App Hosting)	9:18:57 PM
Acebuddy	Welcome to Ace Support.	9:18:57 PM
	Please chose an option :	9:18:57 PM
Victor	I'd like to report an Issue	9:19:07 PM
Acebuddy	Please select an option!	9:19:08 PM
Victor	Other Issue	9:19:29 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	9:19:29 PM
Victor	Unable to connect with RDC	9:19:38 PM
Acebuddy	Please wait while we connect you to a Support Representative	9:19:38 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	9:19:38 PM
	<i>Anurag Sharma accepted the chat transfer request.</i>	9:19:53 PM
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.	9:19:55 PM
	Hello Victor	9:20:00 PM
Victor	Hello Anurag! I am unable to connect with my RDC.	9:20:14 PM
	Client Name - Angie Bhasin (FinTax CPAs)	9:20:24 PM

	Email - taxmanager@fintaxcpas.com	9:20:29 PM
	RDC - Victor J	9:20:38 PM
Anurag Sharma	I deeply apologize for the inconvenience caused to you.	9:20:46 PM
	Thanks for the confirmation !	9:21:08 PM
	Kindly allow me two minutes to check the same.	9:21:11 PM
Victor	Sure!	9:21:15 PM
	It is giving me an error of Check with Administrator for Help.	9:21:35 PM
Anurag Sharma	Okay no problem	9:21:54 PM
	Let me check it.	9:22:03 PM
Victor	Sure! Thanks.	9:22:09 PM
Anurag Sharma	Please try to login into the server	9:23:01 PM
Victor	Sure, please allow me a minute.	9:23:10 PM
Anurag Sharma	Sure, please take your time	9:23:42 PM
Victor	it says logon attempt failed.	9:24:25 PM
Anurag Sharma	Please try again	9:25:11 PM
Victor	Ok	9:25:19 PM
	<i>9:26:13 PM Victor is sharing a file with you  <a href="#">image.png</a> - (Size: 9.46 KB)</i>	9:26:13 PM
	<i>Giving this error which I received at the start.</i>	
Anurag Sharma	Please allow me 2 minutes.	9:26:31 PM
Victor	Sure	9:26:36 PM
Anurag Sharma	Please try to access the server again.	9:30:01 PM
Victor	Logon attempt failed and then administrator error again.	9:31:31 PM
Anurag Sharma	May I take the remote access of your local computer?	9:31:54 PM
Victor	Sure!	9:31:58 PM
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.	9:32:05 PM
	<a href="https://assist.acecloudhosting.com/join/4222530766">https://assist.acecloudhosting.com/join/4222530766</a>	9:32:12 PM
Victor	We are all good.	9:32:12 PM
Anurag Sharma	Kindly paste this link in the browser of local computer and join the session.	9:32:16 PM
Victor	Joined	9:32:58 PM
Anurag Sharma	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.	9:33:09 PM

Victor	Sure!	9:33:19 PM
Anurag Sharma	The issue seems to be resolved now.	9:40:10 PM
	Is there anything else I may help you with ?	9:40:11 PM
Victor	Nope!	9:40:39 PM
Anurag Sharma	Thanks for the confirmation !	9:40:50 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	9:40:55 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	9:40:58 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
Victor	Thank you and have a wonderful evening ahead!	9:41:01 PM
Anurag Sharma	You too!	9:41:07 PM
	<i>Anurag Sharma has ended this chat session</i>	9:41:10 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

30 Jul, 1:53:05 AM

#79910 jlevy

Email: [jlevy@sitemetric.com](mailto:jlevy@sitemetric.com)

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 22 Secs

City: WESTFORD

**State:** Massachusetts

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 17 Mins 59 Secs

jlevy	Hello, I am your Acebuddy	30 Jul, 1:53:06 AM
Acebuddy	Hello Jake Levy, I'm your Ace Buddy. I'll be happy to assist you!	1:53:06 AM
	Whom Would You Like to Connect With?	1:53:06 AM
jlevy	Technical Support (QB & App Hosting)	1:53:10 AM
Acebuddy	Welcome to Ace Support.	1:53:10 AM
	Please chose an option :	1:53:10 AM
jlevy	I'd like to raise a Request	1:53:16 AM
Acebuddy	Please select your request type.	1:53:16 AM
jlevy	Setup Ace Server	1:53:38 AM
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System	1:53:38 AM
jlevy	Microsoft Windows	1:53:42 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	1:53:42 AM
	Do you need any further assistance on the topic?	1:53:42 AM
jlevy	Yes	1:55:34 AM
Acebuddy	Please wait while we connect you to our Support Representative	1:55:34 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	1:55:34 AM
	<i>Anjainay Singh accepted the chat transfer request.</i>	1:56:04 AM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	1:56:14 AM
	Could you please confirm your issue so that I can assist you accordingly?	1:57:04 AM
jlevy	I need to install a remote desktop to access QB Desktop Enterprise	1:58:00 AM
	The RDP Generator isn't working for me	1:58:13 AM
Anjainay Singh	Thankyou for your confirmation.	1:58:13 AM
	Could you please confirm your username?	1:58:28 AM
jlevy	Username for the Remote Desktop Login is: myrealdata\Sitemetric_User_05	1:59:34 AM
	QuickBooks username is: Sitemetric_User_05	1:59:51 AM
Anjainay Singh	Thankyou for your confirmation.	2:00:23 AM

	May I take the remote access of your local computer?	2:00:28 AM
	I will setup the RDP connector at your local machine during remote session.	2:00:59 AM
jlevy	Yes please	2:01:32 AM
Anjainay Singh	Kindly close all important tabs and documents for not to breach any security concern.	2:01:49 AM
	<a href="https://assist.acecloudhosting.com/join/5832821054">https://assist.acecloudhosting.com/join/5832821054</a>	2:02:12 AM
	Please copy the URL and paste it at your local machine browser and hit enter	2:02:33 AM
	A setup.exe file will be downloaded in your download folder	2:02:57 AM
	Click on setup file and select accept and continue.	2:03:16 AM
	We are connected Jake.	2:03:49 AM
	Jake , please enter your password.	2:06:28 AM
	I will also share the ticket id with you over the mail once this chat is disconnected.	2:09:59 AM
	As the issue has been resolved over a remote session so we are disconnecting the chat.	2:11:00 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2:11:03 AM
	<i>Anjainay Singh has ended this chat session</i>	2:11:06 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

11 Jul, 2:31:50 AM

**#79282 Kris Grimland**

**Email:** kgrimland@msn.com 303-883-4971

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

**Operator:** Acebuddy

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**City:** GRANBURY

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 40 Mins 26 Secs

Kris Grimland	Hello, I am your Acebuddy	11 Jul, 2:31:51 AM
Acebuddy	Hello Kris Grimland, I'm your Ace Buddy. I'll be happy to assist you!	2:31:52 AM
	Whom Would You Like to Connect With?	2:31:52 AM
Kris Grimland	Technical Support (QB & App Hosting)	2:32:00 AM
Acebuddy	Welcome to Ace Support.	2:32:00 AM
	Please chose an option :	2:32:00 AM
Kris Grimland	I'd like to raise a Request	2:32:09 AM
Acebuddy	Please select your request type.	2:32:09 AM
Kris Grimland	Other Request	2:32:32 AM
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	2:32:32 AM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:32:32 AM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	3:12:17 AM
	<i>Ended due to chat idle timeout</i>	3:12:17 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

1 Jul, 7:28:28 PM

**#78857 Ezra Dilger**

**Email:** reception@rortax.com 7633189052

**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:** 23 Secs

**City:** MINNEAPOLIS

**State:** Minnesota

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 9 Mins 4 Secs

Ezra Dilger	Hello, I am your Acebuddy	1 Jul, 7:28:28 PM
Acebuddy	Hello Reception, I'm your Ace Buddy. I'll be happy to assist you!	7:28:29 PM
	Whom Would You Like to Connect With?	7:28:29 PM
Ezra Dilger	Technical Support (QB & App Hosting)	7:29:05 PM
Acebuddy	Welcome to Ace Support.	7:29:05 PM
	Please chose an option :	7:29:05 PM
Ezra Dilger	I'd like to report an Issue	7:29:09 PM
Acebuddy	Please select an option!	7:29:09 PM
Ezra Dilger	Other Issue	7:29:13 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	7:29:13 PM
Ezra Dilger	Lacerte 2024 needs an update	7:29:22 PM
Acebuddy	Please wait while we connect you to a Support Representative	7:29:23 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	7:29:23 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:30:32 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:30:36 PM
Ezra Dilger	Hi Manish	7:30:46 PM
Manish Singh	Hii, I will surely assist you regarding an update.	7:31:21 PM
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.	7:31:43 PM
Ezra Dilger	Ok. Do you know roughly how long this will take once i send the email?	7:32:30 PM
Manish Singh	We can proceed with it right away, or you may schedule it for night hours to avoid any disruption during business hours.	7:33:47 PM
Ezra Dilger	Right away would be best	7:34:07 PM
Manish Singh	Alright, let me do it for you and email you once done.	7:34:26 PM
Ezra Dilger	I just sent an email	7:34:31 PM
Manish Singh	Kindly log out all users from the server for time being.	7:34:41 PM
Ezra Dilger	Ok, I have sent out a message notifying everyone	7:35:20 PM
Manish Singh	Yes, Please.	7:35:43 PM

Ezra Dilger	Ok, done	7:36:23 PM
Manish Singh	Is there anything else I may help you with ?	7:36:56 PM
Ezra Dilger	No, that will be all! Thank you	7:37:16 PM
Manish Singh	We will notify you over the email, once done.	7:37:19 PM
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	7:37:23 PM
Ezra Dilger	Thank you	7:37:24 PM
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:37:29 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	7:37:32 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Manish Singh has ended this chat session</i>	7:37:33 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

30 Jul, 4:19:48 AM

**#79917 Lee K**

**Email:** management@midwaycm.com 18479713301

**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:** 4 Secs

**City:** ANNAPOLIS

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 8 Mins 34 Secs

Lee K	Hello, I am your Acebuddy	30 Jul, 4:19:48 AM
Acebuddy	Hello Lino Kurian, I'm your Ace Buddy. I'll be happy to assist you!	4:19:49 AM
	Whom Would You Like to Connect With?	4:19:49 AM
Lee K	Technical Support (QB & App Hosting)	4:19:52 AM
Acebuddy	Welcome to Ace Support.	4:19:52 AM
	Please chose an option :	4:19:52 AM
Lee K	I'd like to report an Issue	4:19:59 AM
Acebuddy	Please select an option!	4:19:59 AM
Lee K	Other Issue	4:20:03 AM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	4:20:03 AM
Lee K	no memory on remote server to run Excel	4:21:21 AM
Acebuddy	Please wait while we connect you to a Support Representative	4:21:22 AM
	<i>Acebuddy (bot) forwarded the chat request</i>	4:21:22 AM
Lee K	for quickbooks export	4:21:27 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	4:22:07 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	4:22:12 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	4:22:41 AM
	Are we still connected here?	4:24:04 AM
	Are we still connected here?	4:26:13 AM
	Are we still connected here?	4:28:08 AM
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.	4:28:13 AM
	<i>Sanyam Madan has ended this chat session</i>	4:28:23 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

2 Jul, 7:08:23 PM

### #78900 Isabella Trivisonno

**Email:** erutility@yahoo.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:** 53 Secs

**City:** CHARDON

**State:** Ohio

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 38 Mins 3 Secs

Isabella Trivisonno	Hello, I am your Acebuddy	2 Jul, 7:08:24 PM
Acebuddy	Hello Isabella Trivisonno, I'm your Ace Buddy. I'll be happy to assist you!	7:08:25 PM
	Whom Would You Like to Connect With?	7:08:25 PM
Isabella Trivisonno	Technical Support (QB & App Hosting)	7:08:34 PM
Acebuddy	Welcome to Ace Support.	7:08:34 PM
	Please chose an option :	7:08:34 PM
Isabella Trivisonno	I'd like to report an Issue	7:08:42 PM
Acebuddy	Please select an option!	7:08:42 PM
Isabella Trivisonno	QuickBooks Issue	7:08:48 PM
Acebuddy	What type of QuickBooks Issue are you facing?	7:08:48 PM
Isabella Trivisonno	QuickBooks Login Issue	7:08:56 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	7:08:56 PM
	Was that helpful?	7:08:56 PM
Isabella Trivisonno	No	7:09:31 PM
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	7:09:31 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	7:09:31 PM
	<i>Manish Singh accepted the chat transfer request.</i>	7:09:43 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	7:09:47 PM
Isabella Trivisonno	can someone call me	7:09:49 PM
	?	7:10:49 PM
Manish Singh	I will surely help you with the callback, before doing that may I know what exactly the issue you are facing, Isabella.	7:10:50 PM
Isabella Trivisonno	I can not get into my quickbooks. it doesn't seem like it's a login issue.	7:11:44 PM
Manish Singh	I will surely help you with this issue.	7:12:01 PM
	Kindly allow me two minutes to check the same.	7:12:05 PM
Isabella Trivisonno	Okay Thank you	7:12:23 PM
Manish Singh	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?	7:14:41 PM
Isabella Trivisonno	No this isn't the first time but it hasn't happen in a long time. There is also two other users on the account and one of them had problems get in as well.	7:16:37 PM
Manish Singh	Try to access QuickBooks now.	7:16:53 PM
Isabella Trivisonno	I can't even get into where i see quickbooks	7:19:18 PM
Manish Singh	Let me reboot the server once.	7:19:46 PM
Isabella Trivisonno	nevermind I got into the server	7:20:15 PM
	I just can't get into quickbooks still	7:20:32 PM
Manish Singh	We need to reboot the server once, Isabella.	7:20:54 PM
Isabella Trivisonno	okay	7:21:07 PM
Manish Singh	Kindly logout all users from the server.	7:21:19 PM
Isabella Trivisonno	I did	7:22:13 PM
Manish Singh	Frances is still logged into the sever.	7:22:41 PM
Isabella Trivisonno	Having her log out	7:23:43 PM
Manish Singh	Kindly try to access server now.	7:25:29 PM
Isabella Trivisonno	okay	7:25:39 PM
	It says you need to upgrade to the newest version	7:27:24 PM
Manish Singh	Is it for QuickBooks 2022?	7:27:39 PM
Isabella Trivisonno	2024	7:27:51 PM
Manish Singh	May I take the remote access of your server?	7:28:03 PM
Isabella Trivisonno	i have the 2022 now	7:28:04 PM

	yes	7:28:12 PM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	7:28:47 PM
Isabella Trivisonno	Okay I don't have anything open	7:29:20 PM
Manish Singh	Kindly accept the remote session.	7:30:07 PM
Isabella Trivisonno	yes	7:30:29 PM
Manish Singh	Are you on server? Kindly accept the remote session.	7:31:25 PM
Isabella Trivisonno	i did	7:32:02 PM
Manish Singh	Seems to be working fine.	7:33:21 PM
Isabella Trivisonno	It's still not working	7:34:16 PM
Manish Singh	You have upgraded the company file to QuickBooks 2024.  You can use that company file in QuickBooks 2024.	7:34:26 PM 7:34:43 PM
	Isabella.	7:34:49 PM
Isabella Trivisonno	hold on one second im trying	7:35:07 PM
Manish Singh	Yes, Please take your time.	7:35:16 PM
Isabella Trivisonno	How do I know which file to choose	7:37:14 PM
Manish Singh	Kindly choose the company file from the D:/ drive which you want to access.	7:38:41 PM
Isabella Trivisonno	I don't know which one  I need Er Utility and ER Marine	7:39:06 PM 7:39:26 PM
Manish Singh	Yes, I have opened ER utility and you can open ER Marine through the client data too.	7:41:32 PM
Isabella Trivisonno	I need ER Marine as well	7:41:36 PM
Manish Singh	Kindly close this company file.	7:43:46 PM
Isabella Trivisonno	What are you talking about	7:44:17 PM
Manish Singh	You like to open the company file ER Marine right?  All Set!	7:44:48 PM 7:45:45 PM
	Is there anything else I may help you with ?	7:45:48 PM
Isabella Trivisonno	Okay Thank you and no I am all good	7:46:14 PM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	7:46:16 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.  You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	7:46:22 PM  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.

Thanks!

7:46:25 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/>)

*Manish Singh has ended this chat session*

7:46:27 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

1 Jul, 11:36:18 PM

**#78874 Julie Ferrell**

**Email:** julie@greenhammer.com

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 27 Secs

**City:** VANCOUVER

**State:** Washington

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 17 Mins 7 Secs

Julie Ferrell	Hello, I am your Acebuddy	1 Jul, 11:36:19 PM
Acebuddy	Hello Julie Ferrell, I'm your Ace Buddy. I'll be happy to assist you!	11:36:19 PM
	Whom Would You Like to Connect With?	11:36:19 PM
Julie Ferrell	Technical Support (QB & App Hosting)	11:36:26 PM
Acebuddy	Welcome to Ace Support.	11:36:26 PM
	Please chose an option :	11:36:26 PM
Julie Ferrell	I'd like to raise a Request	11:36:39 PM

Acebuddy	Please select your request type.	11:36:39 PM
Julie Ferrell	Other Request	11:36:57 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.	11:36:57 PM
	If you are facing any issue/problem with your server, Please select the appropriate option below :	11:36:57 PM
Julie Ferrell	Yes, I'm facing issues with my server	11:37:08 PM
Acebuddy	Please select an option!	11:37:08 PM
Julie Ferrell	QuickBooks Issue	11:37:12 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:37:12 PM
Julie Ferrell	Other QB related issue	11:37:20 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:37:20 PM
Julie Ferrell	I cannot open quickbooks or the myreal data server at all	11:37:44 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:37:44 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:37:44 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	11:38:00 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	11:38:06 PM
	Hello Julie	11:38:18 PM
Julie Ferrell	Hi	11:38:21 PM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	11:38:23 PM
Julie Ferrell	Thanks	11:38:24 PM
	What do you mean by server name	11:38:40 PM
	grenhammer.myrealdatal.net	11:38:57 PM
Shubham Kataria	Yes, this is the server name. Thank you	11:39:25 PM
Julie Ferrell	I am or should be logged in as Admin	11:39:41 PM
	i missed an e in my server name it is greenhammerinc.myrealdatal.net	11:40:29 PM
Shubham Kataria	Kindly confirm if you're the only user who is facing this issue	11:40:31 PM
	Alright	11:40:37 PM
Julie Ferrell	I am	11:40:38 PM
Shubham Kataria	Okay	11:40:45 PM
	May I take the remote access of your server?	11:40:48 PM
Julie Ferrell	yes	11:40:52 PM
Shubham Kataria		

	Prior providing the access, I would suggest you to close any important documents at your end.	11:40:57 PM
Julie Ferrell	there is nothing open	11:41:07 PM
Shubham Kataria	Kindly accept the remote request again as I was unable to see anything on the screen	11:42:21 PM
Julie Ferrell	the screen is black	11:42:43 PM
Shubham Kataria	Okay, let me log off your session. Please login again	11:43:31 PM
Julie Ferrell	Okay, every time i try and log in this is the screen that appears but I will try again, will you be able to see? I want you to see what is happening	11:44:15 PM
Shubham Kataria	Alright, I'll log you off now, and we can reconnect through the remote session on your local computer, if that works for you.	11:45:14 PM
Julie Ferrell	yes	11:45:22 PM
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.	11:45:28 PM
Julie Ferrell	ok	11:45:33 PM
	done	11:45:34 PM
Shubham Kataria	<a href="https://assist.acecloudhosting.com/join/9072031185">https://assist.acecloudhosting.com/join/9072031185</a>	11:45:43 PM
	Kindly paste this link in the browser of local computer and join the session.	11:45:47 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.	11:47:33 PM
	Thank you for your patience.	11:51:22 PM
	As per the remote conversation your issue is resolved however I will keep your ticket under observation for next 24 hours. If you face the issue again please feel free to revert over the email.	11:52:10 PM
Julie Ferrell	Okay, thank you	11:52:21 PM
Shubham Kataria	You're welcome	11:52:40 PM
	Is there anything else I may help you with ?	11:52:43 PM
Julie Ferrell	Yes, the program is working now and I will reach out if there is anything further. Thanks for your help. Nothing further.	11:53:03 PM
Shubham Kataria	You're welcome. We will be happy to assist you	11:53:11 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.	11:53:15 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:53:21 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!	11:53:23 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/>)

*Shubham Kataria has ended this chat session*

11:53:26 PM



## Chat Transcript

i can not log on ...it say desktop cant find computer

### Visitor Details

8 Jul, 11:53:24 PM

#### #79150 msullivan

**Email:** msullivan@redcoachusa.com ☎ 7132820309

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 42 Secs

**City:** IRVING

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 38 Mins 21 Secs

msullivan	i can not log on ...it say desktop cant find computer	8 Jul, 11:53:25 PM
Akash	Thank you for contacting ACE. My name is Akash. I will be assisting you further.	11:53:30 PM
	<i>Akash is transferring the chat to Support(QB &amp; App Hosting).</i>	11:53:37 PM
msullivan	ok	11:53:53 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	11:54:35 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	11:55:25 PM
msullivan	ok	11:55:35 PM
	hello i need login i have work to do	11:56:19 PM

Anjainay Singh	I truly understand your situation.	11:57:02 PM
	Could you please confirm since when you are facing this issue?	11:57:35 PM
msullivan	today i tried to login 1 hour ago and again just now	11:58:27 PM
Anjainay Singh	Thankyou for your information.	11:59:45 PM
	Please allow me two minutes so that I can look into it.	9 Jul, 12:01:10 AM
msullivan	ok	12:01:19 AM
Anjainay Singh	Could you please try to re-login into server?	12:03:36 AM
msullivan	ok one sec	12:03:52 AM
	i got the same message cant find computer	12:04:59 AM
Anjainay Singh	May I take the remote access of your local computer?	12:05:44 AM
msullivan	yes	12:05:52 AM
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.	12:06:48 AM
msullivan	its ok i cant right now	12:07:14 AM
Anjainay Singh	I rebooted the server for quick resolution.	12:07:39 AM
msullivan	ok do you want me to try again	12:08:27 AM
Anjainay Singh	Sure please .	12:08:49 AM
msullivan	still not working	12:09:17 AM
Anjainay Singh	Please allow me just 2 minutes so that I can look for backend settings.	12:10:22 AM
msullivan	ok	12:10:39 AM
Anjainay Singh	<a href="https://assist.acecloudhosting.com/join/7882356641">https://assist.acecloudhosting.com/join/7882356641</a>	12:16:08 AM
	Thankyou for your patience	12:16:22 AM
	Please copy the above URL at your local machine browser so that I can access your connection issue and help you to resolve it.	12:16:52 AM
	Are we still connected here?	12:20:40 AM
	Are we still connected here?	12:21:21 AM
	Are we still connected here?	12:29:47 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.	12:31:15 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:31:22 AM
<i>Anjainay Singh has ended this chat session</i>		12:31:52 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

8 Jul, 11:48:58 PM

**#79148 Benjamin Jones**

**Email:** ben@preferredfg.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:** 34 Secs

**City:** ANDERSON

**State:** Indiana

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 20 Mins 23 Secs

Benjamin Jones	Hello, I am your Acebuddy	8 Jul, 11:48:59 PM
Acebuddy	Hello Benjamin Jones, I'm your Ace Buddy. I'll be happy to assist you!	11:49:00 PM
	Whom Would You Like to Connect With?	11:49:00 PM
Benjamin Jones	Technical Support (QB & App Hosting)	11:49:11 PM
Acebuddy	Welcome to Ace Support.	11:49:11 PM
	Please chose an option :	11:49:11 PM
Benjamin Jones	I'd like to report an Issue	11:49:19 PM
Acebuddy	Please select an option!	11:49:19 PM
Benjamin Jones	Other Issue	11:49:23 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:49:23 PM
Benjamin Jones	We have all downloaded the software on our PCs and used it for a week or so, but now when we click on the action Icon nothing happens	11:52:24 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:52:25 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:52:25 PM
	<i>Manish Singh accepted the chat transfer request.</i>	11:53:53 PM

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	11:53:57 PM
	I will surely help you with this issue.	11:54:11 PM
Benjamin Jones	thank you	11:54:23 PM
Manish Singh	May I know the name of application in which you are having issue.	11:55:58 PM
Benjamin Jones	Ace Connect	11:56:21 PM
Manish Singh	Kindly allow me two minutes to check the same.	11:57:22 PM
	May I take the remote access of your local computer?	11:58:21 PM
Benjamin Jones	yes	11:58:31 PM
Manish Singh	<a href="https://assist.acecloudhosting.com/join/7162561386">https://assist.acecloudhosting.com/join/7162561386</a>	11:58:42 PM
	Kindly paste this link in the browser of local computer and join the session.	11:58:45 PM
	Prior providing the access, I would suggest you to close any important documents at your end.	11:59:01 PM
Benjamin Jones	are we connected	9 Jul, 12:00:17 AM
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.	12:00:43 AM
	Is there anything else I may help you with ?	12:06:56 AM
Benjamin Jones	the icon still doesnt bring up the server	12:07:25 AM
Manish Singh	Yes, I have created another to access the server.	12:08:34 AM
Benjamin Jones	ok thank you. That works!	12:08:56 AM
Manish Singh	Is there anything else I may help you with ?	12:09:02 AM
Benjamin Jones	no thank you	12:09:09 AM
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.	12:09:11 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:09:17 AM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.	
	Thanks!	12:09:21 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Manish Singh has ended this chat session</i>	12:09:22 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

25 Jul, 6:32:48 PM

**#79792 Coleen Becker-Dowdall**

**Email:** cbecker@riversidecompany.com 2164061151

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

**Operator:** Sujeeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 26 Secs

**City:** CHICAGO

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 45 Mins 9 Secs

Coleen Becker-Dowdall	Hello, I am your Acebuddy	25 Jul, 6:32:49 PM
Acebuddy	Hello Coleen Becker-dowdall, I'm your Ace Buddy. I'll be happy to assist you!	6:32:50 PM
	Whom Would You Like to Connect With?	6:32:50 PM
Coleen Becker-Dowdall	Technical Support (QB & App Hosting)	6:32:55 PM
Acebuddy	Welcome to Ace Support.	6:32:55 PM
	Please chose an option :	6:32:55 PM
Coleen Becker-Dowdall	I'd like to report an Issue	6:33:02 PM
Acebuddy	Please select an option!	6:33:02 PM
Coleen Becker-Dowdall	Other Issue	6:33:10 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	6:33:10 PM
Coleen Becker-Dowdall	i am unable to connect to quicken. i was in office yesterday and it was fine. i am home today	6:33:40 PM

Acebuddy	Please wait while we connect you to a Support Representative	6:33:41 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	6:33:41 PM
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	6:34:05 PM
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.	6:34:09 PM
	Hello Coleen	6:34:15 PM
	How are you doing today?	6:34:32 PM
	Are we still connected here?	6:36:18 PM
Coleen Becker-Dowdall	yes	6:37:00 PM
Sujeet Kumar Suman	Kindly help me with your server name and user name?	6:37:29 PM
Coleen Becker-Dowdall	ok hang on	6:37:48 PM
Sujeet Kumar Suman	Sure, please take your time	6:37:57 PM
Coleen Becker-Dowdall	<a href="https://RSCapital.myrealdata.net">https://RSCapital.myrealdata.net</a>	6:38:36 PM
	myrealdata\StewartK	6:38:49 PM
Sujeet Kumar Suman	Thank you for the information.	6:38:57 PM
Coleen Becker-Dowdall	is this what you need	6:39:00 PM
Sujeet Kumar Suman	Could you please help us by sharing your concern so we can assist you accordingly?	6:39:30 PM
Coleen Becker-Dowdall	it won't connect - it just spins	6:40:01 PM
	it was fine yesterday in the office - i am at home today	6:40:11 PM
Sujeet Kumar Suman	This is the information we need to verify the account in our database.	6:40:28 PM
	No worry, I can help with that. Let me look into it for you.	6:41:00 PM
	May I take the remote access of your local computer?	6:41:57 PM
Coleen Becker-Dowdall	yes	6:42:11 PM
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.	6:42:21 PM
Coleen Becker-Dowdall	ok hang on	6:42:40 PM
	ready	6:42:59 PM
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/6592758533">https://assist.acecloudhosting.com/join/6592758533</a>	6:43:03 PM
Coleen Becker-Dowdall	connecting	6:43:55 PM
Sujeet Kumar Suman	Thanks for the confirmation !	6:44:05 PM

	We are still waiting for the connection from your end.	6:44:33 PM
Coleen Becker-Dowdall	says to double click ZA connect - but i do see where to double click	6:44:56 PM
Sujeet Kumar Suman	The file has been downloaded to your Downloads folder	6:45:30 PM
Coleen Becker-Dowdall	ok hang on my IT dept needs to approve this connection	6:45:51 PM
Sujeet Kumar Suman	Okay, please take your time	6:46:09 PM
Coleen Becker-Dowdall	im still here - they are checking	6:50:57 PM
Sujeet Kumar Suman	Okay.	6:51:07 PM
	Are we still connected here?	6:55:10 PM
Coleen Becker-Dowdall	Yes	6:55:23 PM
	remote software is installed	6:55:47 PM
Sujeet Kumar Suman	Thanks for the confirmation !	6:56:08 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.	6:56:13 PM
	Could you please show me where the RDP file is located on your system?	6:59:46 PM
Coleen Becker-Dowdall	you mean in bottom bar? its the orange with arrows	7:01:18 PM
Sujeet Kumar Suman	No.	7:02:03 PM
	Could you please let us know from where you are connecting to the server to use the Quicker application?	7:02:03 PM
	Kindly enter the password.	7:07:09 PM
	Try again please.	7:08:17 PM
Coleen Becker-Dowdall	ugh	7:08:40 PM
Sujeet Kumar Suman	Allow me a moment.	7:08:53 PM
Coleen Becker-Dowdall	let me ask IT -	7:08:53 PM
Sujeet Kumar Suman	Okay.	7:09:41 PM
Coleen Becker-Dowdall	that is what he has too. btw i use windows remote app to access quicken	7:10:57 PM
Sujeet Kumar Suman	Now, it's working.	7:12:33 PM
Coleen Becker-Dowdall	YAY - how you fix it?	7:12:53 PM
Sujeet Kumar Suman	Nothing was changed—just checked the RDP gateway settings.	7:13:38 PM
Coleen Becker-Dowdall	hmm so strange it worked in the office but not at my house all of a sudden	7:14:02 PM

	were the settings messed up?	7:14:22 PM
Sujeet Kumar Suman	The issue should be resolved now; it should work fine. Please let us know if you face any further issues.	7:14:28 PM
	I have reviewed the settings and refreshed your account configuration from our end.	7:15:52 PM
	As per discussion over the remote session, The issue is resolved.	7:16:12 PM
Coleen Becker-Dowdall	ok thanks	7:16:27 PM
Sujeet Kumar Suman	Thanks for the confirmation !	7:16:34 PM
	Is there anything else I may help you with ?	7:16:37 PM
Coleen Becker-Dowdall	nope we are all good	7:16:45 PM
Sujeet Kumar Suman	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	7:16:47 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	This message has been deleted	7:16:59 PM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	7:17:23 PM
	<i>Sujeet Kumar Suman has ended this chat session</i>	7:17:59 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

9 Jul, 11:10:00 PM

#79217 Monika

Email: monika@mbibusinessservices.com ☎ 18503435745

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:** ATLANTA

**State:** Georgia

**Country:** UNITED STATES

Chat Duration : 36 Mins 41 Secs

### Chat Transcript

Monika	Hello, I am your Acebuddy	9 Jul, 11:10:01 PM
Acebuddy	Hello Monika, I'm your Ace Buddy. I'll be happy to assist you!	11:10:02 PM
	Whom Would You Like to Connect With?	11:10:02 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.	11:46:43 PM
	<i>Ended due to chat idle timeout</i>	11:46:43 PM



## Chat Transcript

I never got the Pass Word for the RD login "Matthew\_Staff" I wanted to see if that could get assigned for me?

### Visitor Details

9 Jul, 9:26:03 PM

**#79211 Cumley**

**Email:** mrcumley@gmail.com ☎ 7859691090

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 41 Secs

**City:** PLEASANT HILL

**State:** Missouri

**Country:** UNITED STATES

## Chat Transcript

Cumley	I never got the Pass Word for the RD login "Matthew_Staff" I wanted to see if that could get assigned for me?	9 Jul, 9:26:04 PM
Dev Dubey	Thank you for contacting ACE. My name is Dev Dubey. I will be assisting you further.	9:26:07 PM
	<i>Dev Dubey is transferring the chat to Support(QB &amp; App Hosting).</i>	9:26:49 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	9:27:12 PM
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.	9:27:19 PM
	Hello Cumley	9:27:34 PM
	Kindly confirm if you require a password for user Matthew_staff	9:27:58 PM
Cumley	yes	9:28:51 PM
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?	9:29:06 PM
Cumley	ummm, let me see if I can find it.	9:30:34 PM
	All American Tax	9:30:36 PM
	AllAmericanTax.myrealdta.net	9:31:03 PM
Shubham Kataria	Thank you for the information. Please allow me a minute to check the same	9:31:13 PM
	This is about the user Password request we received from you. Now you can Add / Remove users as well as reset their passwords (if need be) from your end via <a href="#">Ace MyPortal</a> . We have attached a comprehensive user management guide to help you seamlessly complete this process. The attached document provides clear instructions on adding new users and removing existing ones along with instructions on How to reset the password.	
	Please log in to <a href="https://myportal.acecloudhosting.com/login">https://myportal.acecloudhosting.com/login</a> . Your <b>username</b> will be your <b>CID number</b> . In case you forget your password, kindly reset it by clicking on 'Forgot Password'.	9:31:58 PM
<b>Please note that only registered account owner is allowed to perform the user's management activity through the user guide.</b>		
Cumley	how do I find my CID number?	9:32:47 PM
	<i>9:32:53 PM Shubham Kataria is sharing a file with you <a href="#">How to Manage ACE Server Users 4.pdf</a> - ( Size:1.33 MB )</i>	9:32:53 PM
Shubham Kataria	Here is your CID - CID75000	9:33:05 PM
Cumley	And do i have to setup a password, or is it the same as my RD login?	9:33:37 PM
Shubham Kataria	No, your MyPortal password will be different from your RDP login credentials. (Edited)	9:35:14 PM
Cumley	how do i set that up? forgot password link?	9:35:28 PM
Shubham Kataria	Let's do one thing, we can connect over a remote session, and I'll assist you with resetting the password.	9:35:48 PM

May I take the remote access of your local computer? 9:35:56 PM

Are we still connected here? 9:38:19 PM

Are we still connected here? 9:39:52 PM

Are we still connected here? 9:40:18 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. 9:41:11 PM

*Shubham Kataria has ended this chat session* 9:41:13 PM



## Chat Transcript

Hello, I am your Acebuddy

**Visitor Details** 9 Jul, 5:12:54 PM

**#79192 Austin Recker**

**Email:** arecker@keypre.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** ALLENTOWN

**State:** Pennsylvania

**Country:** UNITED STATES

**Chat Transcript** Chat Duration : 38 Mins 59 Secs

Austin Recker	Hello, I am your Acebuddy	9 Jul, 5:12:56 PM
Acebuddy	Hello Austin Recker, I'm your Ace Buddy. I'll be happy to assist you!	5:12:57 PM
	Whom Would You Like to Connect With?	5:12:57 PM
Austin Recker	Technical Support (QB & App Hosting)	5:13:02 PM
Acebuddy	Welcome to Ace Support.	5:13:02 PM
	Please chose an option :	5:13:02 PM

Austin Recker	I'd like to report an Issue	5:13:10 PM
Acebuddy	Please select an option!	5:13:10 PM
Austin Recker	Other Issue	5:13:14 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:13:14 PM
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	5:51:55 PM
	<i>Ended due to chat idle timeout</i>	5:51:55 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

8 Jul, 8:33:14 PM

**#79094 Dan Holt**

**Email:** dan@happyhentreats.com ☎ 12108380827

**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:** SAN ANTONIO

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 14 Secs

Dan Holt	Hello, I am your Acebuddy	8 Jul, 8:33:15 PM
Acebuddy	Hello Daniel Holt, I'm your Ace Buddy. I'll be happy to assist you!	8:33:16 PM
	Whom Would You Like to Connect With?	8:33:16 PM
Dan Holt	Technical Support (QB & App Hosting)	8:33:21 PM
Acebuddy	Welcome to Ace Support.	8:33:21 PM
	[ ]	

We are currently experiencing higher than normal contact volume related to server connectivity issues.

8:33:21 PM

Are you also experiencing issues related to server connectivity?

8:33:21 PM

Dan Holt Yes

8:33:30 PM

Acebuddy Please refer to our status page for further updates on the issue status.

8:33:30 PM

Thank you contact Ace Support. Have a wonderful day!

8:33:30 PM

*Acebuddy has ended this chat session*

8:33:31 PM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

8 Jul, 11:04:10 PM

**#79140 neal**

**Email:** neal@calebchemical.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:** 9 Secs

**City:** PLAINFIELD

**State:** Illinois

**Country:** UNITED STATES

### Chat Transcript

Chat Duration : 41 Mins 10 Secs

neal Hello, I am your Acebuddy

8 Jul, 11:04:11 PM

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

11:04:12 PM

Whom Would You Like to Connect With?

11:04:12 PM

neal Technical Support (QB & App Hosting)

11:04:19 PM

Acebuddy Welcome to Ace Support.

11:04:19 PM

	Please chose an option :	11:04:19 PM
neal	I'd like to report an Issue	11:04:26 PM
Acebuddy	Please select an option!	11:04:26 PM
neal	QuickBooks Issue	11:04:30 PM
Acebuddy	What type of QuickBooks Issue are you facing?	11:04:30 PM
neal	Other QB related issue	11:04:35 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:04:35 PM
neal	i cannot send emails from QB to recipients on address	11:04:58 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:04:59 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	11:04:59 PM
	<i>Gaurav Kumar declined the transfer request.</i>	11:05:14 PM
	<i>Manish Singh accepted the chat transfer request.</i>	11:05:20 PM
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	11:05:28 PM
	I will surely help you with this issue.	11:05:33 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?	11:05:42 PM
neal	first time today	11:05:51 PM
Manish Singh	May I take the remote access of your server?	11:06:07 PM
neal	yes	11:06:16 PM
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.	11:06:21 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.	11:06:47 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.	11:45:21 PM
	<i>Ended due to chat idle timeout</i>	11:45:21 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

## #79081 Theresia Beauchamp

**Email:** purchasing@starchase.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:** VIRGINIA BEACH**State:** Virginia**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 31 Secs

Theresia Beauchamp	Hello, I am your Acebuddy	8 Jul, 8:19:25 PM
Acebuddy	Hello Theresia Beauchamp, I'm your Ace Buddy. I'll be happy to assist you!	8:19:26 PM
	Whom Would You Like to Connect With?	8:19:26 PM
	Welcome to Ace Support.	8:19:29 PM
	[ ]	8:19:29 PM
	We are currently experiencing higher than normal contact volume related to server connectivity issues.	8:19:29 PM
	Are you also experiencing issues related to server connectivity?	8:19:29 PM
Theresia Beauchamp	Technical Support (QB & App Hosting)	8:19:29 PM
	Yes	8:19:57 PM
Acebuddy	Please refer to our status page for further updates on the issue status.	8:19:57 PM
	Thank you contact Ace Support. Have a wonderful day!	8:19:57 PM
	<i>Acebuddy has ended this chat session</i>	8:19:57 PM



# Chat Transcript

I cannot log into the remote desktop. It tells me it can't find the server. My CID is 73992.

## Visitor Details

15 Jul, 1:14:07 AM

### #79410 Glenda Jones

**Email:** mountainprorep@yahoo.com ☎ 8284217387

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 32 Secs

**City:** FRANKLIN

**State:** North Carolina

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 3 Mins

Glenda Jones	I cannot log into the remote desktop. It tells me it can't find the server. My CID is 73992.	15 Jul, 1:14:08 AM
Siddhant	Thank you for contacting ACE. My name is Siddhant. I will be assisting you further.	1:14:18 AM
	<i>Siddhant is transferring the chat to Support(QB &amp; App Hosting).</i>	1:14:33 AM
Glenda Jones	Well after multiple tries, I was able to log on. I think I am good now.	1:15:28 AM
	<i>Yash Kalra accepted the chat transfer request.</i>	1:15:29 AM
	Thanks,	1:15:33 AM
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.	1:15:37 AM
	I will be surely assisting you with this. Kindly help me with your server name and user name?	1:15:44 AM
Glenda Jones	Since sending the message I was able to log on. I had tried multiple times with no luck but you must have the magic touch. I am in now.	1:16:31 AM
	Thanks	1:16:35 AM
Yash Kalra	Is there anything else I may help you with ?	1:16:42 AM
Glenda Jones	That's all for now...have a good day!	1:16:59 AM
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	1:17:06 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	1:17:12 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!

1:17:15 AM

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

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

*Yash Kalra has ended this chat session*

1:17:18 AM



## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

29 Jul, 5:20:58 PM

#### #79871 krisika

**Email:** krisika@hkidata.com 7383092838

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

**Operator:** Acebuddy

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**City:** BORSAD

**State:** Gujarat

**Country:** INDIA

### Chat Transcript

Chat Duration : 3 Months 3 Weeks

krisika	Hello, I am your Acebuddy	29 Jul, 5:20:59 PM
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!	5:21:00 PM
	Whom Would You Like to Connect With?	5:21:00 PM
krisika	Technical Support (QB & App Hosting)	5:21:04 PM
Acebuddy	Welcome to Ace Support.	5:21:04 PM
	Please chose an option :	5:21:04 PM

krisika	I'd like to report an Issue	5:21:09 PM
Acebuddy	Please select an option!	5:21:09 PM
krisika	Other Issue	5:21:15 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	5:21:15 PM
krisika	Hi	5:22:50 PM
Acebuddy	Please wait while we connect you to a Support Representative	5:22:51 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	5:22:51 PM
	<i>Chat request was not picked up by the operators</i>	5:35:29 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

17 Jul, 8:19:25 PM

### #79543 test

**Email:** test@gmail.com +16887849764

**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 DELHI

**State:** Delhi

**Country:** INDIA

## Chat Transcript

Chat Duration : 16 Secs

test	Hello, I am your Acebuddy	17 Jul, 8:19:26 PM
Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!	8:19:27 PM
	Whom Would You Like to Connect With?	8:19:27 PM
	<i>test has ended this chat session</i>	8:19:42 PM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

8 Jul, 11:41:40 PM

**#79147 Andrew Steven**

**Email:** asteven@lokring.com 13104066663

**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:** 1 Min 25 Secs

**City:** LOS ANGELES

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 46 Mins 38 Secs

Andrew Steven	Hello, I am your Acebuddy	8 Jul, 11:41:41 PM
Acebuddy	Hello Andrew Steven, I'm your Ace Buddy. I'll be happy to assist you!	11:41:41 PM
	Whom Would You Like to Connect With?	11:41:41 PM
Andrew Steven	Technical Support (QB & App Hosting)	11:41:48 PM
Acebuddy	Welcome to Ace Support.	11:41:48 PM
	Please chose an option :	11:41:48 PM
Andrew Steven	I'd like to report an Issue	11:41:57 PM
Acebuddy	Please select an option!	11:41:57 PM
Andrew Steven	Other Issue	11:42:00 PM
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:42:00 PM
Andrew Steven	I cant login in	11:42:09 PM
Acebuddy	Please wait while we connect you to a Support Representative	11:42:09 PM

	<i>Acebuddy (bot) forwarded the chat request</i>	11:42:09 PM
	<i>The visitor's email address was changed to asteven@lokring.com.</i>	11:42:24 PM
Andrew Steven	ticket ID 729995	11:43:22 PM
	<i>Shubham Kataria accepted the chat transfer request.</i>	11:44:09 PM
	<i>Shubham Kataria is transferring the chat to Anjainay Singh.</i>	11:45:27 PM
	<i>Anjainay Singh accepted the chat transfer request.</i>	11:45:32 PM
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	11:45:43 PM
	Please allow me two minutes so that I can look into the ticket and assist you accordingly	11:47:21 PM
	As per ticket I found that your all service has been activated and you can access the server now.	11:49:20 PM
	Are we still connected here?	11:49:55 PM
Andrew Steven	Its not letting me login in	11:50:18 PM
	I put my password and nothing	11:50:26 PM
	Can we reset my password ? Maybe that will work	11:50:48 PM
Anjainay Singh	I understand your concern Andrew.	11:50:55 PM
Andrew Steven	Username:myrealdata\LWC_KathyC	11:51:05 PM
	Username : myrealdata\SandraFi	11:51:09 PM
Anjainay Singh	Sure I will be assisting you with resetting your password.	11:51:15 PM
Andrew Steven	Username:myrealdata\LWC_AnyS	11:52:17 PM
	All usernames please	11:52:20 PM
Anjainay Singh	Could you please send us an email from [asteven@lokring.com](mailto:asteven@lokring.com) to support@acecloudhosting.com mentioning the password reset request so that I can proceed ahead urgently.	11:53:24 PM
	Please let me know once you are done.	11:55:13 PM
Andrew Steven	Just sent email	11:55:56 PM
Anjainay Singh	Thankyou for your confirmation.	11:56:34 PM
	If I send you password for all users over an email within 30 minutes will it work you.	11:58:19 PM
Andrew Steven	yes	11:58:29 PM
	Sooner the better please	11:58:33 PM
Anjainay Singh	Yes I will send you within 15-20 minutes Andrew.	11:59:23 PM
Andrew Steven	Thank you!	11:59:38 PM
	Can we stay on the chat until then	11:59:46 PM
Anjainay Singh	No you may disconnect and continue your business work.	9 Jul, 12:00:11 AM
		12:00:16 AM

	Is there anything else I may help you with ?	
Andrew Steven	I cant continue my business work because I cant login in	12:01:11 AM
Anjainay Singh	Yes I am immediately sending you an email.	12:02:00 AM
Andrew Steven	Thank you! Very urgent	12:02:14 AM
	Thanks!	12:02:16 AM
Anjainay Singh	Sure you may disconnect this chat.	12:03:49 AM
	I am sending you the passwords.	12:04:03 AM
Andrew Steven	ok	12:05:22 AM
Anjainay Singh	I have send you the password link for all users	12:14:43 AM
	I will also share the ticket id with you over the mail once this chat is disconnected.	12:17:03 AM
	Are we still connected here?	12:18:07 AM
	Are we still connected here?	12:19:33 AM
Andrew Steven	yes	12:19:45 AM
Anjainay Singh	I have send password reset for all users.	12:20:31 AM
Andrew Steven	Recevied! Thanks!	12:21:02 AM
Anjainay Singh	Is there anything else I may help you with ?	12:21:11 AM
	Could you please confirm are you able to access the server?	12:24:44 AM
Andrew Steven	I have access now	12:25:00 AM
	Thank you!	12:25:02 AM
	How can I change the password to my own password	12:25:13 AM
Anjainay Singh	I have send you the selfcare portal guide in same email in which you may enroll to reset the password using old password	12:26:05 AM
Andrew Steven	Ahh okay thank you!	12:26:27 AM
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.	12:26:59 AM
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	12:28:17 AM
	<i>Anjainay Singh has ended this chat session</i>	12:28:19 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

24 Jul, 2:07:35 AM

#79745 debra

Email: debra@drcpatx.com ☎ 14699208822

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: 35 Secs

City: THE COLONY

State: Texas

Country: UNITED STATES

## Chat Transcript

Chat Duration : 9 Mins 34 Secs

debra	Hello, I am your Acebuddy	24 Jul, 2:07:36 AM
Acebuddy	Hello Debra Reeves, I'm your Ace Buddy. I'll be happy to assist you!	2:07:36 AM
	Whom Would You Like to Connect With?	2:07:36 AM
debra	Technical Support (QB & App Hosting)	2:07:45 AM
Acebuddy	Welcome to Ace Support.	2:07:45 AM
	Please chose an option :	2:07:45 AM
debra	I'd like to raise a Request	2:07:52 AM
Acebuddy	Please select your request type.	2:07:52 AM
debra	Password Reset	2:07:56 AM
Acebuddy	Please select an option below	2:07:56 AM
debra	Already Enrolled to Selfcare Portal	2:08:02 AM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	2:08:02 AM
	Do you need any further assistance on the topic?	2:08:02 AM
debra	Yes	2:08:07 AM
Acebuddy	Please wait while we connect you to our Support Representative	2:08:07 AM

	<i>Acebuddy (bot) forwarded the chat request</i>	2:08:07 AM
	<i>Sanyam Madan accepted the chat transfer request.</i>	2:08:37 AM
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.	2:08:41 AM
debra	Okay	2:08:52 AM
Sanyam Madan	Kindly help me with your server name and user name?	2:09:15 AM
debra	DebraCPA.myreldata.net	2:09:32 AM
Sanyam Madan	Can you please elaborate your issue, so that we can assist you	2:10:12 AM
debra	I am not able to reset my password on the self care portal because I do not have the old password, it was added to the configuration on a support call where I would not have to enter it and now I don't know what it is I only have the very first password given	2:11:37 AM
Sanyam Madan	Please send us an email from the registered email address at support@acecloudhosting.com and we will reset it right away.	2:12:01 AM
debra	Thanks	2:13:09 AM
Sanyam Madan	Hvae you send it Debra?	2:13:42 AM
	Just receive it	2:14:09 AM
	Let me reset your password real quick	2:14:24 AM
debra	Okay	2:14:33 AM
	Thank you!	2:15:07 AM
	I received the email that it was reset	2:16:21 AM
Sanyam Madan	I just sent the password over email (Edited)	2:16:30 AM
	Is there anything else I may help you with ?	2:16:41 AM
debra	That's it thank you!	2:16:56 AM
Sanyam Madan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	2:17:02 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!	2:17:09 AM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	
	<i>Sanyam Madan has ended this chat session</i>	2:17:10 AM



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

25 Jul, 10:23:28 PM

### #79804 rcombis

**Email:** rcombis@mppgrp.com 12038209016

**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:** 32 Secs

**City:** NORWALK

**State:** Connecticut

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 8 Mins 21 Secs

rcombis	Hello, I am your Acebuddy	25 Jul, 10:23:29 PM
Acebuddy	Hello Rcombis, I'm your Ace Buddy. I'll be happy to assist you!	10:23:29 PM
	Whom Would You Like to Connect With?	10:23:29 PM
rcombis	Technical Support (QB & App Hosting)	10:23:36 PM
Acebuddy	Welcome to Ace Support.	10:23:36 PM
	Please chose an option :	10:23:36 PM
rcombis	I'd like to report an Issue	10:23:43 PM
Acebuddy	Please select an option!	10:23:44 PM
rcombis	Password Reset	10:23:48 PM
Acebuddy	Please select an option below	10:23:48 PM
rcombis	Already Enrolled to Selfcare Portal	10:23:56 PM
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	10:23:56 PM
	Do you need any further assistance on the topic?	10:23:56 PM

rcombis	Yes	10:24:04 PM
Acebuddy	Please wait while we connect you to our Support Representative	10:24:04 PM
	<i>Acebuddy (bot) forwarded the chat request</i>	10:24:04 PM
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	10:24:14 PM
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	10:24:19 PM
rcombis	Great	10:24:25 PM
Abhay Kumar Saraswat	I will be surely assisting you with this.	10:24:37 PM
	Could you please confirm me your name?	10:24:46 PM
rcombis	My name is Rob Combis. My account is disabled when I try to log into the server or the self care portal. myrealdatalRobC	10:25:25 PM
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.	10:25:59 PM
rcombis	okay	10:26:11 PM
Abhay Kumar Saraswat	Thank you for your patience.	10:28:22 PM
	I've just unlocked your account.	10:28:33 PM
rcombis	Thanks!	10:28:38 PM
Abhay Kumar Saraswat	Could you please check with your password and let me know? (Edited)	10:28:57 PM
rcombis	Yes, all set. Thanks	10:29:51 PM
Abhay Kumar Saraswat	You're welcome.	10:30:07 PM
	Is there anything else I may help you with ?	10:30:10 PM
	Are we still connected here?	10:31:01 PM
rcombis	Nothing else right now. I am all set!	10:31:31 PM
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.	10:31:40 PM
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	10:31:44 PM
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )	

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

10:31:47 PM

*Abhay Kumar Saraswat has ended this chat session*

10:31:50 PM

